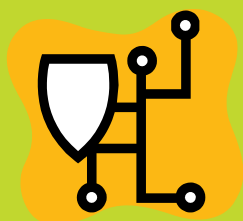


# Safer workplace, better business

Health & Safety guidance for small businesses



Produced by the officers of the Devon Health & Safety Sub Group  
in partnership with the Health & Safety Executive

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# Welcome to Safer Workplace, Better Business - How to use this pack

<p>Is this pack for me?</p>	<p>This pack is for small medium sized businesses such as restaurants, cafés, takeaways, retailers e.g. independent shops and newsagents, bed and breakfast establishments, small hotels, public houses, small care homes, offices.</p> <p>It has been developed by the Devon Local Authorities who have worked with businesses to create a practical and easy to use pack.</p>
<p>How does this pack help me comply with the law?</p>	<p>Under health and safety legislation you must be able to show that you have assessed all aspects of your business to enable you to put in place a plan to control the risks. You must assess the risk not only to staff, but to any other person who may come into contact with your undertaking, including contractors and members of the public.</p> <p>This pack is designed to help you focus on the risks that really matter in your workplace – the ones with the potential to cause real harm. The law does not expect you to eliminate all risk, but you are required to protect people as far as ‘reasonably practicable’.</p>
<p>Who should take charge of the pack?</p>	<p>The person who is responsible for the day to day running of the business is the best person to work through the pack.</p> <p>It is a good idea to involve other staff to help the pack work in your business.</p>

How does the pack work?

The layout of the pack has been based on the Safer Food Better Business Pack. The aim of the pack is to help businesses comply with the risk assessment requirement but also to aid induction training of staff.

The pack is split into five sections:

- Procedures/Policy
- Protection
- Good Practice
- Records
- Extra Care

The pack contains a number of sheets for you to work through and complete. These are called 'safe methods'.

By completing this pack you will be examining what can cause harm to people within your workplace and ensure you have put in place enough precautions to prevent harm. This will provide evidence of risk assessments for your business.

## How to use the safe methods

The procedures section details the main areas which you are responsible for controlling.

Each 'Safe Method' highlights a particular hazard or requirement

The 'Safety Point' column highlights the things that are important to keep everyone safe in the workplace and details the legal requirements

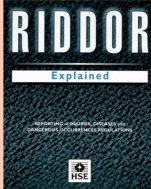
The 'Why?' column tells you why the safety point is important.

In some places you only need to tick a box and in other places write a small amount.

The 'How do you do this?' column is for you to write down what you do in your own business.

### Accident reporting

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

Safety point	Why?	How do you do this?
<p>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) place a legal duty on:</p> <ul style="list-style-type: none"> <li>• employers;</li> <li>• self-employed people;</li> <li>• people in control of premises;</li> </ul> <p>to report work-related deaths, major injuries or over-three-day injuries, work related diseases, and dangerous occurrences such as a fire or explosion.</p> <p>Further information can be found at <a href="http://www.hse.gov.uk/riddor">www.hse.gov.uk/riddor</a></p>	<p>If an employee is off work due to a work related illness then you must check if it needs to be reported under RIDDOR.</p> <p>If a member of the public has an accident in your workplace and is taken to hospital then you must also report this under RIDDOR.</p> <p>If an accident needs to be reported, then you must notify the Incident Contact Centre: Tel: 0845 3009923 Monday to Friday 8.30am to 5pm</p> <p>Alternatively you can complete a RIDDOR form (downloadable from the website) and post it to the Incident Contact Centre, Caerphilly Business Park, Caerphilly, CF83 3GG</p> 	<p>Do you know when you should report certain conditions? Yes <input type="checkbox"/> No <input type="checkbox"/> If not please refer to the RIDDOR book or go to <a href="http://www.hse.gov.uk/RIDDOR">www.hse.gov.uk/RIDDOR</a></p> <p>Where do you record incidents, accidents and illnesses?</p>
<p>For all accidents that result in injuries to persons, you should carry out an investigation and prepare a brief written report of the findings and any action taken.</p>	<p>It is important to record as much detail whilst it is still fresh in your mind. If an enforcement officer investigates the accident or the injured person decides to sue you for damages you will have a comprehensive report for your defence. The investigation should focus on the person injured, what they were doing at the time of the accident and where the accident occurred. Positive issues should also be noted in the report, e.g., "the floor was in good condition and a handrail was provided". These reports should be restricted to facts and not opinions. The reports should be signed and dated.</p>	<p>How do you investigate accidents?</p>

Some of the things you do will need additional or specific risk assessments. Blank 'safe method' forms have been included for you to complete your own risk assessments.

For example if there is a change to your business e.g. you are having building works or if you employ a young person, then you will need to complete a specific risk assessment and keep this with your records.

## Risk Assessment

This sheet should be used to detail any activities you carry out that are not covered as part of this pack. Please duplicate this sheet where necessary.

Safe Method: (Name of Activity)
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The title of the 'Safe Method' will be the name of the hazard e.g. 'Refurbishment of kitchen', or 'Employment of young person as case porter'

Safety point	Why?	How do you do this?

The safety points are a list of controls that you need to put in place to keep everyone safe e.g. how you separate the building works from the day to day business activities. It may include what additional training is required and what equipment will be used.

Under the 'Why?' column tells you why the safety point is important.

Explain how you ensure you put these controls in place in your business using the 'How do you do this?' section.

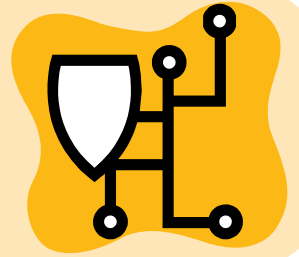
The safe method may also be accompanied by a general introduction sheet or instructions (for example on how to use a specific piece of machinery).

Getting started	
What do I do next?	<p>Work through the pack one section at a time and complete all the relevant sections to your business.</p> <p>When you have worked through all the sections make sure you and your staff follow the control measures you have identified all the time.</p> <p>This pack should be reviewed regularly and updated where necessary e.g. following an accident, changes in work practices or a new piece of equipment is introduced.</p>
How will I benefit from using this pack?	<p>Using the pack in your business will help you:</p> <ul style="list-style-type: none"> <li>• Comply with the legislation</li> <li>• Show what you do to control risks</li> <li>• Train staff</li> <li>• Protect your business's reputation</li> <li>• Improve your business e.g. reduce the number of accidents</li> </ul>
Do I need to keep lots of daily records?	<p>You do not need to keep lots of records. However, you do need to keep any records in a safe place. Keep a record of any incidents in the incident log and always note what you have done about them. If you are a catering business, then you may wish to record any daily issues in your SFBB diary.</p> <p>Once you have completed all of the relevant safe methods you will need to review them at least once a year or when things change.</p>
Where can I get more information?	<p>For more information talk to your environmental health service at your local authority or your local fire service.</p> <p>For details of Health and Safety publications visit <a href="http://www.hse.gov.uk">www.hse.gov.uk</a> or call 0845 3450055.</p>
If in doubt get advice	<p>In order to know whether something is right or wrong you need to know what is right in the first place. It is therefore important to get help from specialists from time to time e.g. licensed contractors for removing asbestos, qualified engineers e.g. electricians/plumbers.</p>

**Procedures/Policy**



**Protection**



**Good Practices**



**Records**



**Extra Care**



# Procedures/Policy

- Legal requirements
- Health and Safety Policy/Statement
- Risk Assessment
- Training and supervision
- Accident reporting
- First Aid
- Capability assessment for vulnerable workers
- Electricity/Gas Safety
- Fire Risk Assessment
- Suppliers and contractors
- Property maintenance/contractors
- Redecoration good practice





# Legal Requirements

To comply with current Health and Safety requirements your business should complete and maintain the following documentation:

- Risk Assessments
- Fire Risk Assessments
- Control Of Substances Hazardous to Health (COSHH) assessments
- Accident Book
- Asbestos Register
- Training Records
- Maintenance and inspection records such as lift inspection reports
- Employers Liability Insurance Certificate
- Health and Safety poster

By completing this pack you will have met the minimum legal requirements for many of these documents. There may be additional risks within your business which need to be assessed separately. Information on the control of these risks should be placed in the Extra Care Section. Ensure that the pack is reviewed regularly to keep it up to date, and that all certificates and inspection reports are kept in a safe place so that they can be retrieved easily when required.

# Health and Safety Policy Statement

If you employ more than five members of staff, it is a legal requirement to have a Health and Safety Policy Statement. A health and safety policy statement sets out how you manage health and safety within your workplace. It demonstrates your businesses attitude towards health and safety and the steps, arrangements and systems you have in place to ensure you comply with Health and Safety legislation. If you employ less than five staff, it is still good practice to complete a Health and Safety Policy Statement.

## Health and Safety Policy Statement

Health and Safety at Work etc Act 1974

This is the Health and Safety Policy Statement of

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Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities;
- To consult with our employees on matters affecting their health and safety;
- To provide and maintain safe plant and equipment;
- To ensure safe handling and use of substances;
- To provide information instruction and supervision for employees;
- To ensure all employees are competent to do their tasks, and to give them adequate training;
- To prevent accidents and cases of work-related ill health
- To maintain safe and healthy working conditions; and
- To review and revise this policy as necessary at regular intervals.

Signed: .....  
(*employer*)

Date: ..... Review Date: .....

# Risk Assessment

This sheet should be used to detail any activities you carry out that are not covered as part of this pack. Please duplicate this sheet where necessary.

Safe Method: (Name of Activity)

Safety point	Why?	How do you do this?

# Training and supervision

It is essential to train and supervise your staff effectively to make sure that they operate safely at work.

You should train your staff in all the safe methods that are relevant to the job they do. There are some safe methods that all staff need to cover on their first day. You should also supervise them to check they are following the safe methods properly.

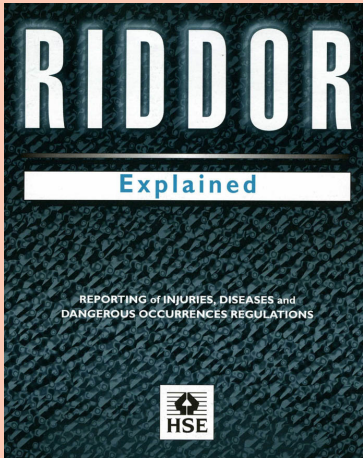
Sign the training record to confirm that staff involved in the work activity that day have been supervised to make sure that your staff follow your safe methods.

What to do	How
Once you have worked through them, use the safe methods in this pack to train staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do.	Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you to confirm they understand fully.
Make sure you know what training each member of staff has received	Make a note on the Staff training record every time you train a member of staff.
Watch the member of staff when they are carrying out a task as part of their work.	Make comments and observations to help the member of staff improve the way they work. Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully. If the safe method is not being followed by the member of staff, tell them how they are going wrong and why it is important to follow the safe method.
When a member of staff has completed a task, ask them about how they followed the method, to help you find out if they did it correctly.	You may wish to observe staff carrying out high risk activity periodically to check safe methods have been followed.

What to do if things go wrong?	How to stop this happening again?
If staff are not following a safe method properly, train them again and make sure they understand why it is important to follow this method.	Use the 4-weekly review in the diary to identify any problems with how staff are following safe methods and plan your training to address these. Remember to include new staff.

# Accident reporting

Reporting of injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

Safety point	Why?	How do you do this?
<p>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) place a legal duty on:</p> <ul style="list-style-type: none"> <li>• employers;</li> <li>• self-employed people;</li> <li>• people in control of premises;</li> </ul> <p>to report work-related deaths, major injuries or over-three-day injuries, work related diseases, and dangerous occurrences such as a fire or explosion.</p> <p>Further information can be found at <a href="http://www.hse.gov.uk/riddor">www.hse.gov.uk/riddor</a></p>	<p>If an employee is off work due to a work related illness then you must check if it needs to be reported under RIDDOR.</p> <p>If a member of the public has an accident in your workplace and is taken to hospital then you must also report this under RIDDOR.</p> <p>If an accident needs to be reported, then you must notify the Incident Contact Centre: Tel: 0845 3009923 Monday to Friday 8.30am to 5pm</p> <p>Alternatively you can complete a RIDDOR form (downloadable from the website) and post it to the Incident Contact Centre, Caerphilly Business Park, Caerphilly, CF83 3GG</p> 	<p>Do you know when you should report certain conditions? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If not please refer to the RIDDOR book or go to <a href="http://www.hse.gov.uk/RIDDOR">www.hse.gov.uk/RIDDOR</a></p> <p>Where do you record incidents, accidents and illnesses?</p> <div style="border: 1px solid black; height: 200px; width: 100%;"></div>
<p>For all accidents that result in injuries to persons, you should carry out an investigation and prepare a brief written report of the findings and any action taken.</p>	<p>It is important to record as much detail whilst it is still fresh in your mind. If an enforcement officer investigates the accident or the injured person decides to sue you for damages you will have a comprehensive report for your defence. The investigation should focus on the person injured, what they were doing at the time of the accident and where the accident occurred. Positive issues should also be noted in the report, e.g., “the floor was in good condition and a handrail was provided”. These reports should be restricted to facts and not opinions. The reports should be signed and dated.</p>	<p>How do you investigate accidents?</p> <div style="border: 1px solid black; height: 200px; width: 100%;"></div>

# First Aid at work

The Health and Safety (First Aid) Regulations 1981 and associated Approved Code of Practice specify the level of provision of first aid facilities in the work place to serve employees.

Safety point	Why?	What do you do?
<p>All businesses must have an appointed person.</p> <p>Depending on the type and size of your business, you may need to provide a qualified first aider.</p> <p>Adequate training must be provided and update training must be provided every three years for first aiders. Ensure you record the dates of any training in the paperwork section.</p>	<p>An <b>Appointed Person</b> is someone that is responsible for taking control of an emergency i.e. contacting the emergency services and maintaining the first aid box. They are not a first aider. You must ensure that you have an appointed person available at all times. Therefore you may need to appoint more than one person.</p> <p>A <b>First Aider</b> is someone who is able to provide suitable treatment for minor injuries and to prevent injuries getting worse whilst awaiting for medical treatment.</p> <div data-bbox="513 1294 944 1870" data-label="Image"> </div>	<p>Please list who in your workplace is an Appointed Person?</p> <div data-bbox="1034 564 1465 891" data-label="Form"> <input type="text"/> </div> <p>Please list who in your workplace is a qualified First Aider (indicate whether this is a one day emergency first aid course or a full four day course)?</p> <div data-bbox="1034 1115 1465 1489" data-label="Form"> <input type="text"/> </div> <p>How do you make sure all your staff aware of who is the appointed person/first aider?</p> <div data-bbox="1034 1624 1465 2027" data-label="Form"> <input type="text"/> </div>

Safety point	Why?	What do you do?
<p>A suitable box, (colour green with a white cross) shall be conspicuously displayed. First aid boxes must be available in suitable locations where they are kept and which first aiders/appointed persons are on duty.</p>	<p>No medicines or creams must be kept in the first aid box. This is because people can be allergic to different medicines and creams and they must only be administered by medical personnel. If someone wants to use their own medicine then this must be kept for their own use.</p> <p>Minimum contents of a First Aid Box: -</p> <ul style="list-style-type: none"> <li>• Guidance card</li> <li>• 20 Adhesive dressings (individually wrapped) of assorted sizes</li> <li>• 2 sterile eye pads with attachments</li> <li>• 6 individually wrapped triangular bandages</li> <li>• 6 safety pins</li> <li>• 6 medium sized, 2 large and 3 extra large individually wrapped sterile unmedicated wound dressings</li> <li>• Adhesive plaster (4.5cm x 2.5cm)</li> <li>• 1 pair of disposable gloves</li> </ul> <p>A minimum 300ml sterile water container should also be provided where mains water is not available.</p> <p>Please note that the contents may vary according to the needs of the workplace.</p>	<p>Where is your first aid box located?</p> <div data-bbox="1038 282 1465 647" style="border: 1px solid black; height: 163px; width: 267px;"></div> <p>How often do you replenish the box?</p> <div data-bbox="1038 741 1465 1050" style="border: 1px solid black; height: 138px; width: 267px;"></div> <p>Do you check that the box contains the correct contents and that no other medicines or creams have been added?</p> <p>Yes <input type="checkbox"/>                      No <input type="checkbox"/></p>

# Capability assessment for vulnerable workers

Vulnerable Workers can include expectant mothers, people with a disability and young people. These groups may be at more risk than other people at work and need special attention from the employer.

Safety point	Why?	How do you do this?
<p>Businesses must have arrangements to identify and protect vulnerable workers.</p>	<p>You have extra legal responsibilities to protect vulnerable groups.</p>	<p>If:</p> <ul style="list-style-type: none"> <li>• a female employee tells you that she is pregnant, has given birth within the previous six months, or is breastfeeding;</li> <li>• you employ someone who is under 18</li> <li>• an employee tells you that something has effected their capacity to work</li> <li>• an employee is off on long-term sick leave</li> </ul> <p>You, or your managers if you have any, must do a specific risk assessment for that person. You must look at what they are doing and make sure put in place any extra controls necessary to take in to account their condition.</p>
<p>If a risk assessment finds risks to new or expectant mothers which cannot be avoided you must:</p> <ul style="list-style-type: none"> <li>• Alter her working conditions or hours of work if it is reasonable to do so and would avoid the risks, and if you cannot;</li> <li>• Identify and offer her suitable alternative work that is available and if you cannot;</li> <li>• Suspend her from work on full pay</li> </ul>	<p>The law requires you to put the interests of the individual first as far as possible. It is important to be flexible and to involve the employee in any decision making, otherwise disputes can lead to Employment Tribunals and/or investigations by Environmental Health.</p>	<p>What arrangements do you have for expectant mothers?</p> <div data-bbox="746 1249 1453 1666" style="border: 1px solid black; height: 186px; width: 443px;"></div> <p>Tell staff as part of their induction that expectant mothers must tell you of their condition.</p> <p>A risk assessment must then be carried out by a competent person looking at the <b>individual's</b> situation and work tasks to identify any risks to her or the baby.</p>



Safety point	Why?	How do you do this?
<p>If you employ someone under the age of 18, BEFORE they start work, you must do a risk assessment for them.</p>	<p>People under the age of 18 will not necessarily have the knowledge and experience to understand the risks of a workplace. You may also have some specific work tasks which they will have no experience of at all. You cannot expect them to know how to deal with risks experienced members of staff normally deal with safely.</p>	<p>Do you employ under 18's? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes: You must not employ a young person for work:</p> <ul style="list-style-type: none"> <li>• Which is beyond their physical or psychological capacity;</li> <li>• Involves harmful exposure to substances which could chronically affect their health</li> <li>• Involving risk of accidents which it may reasonably be assumed cannot be recognised or avoided due to their insufficient attention to safety or lack of experience or training;</li> <li>• Where there is a risk to health from: <ul style="list-style-type: none"> <li>i.) Extreme cold/heat</li> <li>ii.) Noise; or</li> <li>iii.) Vibration.</li> </ul> </li> </ul> <p>What work do under 18's do?</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>
<p>If you employ someone below school leaving age they need a Work Permit issued by the Local Authority.</p>	<p>This ensures controls over work which could put the child in danger or impede their education.</p>	<p>Do you employ anyone under school leaving age? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>You cannot employ a child under 13 years old. Children between 13 years and school leaving age must get a Work Permit by asking their school.</p>
<p>You can offer Work Experience to children in most workplaces.</p>	<p>Work Experience in a well managed workplace should not expose children to significant risks while giving them valuable experience of the work environment.</p>	<p>Does the company provide Work Experience for local schools/colleges? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Can Work Experience be given without expecting student to do high risk activities? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is the young person supervised by a competent person? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are any risks reduced as much as reasonably practicable? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>You must write and keep a risk assessment for the student.</p>
<p>You must have risk assessment arrangements for employees suffering from disabilities, stress or illness.</p>	<p>You must protect employees from additional risks arising from their condition. This will help them to get back into the work environment as quickly as possible.</p>	<p>Does the company have a sickness absence policy? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Does the company provide return to work interviews? Yes <input type="checkbox"/> No <input type="checkbox"/></p>

# Electrical Safety

Electricity can kill. Even non-fatal shocks can cause severe and permanent injury. Electrical installations and equipment should be safe and maintained to prevent danger.

Safety point	Why?	How do you do this?
The fixed electrical installation and electrical equipment must be safe for employees to use.	Contact with live parts at mains voltage can cause shock, burns and can kill. Electrical faults can cause fires Overloading sockets by using adaptors can cause fires.	Install new electrical systems to a suitable standard eg. BS 7671  By providing safe and suitable equipment.  Providing a suitable number of socket outlets.
We use the following electrical equipment		
For example anything with a plug such as: Vacuum cleaners Kettles Heaters Fans Television Photocopiers/computers Steam/water pressure cleaner Cables and plugs Extension Leads	We have          	We use it for          
Staff must be properly trained to use work equipment	Staff need to be aware of possible danger and must be able to identify obvious defects	Do you train your staff in the safe use of electrical equipment? Yes <input type="checkbox"/> No <input type="checkbox"/>
Provide a RCD (residual current device) if equipment greater than 230 volts AC (normal mains voltage) is used  Use an RCD with a steam/water pressure cleaner	A RCD (residual current device) detects some but not all faults in the electrical systems and rapidly switches off the supply  As the work area is wet an electric shock from a faulty machine is likely to be dangerous	Is a RCD is built into the main switchboard Yes <input type="checkbox"/> No <input type="checkbox"/>  A RCD must be used for   

Safety point	Why?	How do you do this?
All electrical equipment must be suitable for the job?	The risk of injury from electricity is strongly linked to how it is used e.g. in wet conditions unsuitable equipment can become live and make its surroundings live.	Select equipment that is suitable for the working environment.
<p>The fixed installation should be inspected and tested by a competent person e.g A qualified electrician.</p> <p>Electrical equipment must be maintained in a sound condition.</p>	<p>By checking for visible signs of damage most electrical risks can be controlled.</p> <p>Earthed equipment and leads and plugs connected to the equipment should have an occasional combined inspection and test. This is because some faults cannot be seen such as lack of continuous earths.</p> <p>The frequency of checks will depend on the type of equipment and how it is used. Portable hand held equipment is more susceptible to damage than stationary equipment.</p>	<p>Inspection and testing of the fixed installation was carried out by/date</p> <div data-bbox="810 611 1469 804" style="border: 1px solid black; height: 86px; width: 100%;"></div> <p>Do you have a system of visual inspection and where necessary testing  Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Visual Inspection is carried out by:</p> <div data-bbox="810 994 1469 1171" style="border: 1px solid black; height: 79px; width: 100%;"></div> <p>Testing is carried out by:</p> <div data-bbox="810 1218 1469 1346" style="border: 1px solid black; height: 57px; width: 100%;"></div> <p>Records of the results of inspection and testing are kept at:</p> <div data-bbox="810 1442 1469 1615" style="border: 1px solid black; height: 77px; width: 100%;"></div> <p>We report any damage or defects to:</p> <div data-bbox="810 1666 1469 1856" style="border: 1px solid black; height: 85px; width: 100%;"></div> <p>Defective equipment is immediately taken out of use and labelled "Do not use"</p>



# Gas Safety

Many businesses use either mains gas or liquefied petroleum gas (LPG) for cooking or heating. Gas equipment and services must be safely installed and maintained as they can present fire, explosion and asphyxiation hazards.

Safety point	Why?	How do you do this?
By law gas equipment and services must only be installed, maintained and repaired by a <b>Gas Safe</b> registered installer.	If incorrectly fitted or maintained the equipment or service could leak gas into the environment, or the appliance could give out poisonous fumes in to the workplace.	Make sure your gas service engineer is registered with <b>Gas Safe Register</b> The previous registered scheme was run by CORGI, so systems fitted and maintained by CORGI registered engineers are acceptable.
Gas installations must be installed so they are safe for employees to use.	Incorrect fitting can result in potential explosion and fire risks, or production of fumes.	Was the equipment installed by a <b>Gas Safe Register</b> or CORGI registered engineer? Yes <input type="checkbox"/> No <input type="checkbox"/>

We have the following items of equipment and services that are powered by mains gas or LPG:

Examples	We have	We use it for
<p>Gas boilers and heaters (including mobile heaters and living flame fires);</p> <p>Cooking equipment including hobs, ovens, fryers, barbecues and hand-held LPG blowtorches;</p> <p>Fork lift trucks and other handling equipment;</p> <p>Refrigeration equipment (such as on food mobile units),</p> <p>Other heating facilities such as pool plant rooms</p>	<div style="border: 1px solid black; height: 150px; width: 100%;"></div>	<div style="border: 1px solid black; height: 150px; width: 100%;"></div>
Gas appliances must be serviced and maintained.	Poorly maintained equipment can result in a risk of fire and explosion, or the production of harmful gases such as Carbon Monoxide.	<p>Ensure that all equipment is regularly checked by a 'Gas Safe' registered engineer. The manufacturer will state how often the check should be done, it is usually every year.</p> <p>Has the equipment been checked by a <b>Gas Safe Register</b> or CORGI registered engineer? Yes <input type="checkbox"/> No <input type="checkbox"/></p>

Safety point	Why?	How do you do this?
If a gas appliance does not light when the ignition system has fired, or if the gas supply continues after the flame goes out, there will be a gas leak and fire and explosion can result	Older equipment may not have a flame supervision device, allowig you to see the pilot light.	Ask your registered gas service engineer to check that flame supervision devices are fitted.  Train your staff in safe methods to light equipment if manually ignited equipment is provided.
Make sure you can isolate the gas supply to each item of equipment.	You will need to be able to cut the supply off to an item of equipment for cleaning, servicing and in the case of emergencies.	Make sure that the manual isolation valves for each piece of equipment are conveniently accessible and properly labelled.
Where there is a mechanical ventilation system, there should be an interlock stopping the gas supply in the event of a power failure causing the ventilation system to shut down. This has been a British Standard requirement since September 2001.	If the ventilation system stops working, the exhaust from the gas appliance may not be removed. Fumes and poisonous gases can build up, particularly Carbon Monoxide.	Is an interlock system fitted? Yes <input type="checkbox"/> No <input type="checkbox"/>  If not, have you done a risk assessment on what happens if the ventilation system stops working? Yes <input type="checkbox"/> No <input type="checkbox"/>  Have you told your staff what to do? Yes <input type="checkbox"/> No <input type="checkbox"/>
Staff need to be trained in the safe use of equipment, what defects to look for and what to do if they identify problems.	Staff may continue to work with defective equipment or incidents could arise from incorrect use.	Train all staff to use equipment, safely and the procedures for dealing with defects or emergencies. Remember to record this training in the training record sheet.
LPG bottles and tanks need to be properly located, secured and maintained to be safe.	Poorly installed and maintained equipment can give rise to a risk of tampering or other failures resulting in fire and explosion.	The areas where bottles and tanks are stored should be routinely checked. Make sure that <ul style="list-style-type: none"> <li>• tanks cannot be tampered with;</li> <li>• containers and pipes are properly maintained;</li> <li>• vegetation and other combustible materials are kept away from the storage area;</li> <li>• there are appropriate warning signs.</li> </ul>
Exhaust from burning gas appliances contains a number of harmful gases, particularly Carbon Monoxide. Build up of these gases can have serious and even fatal consequences to anyone in the workplace.	You can't see, taste or smell it but Carbon Monoxide can kill without warning in just a matter of hours.	Look out for yellow or orange rather than blue flames (apart from fuel effect fires or flueless appliances which have this colour flame) or soot or yellow/brown staining around or on appliances  Do you have any Carbon Monoxide monitors? Yes <input type="checkbox"/> No <input type="checkbox"/>

# Fire Risk Assessment

Fire risk assessment is a legal requirement for every workplace. Even a small fire could have fatal consequences and will have serious financial implications for any business.

Safety point	Why?	How do you do this?
By law a competent person must carry out a fire risk assessment of the premises.	A competent person will have the knowledge to identify the risks and suggest practical precautions you can take.	By developing your own knowledge, training a suitable, interested member of staff, or employing a qualified advisor. Ask for information from your Fire Authority.

Use the blank fire assessment form provided on the last page to go through this process and do a fire risk assessment of your premises. Photocopy the form for additional areas if required.

## Fire safety risk assessment

<b>1</b>	<b>Identify fire hazards</b> Identify: <ul style="list-style-type: none"><li>• sources of ignition such as naked flames</li><li>• sources of fuel such as flammable liquids</li><li>• sources of oxygen such as the air around us</li></ul>
<b>2</b>	<b>Identify people at risk</b> Identify: <ul style="list-style-type: none"><li>• people in and around the premises and</li><li>• people who are especially at risk</li></ul>
<b>3</b>	<b>Evaluate, remove or reduce, and protect from risk</b> <ul style="list-style-type: none"><li>• Evaluate the risk of a fire starting</li><li>• Evaluate the risk to people from a fire</li><li>• Remove or reduce fire hazards</li><li>• Remove or reduce the risks to people from a fire</li><li>• Protect people by providing fire precautions</li></ul>
<b>4</b>	<b>Record, plan, inform, instruct and train</b> <ul style="list-style-type: none"><li>• Record any major findings and action you have taken</li><li>• Discuss and work with other responsible people</li><li>• Prepare an emergency plan</li><li>• Inform and instruct relevant people</li><li>• Provide training</li></ul>
<b>5</b>	<b>Review</b> <ul style="list-style-type: none"><li>• Review your fire-risk assessment regularly</li><li>• Make changes where necessary</li></ul>

**Remember to review your fire-risk assessment regularly**

## Risk Assessment - Record of significant findings

Risk assessment for  
Building:

Location:

Assessment done by

Date:

Completed by:

Signature:

Use:

## Identify fire hazards

Sources of ignition

Sources of fuel

Sources of oxygen

## People at risk

## Evaluate, remove, reduce and protect from risk

Risk of fire occurring

Risk to people from a fire  
starting in the premises

What hazards can be removed  
and/or reduced that may cause  
a fire

How can the risks to people be  
removed and/or reduced

## Assessment review

Assessment/review date

Completed by

Signature

Review outcome (where substantial changes have occurred a new record sheet should be used)



# Suppliers and Contractors

How you handle suppliers and contractors is important.

What to do?	Why?	How do you do this?
Choose suppliers carefully.	It is important to use suppliers that supply and handle goods safely, as well as delivering on time etc.	<ul style="list-style-type: none"> <li>• Make sure you choose suppliers you can trust.</li> <li>• Ask the following questions:-                             <ul style="list-style-type: none"> <li>- Does the supplier store, transport and pack their goods in a safe way?</li> <li>- Does the supplier/contractor provide fully referenced invoices/receipts?</li> <li>- Do they have any certification or quality assurance?</li> <li>- How quickly do they respond to your concerns?</li> </ul> </li> </ul>
Choose contractors carefully.	Services such as plumbers or electricians can be valuable to help you make sure your premises is safe. It is important to have contractors you can trust to deliver these services effectively.	<ul style="list-style-type: none"> <li>• Ask other businesses for recommendations.</li> <li>• Check that the supplier has a Health &amp; Safety Management System/Policy.</li> <li>• Buy equipment from reputable dealers.</li> <li>• Make sure all equipment has a guarantee / warranty.</li> <li>• Ask for advice from other retailers or a trade association.</li> </ul>
Make sure your equipment works effectively.	To allow you to make your workplace is safe, it is very important that all equipment works effectively.	

## What to do if things go wrong?

If you do not think that the delivery has been handled safely (for example, if you think it has placed your staff at risk), reject the delivery, if possible, and contact your supplier immediately. If you have problems with any suppliers or contractors, record your concerns on the incident sheet. If you have repeated problems, you can do the following things, depending on how serious the problem is and the response you get.

1. Contact the supplier/contractor by phone.
2. Write a formal letter of complaint.
3. Change supplier/contractor.
4. Contact your local authority.

# Property maintenance

If you are doing major alteration or refurbishment of your premises you, staff, contractors, customers and the public can be put at risk. These risks require identification and control.

Safety point	Why?	How do you do this?
<p>Before doing any works to your premises you need to be certain what your responsibilities are for protecting the health and safety of people who could be affected now or in the future.</p> <p>The person requiring/paying for work to be done is known as the 'CLIENT'.</p>	<p>Careful planning can avoid accidents and liabilities in the future. For example, where asbestos is concerned this could be over 30 years ahead (see below).</p> <p>You must register certain construction works with the Health and Safety Executive otherwise you could be prosecuted.</p>	<p>Will the work take more than 30 days from start to finish Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Will it be more than 500 person days of work (i.e. 10 men working for 50 days) Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If either question is yes, then you must appoint a 'Construction Design Management Co-ordinator' who is responsible for notifying the HSE on a F10 form before the work starts. DESIGNERS e.g. architect, PRINCIPAL CONTRACTORS and CONTRACTORS also need to be identified.</p> <p>If you answer 'no' to both then the job is not notifiable but the following still applies in general law.</p>
Plan the work that you want done	Many accidents are caused by a lack of planning e.g. falls from height caused by using the wrong equipment	Consider what you want done and how you want it to be done, what equipment will be required and who you are going to get to quote for the work. Discuss this with contractors that you are getting in to quote for the work.
Check whether any asbestos is involved.	Asbestos is a known health risk that is still present in many buildings and is dangerous if disturbed e.g. by refurbishment works.	The person responsible for the building has a 'duty to manage' any asbestos containing materials and, if present, provided an asbestos management plan that you can refer to. You have a duty to inform all contractors of any asbestos in the building before they start work.
Identify the hazards and manage the risks involved	Building and repair work can change risks or introduce new hazards that could injure people for which you may be held responsible.	Carry out a risk assessment for the work and ensure that any contractors you employ do the same. Decide what information, instruction and training is required to be provided to each group at risk e.g. employees, customers, contractors. Consider the priority areas of working at height, manual handling, workplace transport and slips trips and falls. Blank risk assessment sheets are in the pack. Record any plans and agreements to deal with risks with contractors.

Safety point	Why?	How do you do this?
Select the right contractor and ensure their competency	Accidents can be caused by contractors not knowing what the rules are.	<p>You must be satisfied that contractors are competent (i.e. they have sufficient skills and knowledge) to do the job safely and without risks to health and safety. The degree of competence required will depend on the work to be done. You could for example ask prospective contractors:</p> <ul style="list-style-type: none"> <li>• What experience they have in the type of work you want done</li> <li>• What their health and safety policies and practices are</li> <li>• About their health and safety performance (number of accidents etc)</li> <li>• What qualifications and skills they have</li> <li>• Their selection procedure for sub-contractors</li> <li>• For their safety method statement</li> <li>• What health and safety training and supervision they provide</li> <li>• Their arrangements for consulting their workforce</li> <li>• If they have any independent assessment of their competence</li> <li>• If they are members of a relevant trade or professional body; or</li> <li>• Whether they or their employees hold a 'passport' in health and safety training. This is a growing trend in construction.</li> </ul> <p>Make sure they know and understand what performance you expect. Explain your health and safety arrangements to them, show them your procedures and health and safety policy statement and make sure they understand and act in accordance with it.</p>
Ensure the correct selection of any sub-contractors	Sub-contractors can introduce unforeseen risks as they may not be aware of site safety rules	The selection of sub-contractors is probably best left to the contractor. However you must be sure that a contractor has an effective procedure for appraising the competence of a sub-contractor e.g. by using the same criteria listed above that you do
Supervise the work being done	Sometimes the people arriving to do the work are different to those who planned it and they decide to do things differently e.g. to save time. This can lead to accidents.	Hopefully by doing the above you will have a clear understanding of what you are paying for when employing a contractor to do work. Check that you are getting what was agreed both in quality and the methods used – look out for any shortcuts that could become accidents.
If in doubt get advice	In order to know whether something is right or wrong you need to know what's right in the first place.	Accept the extent of your knowledge – get advice if you need it from someone who knows about the subject e.g. a CDM coordinator, through the HSE Infoline or your local Council.

# Redecoration good practice

During day to day maintenance, redecoration and refurbishment of your premises you, your employees, contractors, customers and members of the public can be put at risk. These risks require identification and control.

Safety point	Why?	How do you do this?
<p>Before you start work you need to be certain what your health and safety responsibilities are.</p>	<p>Careful planning can avoid accidents and liabilities later.</p> <p>For example, where asbestos is concerned this could be over 30 years in the future.</p> <p>You must also register certain construction works with the HSE or you could be prosecuted.</p>	<p>Identify what the work will involve and how you want to get it done.</p> <p>Estimate how long will take and how many people will be employed in doing it:</p> <ul style="list-style-type: none"> <li>• Is it over 30 days duration Yes <input type="checkbox"/> No <input type="checkbox"/></li> <li>• Is it over 500 person days Yes <input type="checkbox"/> No <input type="checkbox"/></li> </ul> <p>If you answer 'yes' to either you must tell the HSE using an F10 form - see the sheet called Property Maintenance)</p> <p>Are you going to use a contractor? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes - see the safe method sheet called Property Maintenance.</p>
<p>Plan the work that you want done</p>	<p>Many accidents are caused by a lack of planning e.g. falls from height caused by using the wrong equipment</p>	<p>What do you want and how do you want it to be done what equipment will be required, who you are going to get to quote for the work. Discuss this with any contractors that may quote for the work and record any plans agreed.</p>
<p>Check whether any asbestos is involved.</p>	<p>Asbestos is a known health risk that is still present in many buildings and is dangerous if disturbed by refurbishment works.</p>	<p>Are there any identified asbestos containing materials? Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p>If yes or you don't know - check the section on managing Asbestos. Tell any contractors and ensure the right investigations and precautions are taken depending on the situation – get advice from a licensed asbestos contractor if necessary.</p>
<p>Identify any other hazards and put in arrangements for managing the risks involved</p>	<p>Even the simplest tasks can change the risks or introduce new hazards in your workplace that could injure people for which you may be held responsible.</p>	<p>Identify what could go wrong and put in place the precautions that you need to take to prevent harm. You may wish to use the blank risk assessment sheets for this.</p> <p>Ensure that any contractors you employ do the same and give you a written summary of the risks and precautions.</p> <p>Decide what information, instruction and training each group who is at risk (employees, customers, contractors) needs to know and tell them.</p>

Tick which of the following priority action areas apply that require a risk assessment:

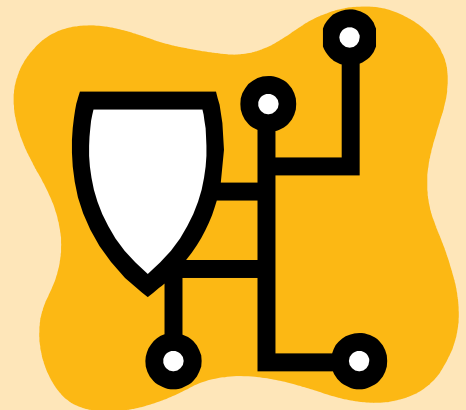
	Risk to employees	Risk to the public
Falls from height (any ladder use?)		
Heavy lifting (manual handling)		
Exposure to harmful substances e.g. chemical fumes, dusts, skin sensitisers (COSHH)		
Electric shocks/fires		
Use of dangerous equipment e.g. powered hand tools		
Risk to pedestrians from vehicles?		
Objects falling from a height onto persons below?		
Possibility of slips or trips?		

- ✓ For each one you tick carry out a risk assessment looking at this particular aspect.
- ✓ Ensure that you provide the right equipment and personal protective equipment for the task e.g. scaffold towers or scissor lifts instead of using ladders, 110v powered hand tools instead of 240v outside, water based paints instead of oil based, vinyl instead of latex gloves.

Safety point	Why?	How do you do this?
Prepare for any accidents	No matter how well planned the work may be something could still go wrong	Do you have a fully stocked first aid kit available? Yes <input type="checkbox"/> No <input type="checkbox"/>  If no – get advice and buy one from a chemist. Check the accident reporting safe method sheet of the pack.
Supervise the work being done	You are responsible for your premises, so it makes sense that you keep an eye on what's going on and ensure things are being done safely.	Hopefully by doing the above you will have a clear understanding of how the work is to be done safely - look out for any shortcuts that could become accidents and record any problems on the incident sheet.
If in doubt get advice	In order to know whether something is right or wrong you need to know what's right in the first place.	Accept the extent of your knowledge – get advice if you need it from someone who knows about the subject e.g. a CDM coordinator, through the HSE Infoline or your local Environmental Health Officer.

# Protection

- Asbestos
- Chemical Safety
- Work related Dermatitis
- Work related asthma
- Legionella
- Radon in the Workplace



# Asbestos

Asbestos is the biggest Occupational Health Killer causing 3500 deaths a year.

Safety point	Why?	How do you do this?
<p>Asbestos is a fibrous mineral commonly found in buildings constructed prior to 2000. If you are responsible for maintaining or repairing a building then you also have a duty to manage any asbestos in the building.</p>	<p>When inhaled the fibres can damage the lungs and cause cancer.</p>	<p>We have no Asbestos Containing Material on site.            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>You do not need to complete this section further if you have answered yes above. However, you may wish to complete the survey forms overleaf.</p>
<p>A survey of the building should be undertaken to identify any possible Asbestos Containing Material (ACM).</p>	<p>By noting the location and condition of ACM accidental release of asbestos fibres can be prevented.</p>	<p>We have undertaken a visual (type 1) inspection of our business and noted the location of any possible ACM on the SURVEY form.            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>We have had a:            Type 1 (Visual) survey carried out.            Type 2 (Assessment and Sampling) survey carried out            The report can be found</p> <div data-bbox="815 1081 1477 1447" style="border: 1px solid black; height: 163px; width: 415px;"></div>
<p>ACM should be managed and all building and maintenance work planned taking ACM into consideration.</p>	<p>Staff and contractors can easily be exposed to Asbestos fibres during plumbing, electrical or building work.</p>	<p>We have completed the Asbestos Management Plan in this pack            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>or</p> <p>We have had a management plan written. It can be found:</p> <div data-bbox="815 1765 1477 2067" style="border: 1px solid black; height: 135px; width: 415px;"></div>

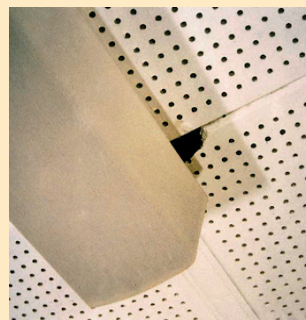
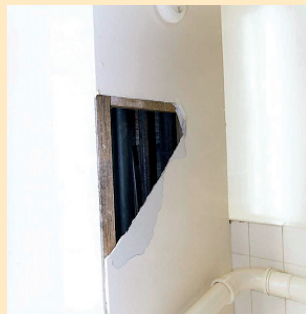
Safety point	Why?	How do you do this?
<p>Anyone working on the building should be made aware of the presence of ACM before commencing any works so that they can plan the work appropriately.</p>	<p>Making workers aware of the location and condition of ACM before they start work will reduce the likelihood of ACM being disturbed and fibres released.</p>	<p>All contractors working on the building are required to sign a declaration that they are aware that the building contains ACM and that no work is to be carried out in or near these areas until a detailed risk assessment has been completed.</p>

Examples of Asbestos Containing Material (ACM) commonly found.

Sprayed Asbestos and Lagging.



Asbestos Insulating Board.



Asbestos Textiles.





# Asbestos Survey Form

Name of Room	Building Materials	Description of Location	Presumed asbestos Y/N

# Asbestos Management Plan

Name of Room	Plan item number	Building materials	Presumed asbestos (P) or Confirmed (C)	Management Plan action
<b>EXAMPLE</b> Front Office	1	Asbestos insulating ceiling tiles	(C)	In good condition. Monthly observation. If any deterioration noted contact accredited surveyor for advice.

# Chemical Safety

Whatever the size of your business you will use some chemicals. Some chemicals and substances are harmful, and can cause injury or ill health. You must assess the risk of these materials and provide protection for staff and members of the public.

Safety point	Why?	How do you do this?
You must prevent or properly control exposure to chemicals or hazardous substances.	Using chemicals or other hazardous substances at work can put people's health at risk, so the law requires employers to control exposure to hazardous substances to prevent ill-health.	By assessing the risk to staff and implementing any necessary control measures e.g. PPE, training.  Do staff use chemicals or hazardous substances? Yes <input type="checkbox"/> No <input type="checkbox"/>
We use the following chemicals or hazardous substances		
<p>Examples</p> <p>Substances used directly in work activities (e.g. glues, paints, cleaning agents);</p> <p>Substances generated during work activities (e.g. fumes from soldering and welding);</p> <p>Naturally occurring substances (e.g. grain dust);</p> <p>Biological agents such as bacteria and other micro-organisms.</p>	<p>We have</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>	<p>We use it for</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>
Identify the chemical or hazardous substance.	To determine the potential effects on health.	You must get hold of, and read, the Safety Data Sheets for the chemical from your supplier. This will tell you what the hazards are, how it should be handled, stored and disposed of and what should be done in the case of an accident. For some chemicals the safety information is contained on the product label e.g. bleach.

Safety point	Why?	How do you do this?
Chemicals or hazardous substances should be used and handled in a safe manner.	Incorrect use of hazardous products could result in exposure through inhalation, direct contact with the skin, splashing them into the eyes or ingestion.	<p>Follow the manufacturer's guidance in the safety data sheets. This may include using personal protective equipment which must be suitable for the product.</p> <p>Record this on your Chemical Safety check sheet at the end of this section.</p>
Have you got the right protective equipment?	Protective equipment prevents or reduces contact with the hazardous product.	<p>Do you check the manufacturer's instructions and provide the protective equipment they specify? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you train staff to use the protective equipment properly? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you check it is being properly used? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
Are chemicals and hazardous substances stored safely?	Some chemicals and substances should be stored in specific ways, as instructed by the manufacturer or supplier as they may pose a fire risk. Restricting access to hazardous substances can prevent unauthorized use and exposure.	<p>Where are the chemicals stored?</p> <div data-bbox="810 1064 1465 1176" style="border: 1px solid black; height: 50px; width: 100%;"></div> <p>Do your chemicals require any specific storage requirements e.g. ventilation, segregation of chemicals. Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes what are they?</p> <div data-bbox="810 1415 1465 1556" style="border: 1px solid black; height: 63px; width: 100%;"></div> <p>How do you prevent unauthorized access?</p> <div data-bbox="810 1608 1465 1749" style="border: 1px solid black; height: 63px; width: 100%;"></div> <p>Who is responsible for ensuring carrying out the above?</p> <div data-bbox="810 1832 1465 2004" style="border: 1px solid black; height: 77px; width: 100%;"></div>

Safety point	Why?	How do you do this?
<p>Staff must be properly trained in the correct use of chemicals and hazardous substances.</p>	<p>Some hazardous products have risks which are not obvious to people using them.</p> <p>Refresher training will reduce the chances of bad habits developing in the workforce.</p>	<p>Do you train staff on hazardous products you use? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you provide refresher training? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If so how often? <input type="text"/></p> <p>Who responsible for carrying out the training? <input type="text"/></p> <p>Record staff training on the staff training record sheets</p>



# Work related Dermatitis

Work related dermatitis (often called eczema) is one of the main causes of ill-health for catering and cleaning staff and is a very painful condition. However, dermatitis is easily prevented using good hygiene techniques.

## What is dermatitis?

Dermatitis is a skin condition caused by contact with something that irritates the skin or causes an allergic reaction. It usually occurs where the irritant touches the skin, but not always.

If you look at skin that has dermatitis, you could see one or all of these signs:

- Redness
- Scaling/flaking
- Blistering
- Weeping
- Cracking
- Swelling



There are two different types of contact dermatitis:

Irritant and Allergic

## What causes irritant contact dermatitis?

It can occur quickly after contact with a strong irritant, or over a longer period from repeated contact with weaker irritants. Irritants can be chemical, biological, mechanical or physical. Repeated and prolonged contact with water (e.g. more than 20 hand washes or having wet hands for more than 2 hours per shift) can also cause irritant dermatitis.

Examples of Irritant contact dermatitis:

- Wet work
- Soaps, shampoos and detergents
- Solvents
- Some food (e.g. onions)
- Oils and greases
- Dusts
- Acids and alkalis



## What causes allergic contact dermatitis?

This can occur when the sufferer develops an allergy to a substance. Once someone is 'sensitised', it is likely to be permanent and any skin contact with that substance will cause allergic contact dermatitis. Often skin sensitisers are also irritants.

Some of the more common causes of allergic contact dermatitis include:

- Some hair dyes
- UV cured printing inks
- Adhesives
- Some food (e.g. shellfish, flour, garlic)
- Wet cement
- Some plants (e.g. chrysanthemums)



Safety point	Why?	How do you do this?
<p><b>AVOID direct contact</b> Avoid direct contact between un-protected hands and substances, products and wet work where this is sensible and practical, for instance:</p> <ul style="list-style-type: none"> <li>• Get rid of the substance/product/wet work all together.</li> <li>• Substitute the product/substance for something less harmful.</li> <li>• Introduce controls (such as tools or equipment) to keep a safe working distance between skin and substances/products/wet work.</li> </ul>	<p>Contact with certain substances and products and/or regular wet work may cause dermatitis</p>	<p><b>What do you do to avoid contact?</b></p> <div data-bbox="1007 315 1474 752" style="border: 1px solid black; height: 195px;"></div>
<p><b>PROTECT the Skin</b> Avoiding contact will not always be possible so:</p> <ul style="list-style-type: none"> <li>• Provide suitable personal protective equipment such as gloves.</li> <li>• Tell workers to wash their hands before eating and drinking, and before wearing gloves. Ensure suitable cleaning systems exist for mobile workers.</li> <li>• Provide suitable mild skin cleaning and moisturising cream and washing facilities with hot and cold water.</li> <li>• Remind workers to wash any contamination from their skin promptly.</li> <li>• Provide soft (cotton or disposable paper) towels for drying the skin. Tell workers about the importance of thorough drying after washing.</li> <li>• Protect the skin by moisturizing as often as possible and particularly at the end of the day – this replaces the natural oils that help keep the skin’s protective barrier working properly.</li> <li>• Use suitable barrier creams before and during work.</li> </ul>	<p>Limiting work likely to cause or promote dermatitis, providing personal protective equipment and ensuring hands are cared for will reduce the likelihood of your staff developing this condition</p>	<p><b>What do you do to protect?</b></p> <div data-bbox="1007 853 1474 1809" style="border: 1px solid black; height: 427px;"></div>



Safety point	Why?	How do you do this?										
<p><b>CHECK hands regularly</b></p> <ul style="list-style-type: none"> <li>• Check hands regularly for the first signs of itchy, dry or red skin.</li> <li>• When skin problems are spotted early, they can be treated, which can stop them from getting too bad.</li> <li>• Get advice from your GP if you suspect that you may have skin problems.</li> </ul> <p>Check regularly that all these actions are carried out in practice. If protective gloves are the only option then it is essential to ensure you have the correct glove for the type of work.</p> <p>When you select protective gloves, base your choice on the work, the wearer and the environment they work in. You need to consider the following five factors:</p> <ul style="list-style-type: none"> <li>• Identify the substances handled.</li> <li>• Identify all other hazards.</li> <li>• Consider the type and duration of contact.</li> <li>• Consider the user – size and comfort.</li> <li>• Consider the task.</li> </ul>	<p>Regular monitoring allows for prompt identification of any problems before the condition becomes too serious.</p> <p>Poorly fitting or inadequate gloves may not protect the wearer properly or may trap water and other substances close to the skin resulting in dermatitis</p>	<p><b>What do you do to check?</b></p> <div data-bbox="1007 297 1469 730" style="border: 1px solid black; height: 193px; width: 100%;"></div> <p>Do you use gloves? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Gloves to be used:</p> <table border="1" data-bbox="1011 925 1469 1771"> <thead> <tr> <th data-bbox="1011 925 1198 1010">Job</th> <th data-bbox="1198 925 1469 1010">Gloves to be worn</th> </tr> </thead> <tbody> <tr> <td data-bbox="1011 1010 1198 1184"></td> <td data-bbox="1198 1010 1469 1184"></td> </tr> <tr> <td data-bbox="1011 1184 1198 1359"></td> <td data-bbox="1198 1184 1469 1359"></td> </tr> <tr> <td data-bbox="1011 1359 1198 1534"></td> <td data-bbox="1198 1359 1469 1534"></td> </tr> <tr> <td data-bbox="1011 1534 1198 1771"></td> <td data-bbox="1198 1534 1469 1771"></td> </tr> </tbody> </table>	Job	Gloves to be worn								
Job	Gloves to be worn											

# Work-Related Asthma

## What is Work-Related Asthma?

Work-related asthma is asthma caused or made worse by work.

Some people may have had asthma before they started work, but workplace substances may make their asthma worse.

There are also substances which are used at work which can cause asthma in otherwise healthy people, for example flour or wood dust. These substances are called 'respiratory sensitisers' or 'asthmagens'. Once someone becomes sensitised to these, even small amounts of the substance can trigger an asthma attack.

Some substances can make existing asthma worse. These are called 'respiratory irritants' and they can trigger attacks in those with asthma caused by work or with pre-existing asthma. Examples include chlorine, general dust and even cold air.

## Symptoms

People can work with a substance for several months or even years before they develop a sensitisation to breathing it in.

Sometimes the symptoms start as soon as the person is exposed to the substance, but often they are delayed for several hours, so they are most severe in the evenings or during the night, and workers may not realise it is work that is causing the problem. Symptoms may improve during weekends and holidays when they have had some break from the substance.

The symptoms for asthma are attacks of coughing, wheezing, breathlessness and chest tightness. People may also develop rhinitis and conjunctivitis - runny or stuffy nose and watery or prickly eyes.

Once a person is sensitised, continued exposure can result in permanent damage to their lungs and increasingly severe symptoms.

People with rhinitis may go on to develop asthma. Asthma attacks are likely to become worse and can also be triggered by respiratory irritants. These attacks often continue for years after exposure to the sensitiser has stopped.

## Causes of asthma

There are many different kinds of substances which may be respiratory sensitisers. Chemicals, metals, and natural substances of animal or plant origin. Below is a list of substance groups that are particularly likely to cause asthma and where you may use these in your business.

Some of the activities in this pack referred to as 'Areas That Need Extra Care' are ones where asthma is a high risk, for example the 'Flour Dust' page which covers flour dusts and improvers. You must get these pages if they apply to your business.

Look for the risk phrase **R42 'may cause sensitisation by inhalation'** or **R42/43 'May cause sensitisation by inhalation and skin contact'** on product labels and safety data sheets for the substances you use, this should tell you if any substance is known to cause or make worse asthma.

Substance Groups	Typical Occurrence
<ul style="list-style-type: none"> <li>• Isocyanates</li> <li>• Animal dander (e.g. skin flakes)</li> <li>• Grain dusts/hay dust/ flour dusts/ flour improvers</li> <li>• Wood dusts</li> <li>• Soldering flux/colophony fume</li> <li>• Latex</li> <li>• Hot-wire-sealed film wrapping</li> <li>• Shellfish i.e. prawns</li> <li>• Glues and resins</li> </ul>	<ul style="list-style-type: none"> <li>• 2 pack paints used in vehicle spraying</li> <li>• Pet shops, animal boarding establishments</li> <li>• Bakeries, caterers, hay handling, malting</li> <li>• Woodworking units, builders merchants, sawmills</li> <li>• Repair work activity/electronic assembly</li> <li>• Latex protective gloves</li> <li>• Packaging food products</li> <li>• Shellfish processing</li> <li>• Curing of epoxy resins</li> </ul>

Safety point	Why?	What do you do?
The use of certain substances needs to be controlled. A list of substances and where they might be found is listed above.	These substances are likely to trigger Occupational Asthma.	Do you use chemicals/substance groups that may cause occupational asthma? Yes <input type="checkbox"/> No <input type="checkbox"/>
The use of certain respiratory sensitizers and their levels in the air strictly controlled by legislation.	Some respiratory sensitizers are so dangerous they have been assigned Workplace Exposure Limits (WEL) and Short Term Exposure Limits (STEL). These are concentrations of the substance in the air, above which you are legally required to take specific actions as they have known health effects.	You can find the list of chemicals given WEL or STEL by searching the HSE website ( <a href="http://www.hse.gov.uk">www.hse.gov.uk</a> ) for EH40. You will need specialist advice if you use these chemicals. Complete the section below if you use any of these substances.

### Workplace Exposure Limits and Short Term Exposure Limits Section

Substance	Who is exposed	What controls do you have?

## Information, Instruction and Training for Employees

You have a legal duty to inform, instruct and train staff who are likely to be exposed to respiratory sensitisers so that they know and understand:

- the risks to health;
- the symptoms of sensitisation;
- the importance of reporting minor symptoms at an early stage;
- the proper use of control measures;
- the need to report promptly any failures in control measures.

## Health Surveillance

### WHAT IS IT?

Health surveillance is about systematically watching out for early signs of work-related ill health in employees exposed to certain health risks. It helps prevent asthma by detecting the early signs.

Health surveillance is never an alternative to the proper control of exposure. It is not the same as health screening or health promotion.

### WHAT DO I NEED TO DO?

You must set up a system of health surveillance if your employees are exposed to respiratory sensitisers, unless you are confident your assessment shows there is unlikely to be a risk to their health.

You should contact the Employment Medical Advisory Service through the local HSE office who can recommend local Occupational Health Professionals to advise you.

## Example Health Surveillance Questionnaire

You may wish to photocopy the following template for use when questioning staff when first employed and regularly during their employment.

Employees name

Reference no

Have you any chest problems, e.g. periods of breathlessness, wheeze, chest tightness or coughing attacks?

Yes  No

Since starting your present job (or in your previous employment) have you had any of the following symptoms (do not including isolated colds, sore throats or flu)

a) recurring soreness of or watering of eyes,

Yes  No

b) recurring blocked or running nose,

Yes  No

c) bouts of coughing,

Yes  No

d) chest tightness,

Yes  No

e) wheezing,

Yes  No

f) breathlessness,

Yes  No

g) any other persistent chest problems.

Yes  No

Have you consulted your doctor about any of the above since the last questionnaire?

Yes  No

To be completed by the responsible person:

a) no further action required

b) refer to company occupational health adviser

Signature of responsible person

Date

I confirm that the responses given by me are correct and that I have received a copy of the completed questionnaire.

Signed

Date

## What Should I do About Sensitised Employees?

If health surveillance makes you suspect an employee has become sensitised you should:

- Removed the affected person from the work activity.
- Advise to them to consult their doctor giving information on the work they do and the substances they may have been breathing.
- Review your assessment/control measures and make any necessary changes.
- Report the illness to your local authority – see the sheet on Accident prevention and reporting.

# Legionnaires' Disease

Although the number of confirmed cases of Legionnaires' Disease remain relatively low, the high mortality rate amongst susceptible individuals is such that the control of legionellosis is a real consideration in buildings, especially those which accommodate the elderly or people whose immune system is impaired.

## What is legionnaires' disease

Legionnaires' disease is a type of pneumonia, which kills between 10—40% of those infected. The illness occurs more frequently in men than women. It usually affects middle aged or elderly people and it more commonly affects smokers or people with other chest problems and in people whose immune system is impaired.

## How is the disease caught?

People catch legionnaires' disease by inhaling small droplets of water suspended in the air, which contain the bacteria.

Aerosols can be formed from fine droplets generated from water containing the legionella bacteria by, for example, running a tap or shower, flushing a toilet, or from bubbles arising from whirlpool baths, hydrotherapy pools, Jacuzzi's, garden water features and from cooling towers. Legionnaires' disease does not spread from person to person.

Any water system that produces tiny droplets of water has the potential to spread legionella.

## What can we do about it?

It is important to identify any places where the bacteria can grow and ensure adequate controls are put in place to reduce the risk of bacteria surviving and entering the environment on droplets.

The bacteria are more likely to grow:

- In warm water between 20 - 45°C (optimum temperature 37°C)
- Where there is a source of nutrients for the bacteria e.g. Slime (biofilm), rust, algae and dirt on pipe and tank surfaces
- In water heaters/calorifiers where water is stored at temperatures less than 45°C
- In pipes with little or no water flow (this includes unoccupied rooms)

## Know your system

You should prepare a plan of the hot and cold water system in the property based on evidence and information available on site. If you have a very old building you may need to ask a qualified plumber to help you.

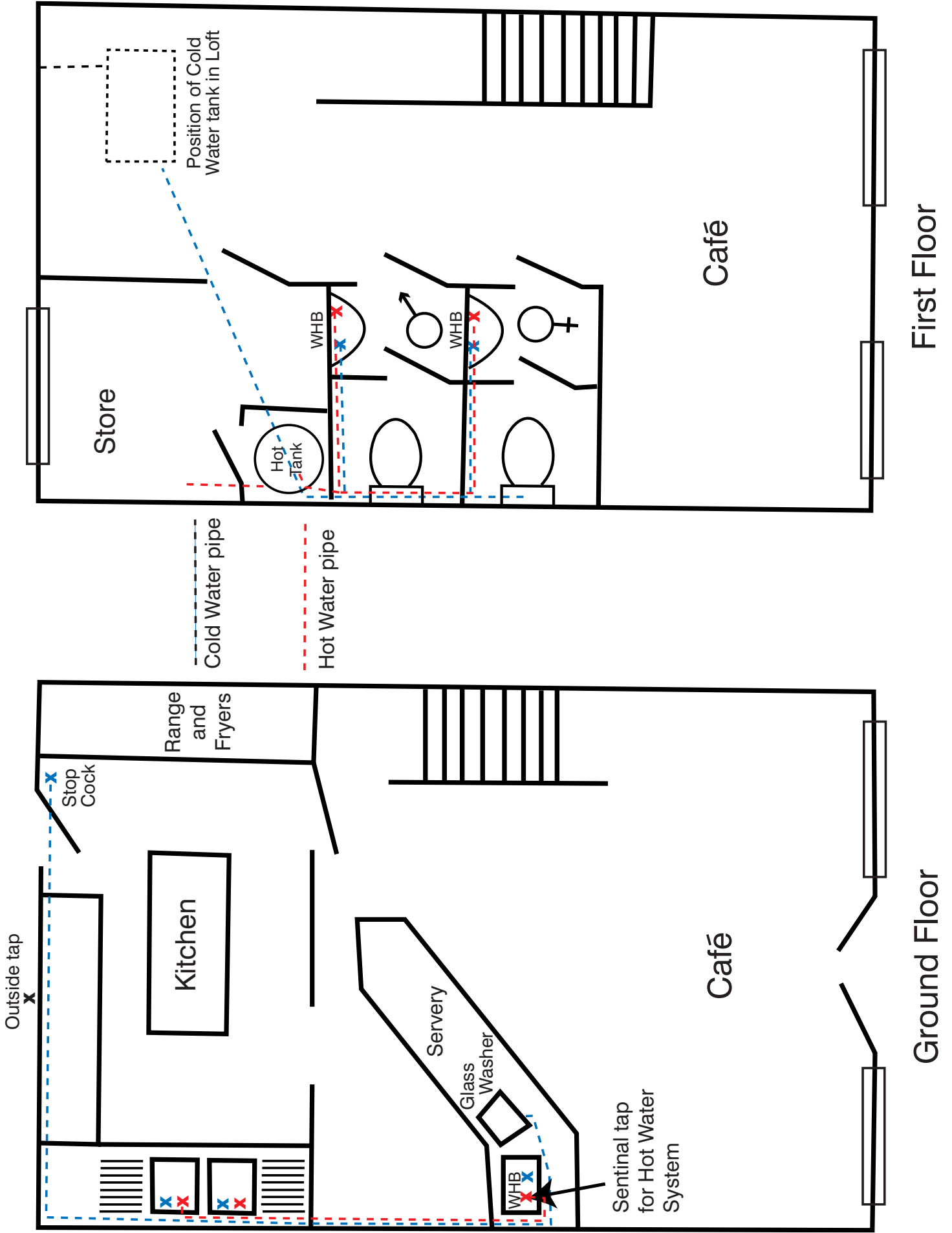
Update the diagram when new information comes to light or when you make any alterations to your water systems.

Ensure you note on the diagram:

The position of the header tank/s (if any) and water heater/s and how these link to all the water outlets (taps, shower heads etc.) on the systems supplied by the hot water heater.

An example of a plan is shown. On the following page please insert your own plan.

# Example plan of hot/cold water system




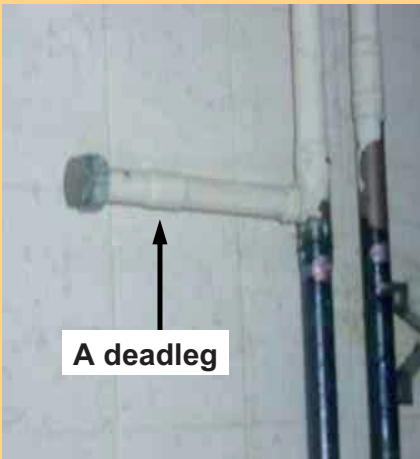
# Plan of the hot and cold water systems:

Name of business:

Address of property



Safety point	Why?	How do you do this?
<b>Hot and cold water tanks</b>		
<p>Water temperatures in the (boiler) should be set to reach at least 60°C.</p> <p>Cold water must be kept below 20°C at all times.</p>	<p>The bacteria grow easily in warm water between 20 - 45°C and may multiply to hazardous numbers in areas where water can collect.</p> <p>Please note that temperatures above 50°C in the pipes will increase the risk of scalding injuries. If your temperatures approach 60°C, you should provide warning signs and consider thermostatic mixing valves.</p>	<p>What temperature does your boiler/s operate at:</p> <div data-bbox="916 360 1465 651" style="border: 1px solid black; height: 130px; width: 100%;"></div> <p>What temperature is the water in your cold water storage tank?</p> <div data-bbox="916 736 1465 916" style="border: 1px solid black; height: 80px; width: 100%;"></div>
<p>Fit tight fitting covers or lids to all cold water storage tanks to prevent contamination from debris, insects and vermin.</p> <p>Visually inspect the insides of cold water storage tanks for cleanliness each year as well as checking that the water temperature is below 20°C.</p>	<p>Dirty tanks containing debris should be cleaned as necessary to prevent the available nutrients for the bacteria. If the water temperature is above 20°C then you may need to re-site or insulate the tank against thermal heat.</p> <div data-bbox="477 1240 884 1816" style="text-align: center;">  <p data-bbox="488 1742 873 1809"><b>Cold water tank with algae, rust and debris</b></p> </div>	<p>Can you gain access to your cold water storage tanks Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>How often do you inspect the tanks and ensure they are free from debris.</p> <div data-bbox="916 1126 1465 1368" style="border: 1px solid black; height: 108px; width: 100%;"></div> <p>Are the cold water storage tanks fitted with tight fitting lids? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If no, please advise what action is to be taken.</p> <div data-bbox="916 1579 1465 1908" style="border: 1px solid black; height: 147px; width: 100%;"></div>

Safety point	Why?	How do you do this?
<b>Hot and cold water temperatures</b>		
<p>Once a month hot and cold water temperatures should be taken from the sentinel taps for each hot and cold water system.</p> <p>If, after one minute, hot water temperatures are less than 50°C the boiler/calorifier thermostat should be increased.</p> <p>If cold water temperatures are greater than 20°C after two minutes of flushing, you will need to investigate why this is happening and seek further advice.</p>	<p>The sentinel taps are those closest to the boiler or the cold water tank and those furthest away.</p> <p>Note: Where taps are fitted with a thermostatic mixing valve limiting issuing water below 50°C then you will need to measure the surface temperature of the pipework prior to the mixing valve.</p>	<p>Where do you record your monthly temperature checks?</p> <div data-bbox="916 358 1465 649" style="border: 1px solid black; height: 130px; width: 100%;"></div> <p>Do your cold water taps achieve a maximum temperature of 20°C at the furthest point within 2 minutes? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If not what action have you taken?</p> <div data-bbox="916 869 1465 1052" style="border: 1px solid black; height: 82px; width: 100%;"></div>
<b>Outlets that are not in frequent use</b>		
<p>Any water outlets in the building including sealed off areas and outside taps must be identified and fully documented. Any outlets including showers and taps that may not be used during any given week must be highlighted.</p> <p>Each of these outlets must be flushed for two minutes on a weekly basis with a record kept.</p> <p>If these outlets are not required and if the pipework can be cutback to prevent the creation of a dead leg they should be removed.</p>	<p>A deadleg is the section of pipe leading to a fitting e.g. a sink, through which water only passes when there is water drawn from the fitting.</p> <p>Deadlegs or disused systems will cause water stagnation and mould growth and provide a perfect environment for bacteria to grow.</p> <div data-bbox="472 1487 893 1944" style="border: 1px solid black; text-align: center;">  <p>A deadleg</p> </div>	<p>Do you have any water outlets that are not used frequently? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please list the outlets and their location here:</p> <div data-bbox="916 1339 1465 1720" style="border: 1px solid black; height: 170px; width: 100%;"></div> <p>How often do you flush these outlets?</p> <div data-bbox="916 1792 1465 1957" style="border: 1px solid black; height: 74px; width: 100%;"></div> <p>Do you have any deadlegs? Yes <input type="checkbox"/> No <input type="checkbox"/></p>

# Radon in the workplace

Radon is a clear, colourless, odourless gas which is given off from the ground and some building materials. It is a source of natural radioactivity. High levels of Radon in your workplace can increase the risks of cancer in you and your employees.

Safety point	Why?	How do you do this?
You need to carry out a post code check to find out if your workplace is at risk of high levels of radon.	The Health Protection Agency (HPA) have maps showing what areas of the country are likely to have high levels of radon in buildings.	You can check by post code if the premises you occupy are in an affected area by going to <b>www.ukradon.org</b>  Or looking on the HPA website at <b>www.hpa.org.uk</b> where a radon map is published  Is your business in high risk area? Yes <input type="checkbox"/> No <input type="checkbox"/>
If your post code check indicated that you are in an at risk area you should carry out monitoring using passive radiation detectors purchased from the Health Protection Agency's website	You will be sent a report giving you more accurate residual levels for the workplace, and advice on what steps you need to take.	Arrange for a passive radiation detector survey to be carried out. Look on the HPA website to order a workplace radon detection pack.
Any remedial actions identified in the report, need to be actioned.	To reduce exposure to radon, the actions you take must either lower the levels of radon in the workplace, or by changing work practise, e.g reduction in exposure.	Follow the advice given in the report, and contact your Environmental Health Service for further information. Attach the report and the details of what action you have taken to this sheet, and review it every year, or if there are significant changes to the premises or the way you work in it.

Safety point	Why?	How do you do this?
<b>Shower heads</b>		
<p>All shower heads should be removed, cleaned, descaled (if necessary) and disinfected every three months.</p> <p>Keep a record of the dates when the shower heads were cleaned in your diary.</p>	<p>Shower heads produce a fine spray and aerosol and are an ideal source for legionella bacteria.</p> <p>Shower heads also get a build up of dirt and mould which is a food source for bacteria. It is therefore important to clean all shower heads at least every three months.</p>	<p>Do you have any shower heads in your business?  Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>How often do you clean and disinfect every shower head?</p> <div data-bbox="916 472 1463 712" style="border: 1px solid black; height: 100px; width: 100%;"></div> <p>Where do you record these checks?</p> <div data-bbox="916 775 1463 1039" style="border: 1px solid black; height: 100px; width: 100%;"></div>

# Good Practices

- Slips and trips
- Working at height
- Manual handling
- Violence and aggression
- Staff working alone
- Workplace transport
- Machinery safety



# Slips and Trips

Slips and Trips are the biggest cause of accidents in any business.

Safety point	Why?	What do you do?
Floors, walkways and traffic routes should be constructed of suitable materials and well maintained. For example if the floor is likely to get wet, then suitable slip resistant flooring should be used.	Unsuitable, uneven or damaged floor surfaces can cause staff and members of the public to slip or trip causing injury.	<p>Floors and walkways are checked by:</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p>Floors and walkways are checked every:</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
Floors, walkways and traffic routes should be kept clear, and free from obstruction.	People can fall over boxes or trip on trailing cables.	<p>Damage, trip hazards and poor housekeeping should be reported to:</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>
Spillages should be cleaned up immediately and staff should know what to do when spillages happen.	People can slip and injure themselves on wet and slippery floors.	<p>Our procedure for dealing with spillages is:</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>
Floors should be cleaned with the correct materials and equipment.	Using the wrong cleaning materials can cause the floor to become more slippery or damage the floor.	<p>Our materials and where they should be used are listed on the next page.</p>
Staff should wear suitable footwear depending on what their job involves.	Staff working in areas where the floor cannot be kept dry are more likely to slip and should wear slip resistant footwear. If provided with non slip footwear staff should make sure they wear it.	<p>Our policy on footwear is:</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>



# Working at Height

Falls from height remain the most common kind of workplace fatality and can easily be prevented by taking simple precautions.

Safety point	Why?	What do you do?
<p>All work at a height where an injury can occur, needs to be assessed by law.</p> <p>If you employ contractors who work at height, you must tell them of any access problems or other problems which could affect their safety.</p> <p>If you employ more than 5 people, your assessment must be recorded.</p>	<p>If you don't assess the work properly then some safety issues could be ignored and ultimately contribute to a fall from height.</p> <p>If a contractor has an accident and it was caused because you had not told them of any problems, then you may be liable. In addition, if you see them doing something you believe is dangerous, you must inform them.</p> <p>The law requires that the assessment must be recorded if you employ more than 5 persons.</p>	<p>Does any work on your premises involve working at height? ie changing lightbulbs, storing items on high level shelving Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Have you carried out an assessment? (Next page) Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If not, what have you done?</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>

Safety point	Why?	What do you do?
<p>Working from ladders can be justified if a suitable assessment is carried out as long as:</p> <ol style="list-style-type: none"> <li>The work from a ladder is for short duration only. (30mins max)</li> <li>The equipment used from the ladder is lightweight. (10kg max)</li> <li>Three points of contact must be maintained throughout the work. (Unless very briefly ie changing a light bulb)</li> </ol>	<ol style="list-style-type: none"> <li>Concentration levels are reduced the longer a person works up a ladder.</li> <li>Additional weight causes unstable working conditions and extra stress on the ladder.</li> <li>To ensure maximum stability and eliminates overstretching.</li> </ol>	<p>Ladders are stored away in a safe place. Where <div style="border: 1px solid black; height: 20px; width: 100%;"></div></p> <p>Ladders are regularly checked for defects. By <div style="border: 1px solid black; height: 20px; width: 100%;"></div></p> <p>The ladder is suitable for the task. Agreed by <div style="border: 1px solid black; height: 20px; width: 100%;"></div></p> <p>You employ a contractor to do work at height where a risk assessment cannot justify the task in hand. Agreed by <div style="border: 1px solid black; height: 60px; width: 100%;"></div></p>

## What else do I need to make sure?

- Anyone using ladders or kick stools must be suitably capable and fit enough.
- Anyone using ladders must be competent enough to do the work and to use the ladder.
- Leaning ladders must be suitably secured to prevent slipping or toppling.
- Suitable footwear must be worn when using ladders.
- Always move the ladder, never overstretch.



# Generic Risk Assessment Guidelines for using ladders

Name of person completing assessment:.....

ACTIVITY: Using ladders for access or as a work place for cleaning, maintenance, painting, decorating, ceiling work, electrical work, plumbing, inspections, garden work etc.

## Most common hazards

OVERREACHING	SIDEWAYS LOADING e.g Drilling	LOSING BALANCE
1. Ladder becomes unstable 2. User or tools could fall 3. User or tools could strike a person below	1. User pushes himself & steps off balance & falls 2. User, ladder or tools could strike persons below	1. User loses balance 2. User grabs ladder & becomes unstable 3. User, ladder or tools fall 4. User, ladder or tools strike persons below

People at risk: Users and others on site

## Control measures (All responses must be 'Yes')

Is the ladder strong enough for the task?	YES/NO
Is the ladder suitable for the task?	YES/NO
Is the ladder capable of reaching the required height?	YES/NO
Has the ladder been inspected for damage before use and considered safe?	YES/NO
Can the ladder be positioned safely without slipping or falling?	YES/NO
Is footwear suitable for working on a ladder?	YES/NO
Will only one person be working on the ladder?	YES/NO
Is the person using the ladder competent and fit?	YES/NO
Ground conditions: (are they firm, level & stable?)	YES/NO
Do weather conditions allow safe use of the ladder? (e.g. wind, rain, snow, ice, temperature & sun)	YES/NO
Will duration of the task without a break be less than 30 minutes?	YES/NO
Has the risk of electrical shock been considered? (e.g. no LIVE electrical conductors within a dangerous proximity)	YES/NO
Is it possible to carry materials, equipment & tools, climb the ladder & work safely whilst maintaining a handhold?	YES/NO
Can the ladder be positioned to avoid overreaching & sideways-on working?	YES/NO
Is the working area around the ladder cordoned off to protect members of the public & other personnel?	YES/NO

**In view of the response to the 'Control Measures' above, a ladder is suitable for the task in hand.**

SIGNATURE ..... DATE .....

# Manual Handling

Moving loads using physical force is called manual handling. It causes nearly a third of all reportable accidents. Manual handling activities should be avoided where possible and risk assessments done wherever they have to be carried out. Any manual handling should be made safer by adopting suitable controls.

## What is manual handling?

Manual handling is the use of the body to lift, carry, push or pull a load.

List any significant manual handling tasks here:

You should complete the manual handling assessment form on the following pages for each identified task.

## What injuries are caused by manual handling?

Manual handling can cause injury in the short term through accidents, or longer term damage from bad handling techniques.

Short term injuries include bruises, cuts, hernias, sprained and inflamed tendons, sprained ligaments, ruptured discs, trapped nerves, and crushed fingers and feet and broken bones.

Longer term damage often leads to persistent back injuries.

## How do I plan effective manual handling procedures?

You need to consider four factors:

1. the nature of the **task** itself;
2. the weight and type of **load** being moved;
3. the ability of the **individual** person carrying out the task;
4. the **environment** in which the activity is being carried out.

## How can we prevent injuries from occurring?

**AVOID** – The most effective way of preventing injuries is to remove the hazard— i.e. remove the need to carry out any manual handling. For example you may be able to use an automated aid such as a trolley or lift. Any alternative means of moving objects must also be assessed and controlled to ensure that they do not cause any new significant hazards.

**ASSESS** – Any manual handling tasks that cannot be avoided must be properly assessed to ensure that remaining risk factors are all reduced by using adequate controls. You can photocopy the Activity assessment sheets for each task identified.

**REDUCE** – Can loads be made smaller, can lifting distances or heights be reduced, should some tasks be done by two people, what action can you take to lessen manual handling tasks?

# MANUAL HANDLING ASSESSMENT FORM

Activity assessment

Describe the Manual Handling activity here:

## TASK

DOES IT INVOLVE:

	Yes	No
Holding away from the body	<input type="checkbox"/>	<input type="checkbox"/>
Twisting stooping or reaching	<input type="checkbox"/>	<input type="checkbox"/>
Large vertical movement	<input type="checkbox"/>	<input type="checkbox"/>
Long distance	<input type="checkbox"/>	<input type="checkbox"/>
Strenuous effort	<input type="checkbox"/>	<input type="checkbox"/>
Repetition	<input type="checkbox"/>	<input type="checkbox"/>
Are there rest breaks?	<input type="checkbox"/>	<input type="checkbox"/>

CAN YOU:

	Yes	No
Use a lifting aid	<input type="checkbox"/>	<input type="checkbox"/>
Improve the workplace layout	<input type="checkbox"/>	<input type="checkbox"/>
Reduce the amount of twisting etc	<input type="checkbox"/>	<input type="checkbox"/>
Avoid lifting from the floor	<input type="checkbox"/>	<input type="checkbox"/>
Reduce carrying distance	<input type="checkbox"/>	<input type="checkbox"/>
Avoid repetition	<input type="checkbox"/>	<input type="checkbox"/>
Vary the work	<input type="checkbox"/>	<input type="checkbox"/>
Push rather than pull	<input type="checkbox"/>	<input type="checkbox"/>
Provide rest periods	<input type="checkbox"/>	<input type="checkbox"/>

## LOAD

The size, weight and stability of the load and the frequency of handling are key risk factors.

Description

Weight

1. Reduce the size and weight of the loads to make handling easier. Ask your suppliers if they can provide items in smaller quantities.
2. Make loads easier to grasp by providing straps under the load, or handles. Increase the stability of the loads which may move suddenly and unpredictably by using baffles in container of liquids, or additional packing / stiffening around awkwardly shaped items in packing boxes.
3. Wear suitable personal protective equipment such as non-slip gloves, safety footwear or overalls.
4. Make sure that any carrying equipment is designed to the maximum working load's weight.

How do you make sure that staff are aware of the weight of the load carried for this particular activity?

How do you ensure the load is stable?

What measures do you use to make the load easier to carry ?

- Handles
- Smaller loads
- Personal protective clothing:

#### ENVIRONMENT

This is the area where the manual handling task is carried out, including the space available, the floor condition, lighting, changes in levels and weather conditions.

#### **Before you lift any load:**

1. Check the surrounding area. Ensure the flooring is level and free from slip/trip hazards, there is adequate lighting and the temperature/humidity is suitable.
2. Remove any obstructions and ensure that there is enough space.

Describe the immediate area that the activity takes place in:

List the checks on the immediate environment that staff make prior to undertaking this manual handling activity:

Safety point	Why?	What do you do?
<p>The ability to carry out manual handling safely varies between individuals.</p> <p>1. Do not allow staff to carry out manual handling tasks unless they have been adequately trained.</p>	<p>Employees who are unfit are more likely to suffer from a back injury when carrying out manual handling tasks. Some staff may have medical conditions such as long standing back ache, arthritic knees and hips etc., or be unfit making them unable to perform manual handling techniques correctly.</p>	<p>How do you make sure that individuals are able to carry out the manual handling activities required by their role?</p> <div data-bbox="807 315 1469 835" style="border: 1px solid black; height: 232px;"></div>
<p>2. Ensure employees know they must inform you of their capabilities. For example if they have a health problem or are pregnant they will be at higher risk of injury.</p>		<p>How do staff report health or capability issues to you?</p> <div data-bbox="807 954 1469 1171" style="border: 1px solid black; height: 97px;"></div>
<p>You must train staff on the safe systems you have developed for carrying out all significant manual handling activities in your workplace.</p>	<p>The instruction and training should be related to the specific tasks in the employees' job and should include supervised practice in the workplace.</p>	<p>What training on manual handling tasks do you provide?</p> <div data-bbox="807 1267 1469 1480" style="border: 1px solid black; height: 95px;"></div>
<p>All staff including Senior Managers should attend practical manual handling training even if they do not do 'hands on' work themselves.</p>	<p>This is because they are responsible for the manual handling systems and proper supervision of staff practice.</p>	<p>What training do senior and supervising staff receive?</p> <div data-bbox="807 1583 1469 1778" style="border: 1px solid black; height: 87px;"></div> <p>Where do you keep records of manual handling training?</p> <div data-bbox="807 1868 1469 2119" style="border: 1px solid black; height: 112px;"></div>

# Violence and aggression at work

Some staff may be at increased risk of suffering from violence and aggression whilst at work.

Safety point	Why?	What do you do?
<p>Employers must protect staff at risk from being verbally or physically abused, threatened or assaulted at work by members of the public or other staff. Staff particularly at risk are those who provide services such as cash transactions, deliveries, collections and security, or who represent authority.</p>	<p>For employers violence can lead to low morale, difficulties to recruit and retain staff. Aggression and violence can also create higher insurance premiums and compensation payouts. For employees, violence can cause pain, suffering and even death. Serious or persistent verbal abuse or threats can also damage health through anxiety or stress.</p>	<p>Are any of your staff at increased risk from violent or aggressive behaviour? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>The following staff are at risk from violence and aggression and note from what activity</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>
<p>Talk to staff to find out if there is a problem.</p>	<p>You may not be aware that staff feel threatened.</p>	<p>Have you discussed this with staff? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Record all incidents and classify them to judge their potential severity.</p>	<p>To show if a serious problem exists.</p>	<p>Our record of incidents is kept at</p> <div style="border: 1px solid black; height: 50px; width: 100%;"></div>
<p>Look for ways to stop incidents happening in future, put measures in place and check that they work.</p>	<p>If you keep doing things in the same way you could have violent or aggressive events occurring again.</p>	<p>Have you looked at ways to prevent incidents from happening? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Record any changes to working practices.</p>
<p>For staff at greater risk of violence or aggression</p>		
<p>The hazard is</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>	<p>The controls in place are</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>	<p>Further action will be</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>

Safety point	Why?	What do you do?
Staff must be properly trained to deal with violence and aggression.	This will reduce potentially violent situations in the workplace and help staff to know how to calm a situation.	<p>Does your staff training programme include violence and aggression issues?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you do refresher training?            Yes <input type="checkbox"/> No <input type="checkbox"/></p>
You may need an alarm system and back up support for staff.	This can make a workplace more secure and create a safe environment for staff to work in.	<p>Have you got an alarm system in the premises?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you provide back up support immediately available to staff?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If not what do you expect staff to do</p> <div data-bbox="810 1357 1473 1498" style="border: 1px solid black; height: 60px; width: 100%;"></div>
If there is a violent incident involving a staff member you will need to respond quickly to avoid any long-term distress.	You can reduce the severity of the after effects of the incident and help the staff member feel able to return confidently to work.	<p>Do you have arrangements for victims to talk through their experience?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Would you be able to arrange time off if necessary?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Could you arrange specialist counselling if needed?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Could you arrange legal help for a victim if necessary?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Have you thought about the effects on other staff?            Yes <input type="checkbox"/> No <input type="checkbox"/></p>

# Staff working alone

Staff who work by themselves without close or direct supervision can have some additional risks to their health and safety.

Safety point	Why?	What do you do?
<p>People who work on their own need a specific risk assessment. For example</p> <ul style="list-style-type: none"> <li>• staff who are on their own in the premises, e.g. in small workshops, petrol stations, kiosks, shops and also homeworkers;</li> <li>• staff who work separately from others, e.g. in warehouses or leisure centres,</li> <li>• staff working outside normal hours, e.g. cleaners, security, maintenance or repair staff etc;</li> <li>• staff working away from premises, e.g. estate agents or sales reps.</li> </ul>	<p>Lone workers should not be at more risk than other workers. As well as the usual risks like fire, equipment failure, illness and accident, they may face particular problems such as moving heavy objects on their own or violence.</p>	<p>Do any of your staff work alone?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>The following staff are lone workers</p> <div data-bbox="804 524 1465 954" style="border: 1px solid black; height: 192px; width: 414px;"></div> <p>Talk to the employees to make sure you identify all the relevant hazards, and put controls in place to reduce the risks.</p>

For staff who work alone

The hazard is	The controls in place are	Further action that is needed is



Safety point	Why?	What do you do?
<p>Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty.</p>	<p>Training may be critical to avoid panic reactions in unusual situations. Lone workers need to be sufficiently experienced and to understand the risks and precautions fully.</p>	<p>Do you have young or inexperienced people working alone?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Does your staff training programme include issues for lone working?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you do refresher training?            Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Although lone workers do not have constant supervision, it is still your duty to ensure their health and safety. What supervision you give depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. The higher the risk, the greater the level of supervision required. It should not be left to individual staff members to decide if they need help.</p>	<p>Supervision can help make sure that staff understand the risks in their work and the safety precautions are being carried out. Supervisors also provide guidance in uncertain situations.</p>	<p>Does anyone visit the employee during the lone working?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do staff have mobile phones to contact managers or used in an emergency?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you have any devices to raise the alarm in the event of an emergency?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you carry out any checks that a lone worker has finished work safely?            Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>What checks do you do?:</p> <div data-bbox="810 1245 1449 1895" style="border: 1px solid black; height: 290px; width: 100%;"></div>



Safety point	Why?	How do you do this?
<p>If people have to climb on and off of parts of the vehicles, the access must be safe and well maintained.</p>	<p>Falls from vehicles are a major source of serious injury.</p>	<p>People climb on vehicles in order to:</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>
<p>You must keep the premises where vehicles are used as safe as reasonably practical.</p>	<p>If you can keep the site safe, (for example by keeping vehicle speeds as low as possible, keeping vehicles and pedestrians separate, having clear lines of sight around vehicle movement areas etc) you will reduce the chances of accidents happening.</p>	<p>Can drivers see clearly round the site? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is lighting adequate? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is the road surface good? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are markings and signs clear? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are vehicles and pedestrians separate? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Have you minimized the need to reverse? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Have you control of vehicle speeds? Yes <input type="checkbox"/> No <input type="checkbox"/></p>

Safety point	Why?	How do you do this?
<p>You must maintain vehicles and keep them in a safe condition.</p>	<p>Unsafe vehicles can cause accidents.</p>	<p>Vehicles are serviced every</p> <div data-bbox="810 248 1469 456" style="border: 1px solid black; height: 93px; width: 413px;"></div> <p>Maintenance is done by</p> <div data-bbox="810 508 1469 716" style="border: 1px solid black; height: 93px; width: 413px;"></div> <p>Report any problems to</p> <div data-bbox="810 768 1469 992" style="border: 1px solid black; height: 100px; width: 413px;"></div> <p>If you think that vehicle is not safe <b>DO NOT USE IT.</b></p>

Safety point	Why?	How do you do this?
<p>You must check to see that your staff are driving safely.</p>	<p>Safe driving practices are far less likely to cause a serious accident.</p>	<p>Do you have a staff driver training programme for specialist vehicles? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you check employees driver licenses regularly? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you have systems in place to check how well your staff are driving? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you have access to refresher driver training? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Remember to record training in the staff training records sheets.</p>

# Work Equipment

Whatever your business you provide equipment at work. Machinery and work equipment can pose risks to staff that must be assessed. Some machinery and equipment can be particularly dangerous and require special checks and controls.

Safety point	Why?	How do you do this?
Work equipment must be safe for employees to use.	Every year, there are accidents from using work equipment. Accidents not only cause suffering, they cost money in lost working hours, training temporary staff, insurance premiums, fines and managers' time.	By using safe, well-maintained equipment operated by adequately trained staff.  Do staff use potentially hazardous equipment? Yes <input type="checkbox"/> No <input type="checkbox"/>

We use the following potentially hazardous machines and equipment

Examples	We have	We use it for
<p>Machines i.e. any cutting machines, drilling machines, mincers and grinders, photocopiers, and 'ride on' machines;</p> <p>Hand tools i.e. screwdrivers, knives, hand saws and meat cleavers;</p> <p>Lifting equipment i.e. lift trucks, elevating work platforms, hoists, lifting slings and bath lifts;</p> <p>Hot equipment i.e. catering equipment, large lighting rigs, portable heaters,</p> <p>Other equipment i.e. ladders and water pressure cleaners.</p>		

Safety point	Why?	How do you do this?
Is this the right equipment for the job?	Many accidents happen because people have not chosen the right equipment for the work to be done.	Make sure the right equipment is available for the job, plan ahead to buy or hire equipment if you do not have what is needed. For example getting an access tower for a long job at high level instead of using a ladder.
Is the equipment safe?	<p>Unsafe equipment can cause accidents by entanglement, stabbing, shearing, crushing, trapping, cutting or electrocution.</p> <p>Some equipment poses greater risks when it is being maintained or repaired than in normal use and people will not be aware of this</p>	<p>All new equipment should have clear instructions, be CE marked and you should do basic safety checks.</p> <p>Machine guards, safety devices and controls should be in good working order and well maintained.</p> <p>Equipment is checked by</p> <div data-bbox="807 797 1474 913" style="border: 1px solid black; height: 50px; width: 100%;"></div> <p>Maintenance is done by</p> <div data-bbox="807 958 1474 1075" style="border: 1px solid black; height: 50px; width: 100%;"></div> <p>Report any problems to</p> <div data-bbox="807 1120 1474 1200" style="border: 1px solid black; height: 35px; width: 100%;"></div> <p>If you think that equipment is not safe <b>DO NOT USE IT.</b> Make sure that all staff know not to use this equipment.</p>
Some types of equipment are also required by law to be thoroughly examined by a competent person.	If the equipment fails it is likely to cause a serious accident.	Lifting equipment, pressure systems and power presses must be thoroughly examined by a competent person at regular intervals either set down in law, or through an examination scheme drawn up by a competent person. This equipment should be listed on the check sheet at the end of this section.
Have you got the right protective equipment?	Protective equipment and devices shield or separate the person from the danger posed by the equipment and reduce the chances of an injury.	<p>Do you check the instructions for the equipment and provide the protective equipment they specify? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you train staff to use the protective equipment properly? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you check it is being properly used? Yes <input type="checkbox"/> No <input type="checkbox"/></p>

Safety point	Why?	How do you do this?
Is the environment around the equipment safe?	An unobstructed work area and clear, non-slip, level floor reduce the chance of trip or slip accidents. Good lighting helps people to see any hazard more clearly.	<p>Is your work area clean and tidy? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Are building problems quickly repaired? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
Staff must be properly trained to use work equipment	<p>Some equipment has risks which are not obvious to people using it before they know the way it operates properly.</p> <p>Refresher training will reduce the chances of bad habits developing in the workforce.</p>	<p>Do you have a staff training programme? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Does it include training for the more dangerous equipment you use? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Does it include repair and maintenance instruction? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do you do refresher training? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Remember to record training in staff training records.</p>





# Records

- Year Planner
- Incident Record and Remedial Action
- Accident book
- Training records
- Maintenance of equipment/lift reports etc



# Year Planner

Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
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You should record important dates such as lift inspection visits on this chart.

# Incident Record Sheet

Incident	Action Taken

# Accident Book

You should affix your accident book/paper records here, or directions as to where accidents should be recorded.

# Staff Training Record

Name: \_\_\_\_\_ Under 18?   
 Telephone Number: \_\_\_\_\_  
 Address: \_\_\_\_\_

Subject	Date	Initials
<b>Procedures/Policy</b>		
Health and Safety		
Policy/Statement		
Accident reporting		
First Aid at work		
Fire		
Electricity/Gas Safety		
<b>Protection</b>		
Asbestos		
Chemical Safety		
Dermatitis		
Work related asthma		
Legionella		
Radon		
<b>Good Practices</b>		
Slips and trips		
Working at height		
Manual handling		
Violence and aggression		
Staff working alone		
Workplace transport		
Machinery safety		
<b>Other Training</b>		

Name: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_  
 Address: \_\_\_\_\_

Subject	Date	Initials
<b>Procedures/Policy</b>		
Health and Safety		
Policy/Statement		
Accident reporting		
First Aid at work		
Fire		
Electricity/Gas Safety		
<b>Protection</b>		
Asbestos		
Chemical Safety		
Dermatitis		
Work related asthma		
Legionella		
Radon		
<b>Good Practices</b>		
Slips and trips		
Working at height		
Manual handling		
Violence and aggression		
Staff working alone		
Workplace transport		
Machinery safety		
<b>Other Training</b>		

# Extra Care

- Safe working sheets

