

# NCS Health & Safety Policy

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# **The Company**

NCS Office Holdings Ltd  
Glasgow

# Health and Safety Policy

## Explanatory Notes:

*The health and safety policy statement describes how you intend to manage health and safety. It is a unique document that shows **who** is responsible for **what**, as well as **when** and **how** they do it.*

*By law, (Health and Safety at Work etc Act 1974 section 2(3)) if you employ five or more people you must have a written health and safety policy.*

*The health and safety policy statement is the starting point to manage health and safety in the workplace. It contains your unique statement of general policy on health and safety at work and the organisation and arrangements for putting that policy into practice.*

# **Health and Safety Policy: Statement of Intent**

## NCS OFFICE HOLDINGS LTD GLASGOW

NCS OFFICE HOLDINGS LTD GLASGOW, recognises and accepts its responsibility as an employer for providing a safe, healthy workplace and work environment for its employees and others (contractors, visitors, and the public) that may be affected by its work. NCS OFFICE HOLDINGS LTD GLASGOW as the Employer undertakes to comply with all statutory health and safety requirements.

### **1. Our general intent: -**

- 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, storage and use of substances;
- To provide information, instruction and supervision for our employees;
- To ensure all employees are competent to do their tasks, and to give them adequate training;
- To provide safe systems of work:
- 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.

### **2. Use of Reasonably Practicable Means**

NCS OFFICE HOLDINGS LTD GLASGOW intends to adopt all reasonably practicable means to eliminate hazards and reduce the risks of injury to its employees and others (visitors, contractors and members of the public), and the risk of damage to its property. The Company will ensure that resources are made available to provide: -

- Plant, equipment and systems of work that are safe and without risks to health and the environment;
- Safe arrangements for the use, handling, storage and transport of articles and substances;
- A safe place of work with safe access to it and safe egress from it;
- A healthy working environment;
- Adequate welfare facilities and arrangements;
- Sufficient information, instruction, training and supervision to ensure all employees are aware of the hazards at their workplace together with the necessary measures to be taken to protect against these hazards;
- A monitoring, inspection and auditing procedure to ensure the effective management of health and safety throughout the Company; and
- To encourage the co-operation of the employees.

Signed: .....MD NCS OFFICE HOLDINGS LTD GLASGOW

Dated: ..... 9th Review Date: 12/1/2022.

## **Health and Safety Responsibilities & Arrangements**

Under the Health and Safety at Work Act 1974, employers have responsibility for the health, safety and welfare of all their employees and others, including visitors and contractors who may be affected by their work activities. Employees also have responsibilities for their own health and safety and that of others who may be affected by their actions or omissions. This section details the health and safety responsibilities for key personnel within NCS OFFICE HOLDINGS LTD GLASGOW.

This policy will be interpreted in the sense of a sole trader, where the owner is currently the only employee. It will apply in the broadest sense if the Company employs others.

### **Managing Director**

#### **Key Responsibilities:**

- To comply with the regulations under the Health and Safety at Work etc. Act 1974
- Authorising/signing the Health and Safety Policy Statement for NCS OFFICE HOLDINGS LTD GLASGOW and ensuring its effective implementation
- The health, safety and welfare of staff at NCS OFFICE HOLDINGS LTD GLASGOW.
- Ensuring that a general assessment of health and safety risks is undertaken and reviewed in accordance with the requirements of the Management of Health and Safety at Work Regulations 1999.
- Ensuring that risks identified are reduced to an acceptable level
- Providing a safe and healthy working environment, with adequate amenities i.e. welfare facilities.
- Ensuring provision of safe machinery, equipment and appliances which are maintained and in good working order.
- Ensuring safe methods of handling and storage of hazardous material i.e. COSHH exist
- Ensuring health and safety is a set item on the agenda at meetings, provide adequate staff, and arrange for sufficient funds and resources to meet the requirements of the policy.
- Providing adequate means of safe access and egress to their place of work.
- Ensuring appropriate and adequate training/supervision for all employees.
- Encouraging all employees to work in a safe manner at all times to set a good and personal example.
- Ensuring all employees discharge their duties and responsibilities satisfactorily and to take the necessary action if an employees fails in his or her duty.
- Ensuring the risk of injury and damage to the health of all persons affected by the Company's operations i.e. prevention of fire, VDU, manual handling is minimised by implementing procedures for risk assessments and by effective management of Health and Safety.
- Arranging for procedures to be implemented for the carrying out of risk assessments and safe working methods, recording of these assessments and procedures, ensuring that all employees are made aware of them and to take whatever steps may be necessary to comply with them.
- Ensuring that all accidents/incidents are reported / investigated.
- Ensuring so far as is reasonably practicable that all staff receive appropriate training and instruction.
- Seek advice and assistance on health and safety issues from a qualified competent advisor where required

## **Directors Supervisors, Managers**

### **Key Responsibilities:**

- Read, understand and follow NCS OFFICE HOLDINGS LTD GLASGOW Health and Safety Policy advising on, or recommend amendments where necessary, to ensure that current safety requirements are met.
- Cooperate within the Company in identifying any training needs and ensure that he/she or any future individuals are given the opportunity to undertake training.
- Bring to the attention of Managing Director any failure to comply with policy standards that requires their action
- Carry out periodic safety inspections of areas under his/her control, to ensure the implementation of the Company's Health and Safety Policy, safety codes and procedures in areas under his control, including any safety-performance standards.
- Ensure that appropriate risk assessments are carried out and safe systems of work are drawn up and implemented for areas and activities under their control.
- Ensure that remedial actions arising from safety inspections, audits, walkabouts, or following accidents/incidents, are completed in areas under his/her control.
- Report ALL accidents involving injury to persons or damage to property and other dangerous occurrences and near misses to Managing Director as soon as possible after the occurrence.
- Ensure that accidents and dangerous occurrences in his area of control are properly investigated and resulting actions or lessons learned are properly acted upon.
- Ensure he/she and all future employees discharge their duties and responsibilities satisfactorily and to take the necessary action if any employee fails in his or her duty.
- Ensure that the emergency plans for his/hers areas of responsibility are prepared and kept up-to-date.
- Ensure that any individual under his/her control has the opportunity to contribute to discussions on Health and Safety matters.
- Ensure that such sub-contractors that are employed are competent and that health and safety aspects of the work carried out by contractors on behalf of the Company are properly managed in areas under their control.
- Actively promote safe working practices and take a positive attitude to safety and to set a good personal example at all times.
- To keep health and safety as primary items on the agenda at any meetings and make suggestions for improving health and safety.
- Seek advice and assistance on health and safety from a qualified competent advisor where required.

## **All Employees/Sub Contractors/Clients**

### **Key Responsibilities:**

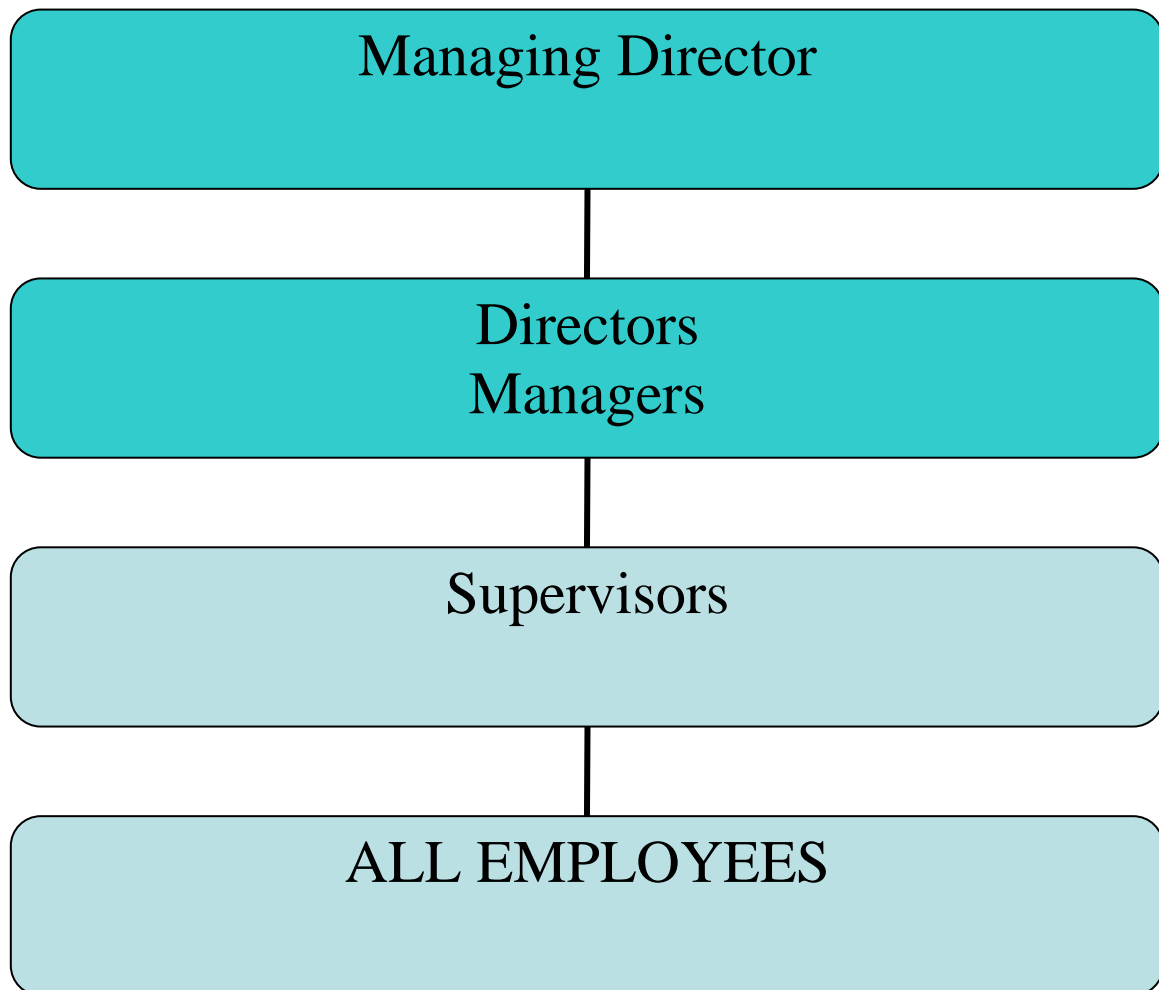
With the support of Line Management/Supervision:

- Be aware of the responsibilities of NCS OFFICE HOLDINGS LTD GLASGOW under the Health and Safety at Work, Etc. Act 1974, and of personal responsibilities for health and safety.
- To co-operate with management in the preparation of risk assessments and the preparation and introduction of safe systems of work, the investigation of accidents, in training programmes and the achievement of any health and safety targets.
- Be familiar with, and comply with the Company's Health and Safety Policy, any safety codes, procedures, or safe systems of work.
- To report all potential hazards and risks to the Managing Director, Directors, supervisor or managers.
- To report to their supervisor or manager any accident, dangerous occurrence or near-miss in which they were involved, or are aware of having taken place at their place of work, or any query regarding a health and safety issue or document.
- To make suggestions for improving health and safety at meetings where health and safety is on the agenda.
- To use substances, operate plant and equipment in accordance with the information, training and instruction given.
- To contribute to NCS OFFICE HOLDINGS LTD GLASGOW doing everything that is reasonably practicable to safeguard the health and safety of its employees and that of others who may be affected by its activities.
- Ensure that, where personal protective equipment is specified and issued for a particular activity, it is used and maintained in the appropriate manner.



# HEALTH AND SAFETY RISK MANAGEMENT

## Chart Showing Health and Safety Framework



**Communication & Consultation**  
**Health and Safety Issues**

**Safety Meetings**  
**NCS OFFICE HOLDINGS LTD GLASGOW**  
**HAVM Health and Safety Consultant Advice**

Consultation Process

Workforce Safety Meetings

## **3 SPECIFIC POLICIES**

### **NON-SMOKING POLICY**

#### **Introduction**

The smoke free law will apply to virtually all 'enclosed' and 'substantially enclosed' public places and workplaces. This includes both permanent structures and temporary ones such as tents and marquees.

Premises will be considered 'enclosed' if they have a ceiling or roof and (except for doors, windows or passageways) are wholly enclosed either on a permanent or temporary basis.

Premises will be considered 'substantially enclosed' if they have a ceiling or roof, but have an opening in the walls, which is less than half the total area of the walls. The area of the opening does not include doors, windows or any other fittings that can be opened or shut.

The law will also require all company vehicles to be smoke free at all times.

#### **1. Policy**

- It is the policy of NCS OFFICE HOLDINGS LTD GLASGOW to enforce a no smoking rule within all enclosed areas of the workplace.
- All Company vehicles are also subject to the no smoking rule.
- This is a strict policy; failure to comply will lead to discipline procedures and fines.

#### **2. Signs**

- **No Smoking** signs will be displayed at all entrances to the workplaces and in company vehicles (It is against the law to smoke in these premises on sign at public entrance)
- Members of staff will be expected to observe them at all times.
- Members of the public will be informed on arrival and will be expected to observe the regulations at all times.

#### **3. Resolution of Problems**

- Any difficulties encountered in the operation of this policy will be brought to the attention of management.

#### **4. Responsibilities**

- **Director, and person in charge of the premises** are responsible for ensuring the implementation of the smoking policy.
- **Staff** must comply with the non-smoking policy implemented by the Company and report any non-compliance of the policy by other staff or visitors.
- **Sub Contractors and the general public** must also comply with the non-smoking policy implemented by the Company.

# **EQUAL OPPORTUNITIES POLICY**

## **1. Policy statement**

NCS OFFICE HOLDINGS LTD GLASGOW is an equal opportunity employer and is committed to a policy of treating all its employees and job applicants equally. It is the policy of NCS OFFICE HOLDINGS LTD GLASGOW to take all reasonable steps to employ and promote employees on the basis of their abilities and qualifications without regard to race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, age, marital status and/or disability. NCS OFFICE HOLDINGS LTD GLASGOW will appoint, train, develop and promote on the basis of merit and ability alone. Employees have a duty to co-operate with the Company to ensure that this policy is effective to ensure equal opportunities and to prevent discrimination. Action under the Company's disciplinary procedure will be taken against any employee who is found to have committed an act of improper or unlawful discrimination. Serious breaches of the Equal Opportunities Policy will be treated as potential gross misconduct and could render the employee liable to summary dismissal.

- Employees will also bear in mind that they can be held personally liable as well as, or instead of, NCS OFFICE HOLDINGS LTD GLASGOW for any act of unlawful discrimination.
- Employees must not harass or intimidate other employees on the grounds of race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, age, marital status or disability. Such behaviour will be treated as gross misconduct under the Company's disciplinary procedure.
- Employees will draw the attention of their line manager to suspected discriminatory acts or practices.
- Employees must not victimise or retaliate against an employee who has made allegations or complaints of discrimination or who has provided information about such discrimination. Such behaviour will be treated as potential gross misconduct under the Company's disciplinary procedure. Employees will support colleagues who suffer such treatment and are making a complaint.

## **2. Sources of recruitment**

- The recruitment process will be conducted in such a way as to result in the selection of the most suitable person for the job in terms of experience, abilities and qualifications. The Company is committed to applying its Equal Opportunities Policy at all stages of recruitment and selection.

## **3. Advertisements**

- Recruitment publicity must positively encourage applications from all suitably qualified and experienced people. When advertising job vacancies, in order to attract applications from all sections of the community, NCS OFFICE HOLDINGS LTD GLASGOW will, as far as reasonably practicable:
  - Ensure advertisements are not confined to those areas or publications which would exclude or disproportionately reduce the numbers of applicants of a particular gender, sexual orientation, religion or racial group;
  - Avoid prescribing any unnecessary requirements which would exclude a higher proportion of a particular gender, sexual orientation, religion or racial group or which would exclude job applicants with disabilities;
  - Avoid prescribing any requirements as to marital status;
  - Where vacancies may be filled by promotion or transfer, they will be published to all eligible employees in such a way that they do not restrict applications from

employees of any particular gender, sexual orientation, religion or racial group or from employees with a disability;

- Ensure that the setting of age limits as a criterion of any specific job is justifiable.

#### **4. Selection methods**

- The selection process will be carried out consistently for all jobs at all levels. NCS OFFICE HOLDINGS LTD GLASGOW will ensure that this Equal Opportunities Policy is available to all staff and in particular is given to all staff with responsibility for recruitment, selection and promotion. The selection of new staff will be based on the job requirements and the individual's suitability and ability to do, or to train for, the job in question. NCS OFFICE HOLDINGS LTD GLASGOW will make reasonable adjustments to their work arrangements and/or premises in order to ensure that persons with disabilities are not placed at a substantial disadvantage in comparison with persons who are able bodied.

#### **5. Selection tests**

- Selection tests which are used will be limited to questions relating to the particular job and/or career requirements. The tests will measure the individual's actual or inherent ability to do or to train for the work or career. Thus, questions or exercises on matters which may be unfamiliar to racial minority applicants or applicants of a particular sex will not be included in the tests if they are unrelated to the requirements of the particular job. The tests which are used will be reviewed from time to time in order to ensure that they remain relevant and free from any unjustifiable bias, either in content or in scoring mechanism.

#### **6. Applications and interviewing**

- All applications will be processed in the same way. The staff responsible for short-listing, interviewing and selecting candidates will be clearly informed of the selection criteria and of the need for their consistent application. Wherever possible, all applicants will be interviewed by at least two people. All questions that are put to the applicants will relate to the requirements of the job. If it is necessary to assess whether personal circumstances will affect the performance of the job (for example, if the job involves unsociable hours or extensive travel), this will be discussed objectively, without detailed questions based on assumptions about race, religion, national origin, sex, age, disability, sexual orientation, marital status, children and domestic obligations.

#### **7. Training, transfer and promotion**

- The Company will take such measures as may be necessary to ensure the proper training, supervision and instruction for all line managers in order to;
  - Familiarise them with the Company's policy on equal opportunities;
  - Help them identify discriminatory acts or practices;
  - Ensure that they promote equal opportunity within the departments for which they are responsible;
  - All persons responsible for selecting new employees, employees for training, or for transfer to other jobs, will be instructed not to discriminate on gender, racial or religious grounds and on the grounds of the employee's disability, age, marital status or sexual orientation. Where a promotional system is in operation, the assessment criteria will be examined to ensure that they are not discriminatory. The promotional system will be checked from time to time in order to assess how it is working in practice. When a group of workers predominantly of one race, religion, sex or sexual orientation or workers with disabilities appears to be excluded from access to promotion, transfer and training and to other benefits, the promotional system will be reviewed to ensure there is no unlawful discrimination.

## **8. Terms of employment, benefits, facilities and services**

- All terms of employment, benefits, facilities and service will be reviewed from time to time, in order to ensure that there is no unlawful discrimination on the grounds of race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, age, marital status or disability.

## **9. Equal pay**

- NCS OFFICE HOLDINGS LTD GLASGOW is committed to equal pay in employment. It believes its male and female employees will receive equal pay for like work, work rated as equivalent or work of equal value. In order to achieve this, NCS OFFICE HOLDINGS LTD GLASGOW will endeavour to maintain a pay system that is transparent, free from bias and based on objective criteria.

## **10. Grievances and complaints**

- All allegations of discrimination will be dealt with seriously, confidentially and speedily. NCS OFFICE HOLDINGS LTD GLASGOW will not ignore or treat lightly grievances or complaints about discrimination from members of a particular sex, sexual orientation, religion or racial group or from disabled employees. Such complaints will be raised promptly under the terms of the Company's grievance procedure.

## **11. Monitoring equal opportunity**

- NCS OFFICE HOLDINGS LTD GLASGOW will regularly monitor the effects of selection decisions and personnel practices and procedures in order to assess whether equal opportunity is being achieved. This will also involve considering any possible indirectly discriminatory effects of its working practices.

# **WORKPLACE POLICY**

## **The Workplace (Health, Safety & Welfare) Regulations 1992**

### **1. Introduction**

The Regulations are concerned with basic provisions/facilities in and for workplaces.

### **2. Policy Objectives**

They detail requirements for sanitary provisions, standards of housekeeping and cleanliness, temperature, ventilation, decoration etc, as well as materials of construction (e.g. glazing). The aim of this policy is to ensure all workplaces provided for employees under Company control, either permanent or temporary comply with the relevant requirements.

### **3. Policy**

NCS OFFICE HOLDINGS LTD GLASGOW will ensure that the workplace is maintained in efficient working order and in good repair. To achieve this, the Company will ensure that:

- regular inspection, testing and cleaning is carried out;
- potentially dangerous defects are remedied;
- remedial work is carried out properly;
- records are kept.

#### **Ventilation**

The workplace must be ventilated with fresh air. Windows and other openings are normally sufficient.

#### **Temperature**

Indoor temperature will be at least sixteen degrees Celsius one hour after work has started unless the work involves severe physical effort, when thirteen degrees Celsius is the minimum. The minimum temperatures will not apply to unoccupied rooms.

Local heating will be provided where this temperature cannot be achieved.

There is no maximum temperature specified in the legislation but every effort will be made to maintain a comfortable temperature by local heating, cooling and natural ventilation.

At least one thermometer will be provided to enable the temperature to be measured by employees.

#### **Lighting**

Lighting will be sufficient to enable persons to work safely and without experiencing eyestrain. There is a requirement to replace, repair or clean lighting as necessary and before levels become insufficient. Windows and skylights also must be cleaned regularly.

Emergency lighting will be provided in areas where a sudden loss of light would create serious risk. This is only likely to affect high risk areas and is required for fire precautions purposes.

## **Floors and indoor traffic routes**

Floors and indoor traffic routes will be cleaned regularly, interior walls, ceilings and work surfaces will be cleaned at suitable intervals.

Floors and traffic routes under Company control will be kept in a safe condition and free of obstructions, which may present a hazard or impede access.

Organisation of traffic routes must be such that pedestrians and vehicles can circulate in a safe manner. Traffic routes will be suitably marked.

## **Minimum workspace**

The requirement of eleven cubic metres per person is legal; however, this will take into account furniture etc. Any areas where employees work that do not meet these criteria should be referred to NCS OFFICE HOLDINGS LTD GLASGOW Health and Safety Consultant for advice.

## **Provision of fencing**

Fencing (or strong hand railing) will be installed at any place where a person might fall two metres or more.

## **Access to roofs**

Permanent access will be provided if access is frequent and there will be fixed physical safeguards to prevent falls from edges and through fragile roofs. Where occasional access is required other safeguards may be provided.

## **Glazing in windows and transparent or translucent doors**

Glass and materials at shoulder height and below will either be of safety glass or be laminated.

Where responsibility for cleaning of windows rests with NCS OFFICE HOLDINGS LTD GLASGOW, suitable provisions will be made so that all windows can be cleaned safely from inside or via mobile access equipment or using anchorage points for safety harnesses.

## **Sanitary Conveniences**

NCS OFFICE HOLDINGS LTD GLASGOW will comply with the minimum number of sanitary conveniences to be provided for people at work, i.e. one to five people at work - one water closet and one hand wash basin; six to twenty-five employees - two water closets and two hand wash basins; for twenty-six to fifty employees - three water closets and two hand wash basins.

## **Provision of accommodation for clothing worn at work**

These matters are addressed in the NCS OFFICE HOLDINGS LTD GLASGOW safety assessment.

## **Facilities for rest and eating of meals**

NCS OFFICE HOLDINGS LTD GLASGOW complies with the requirement to provide facilities for rest and eating of meals. Similarly arrangements are in place so that employees do not suffer discomfort from tobacco smoke.





# **STRESS MANAGEMENT POLICY**

## **1. Policy Objectives**

- To recognise and deal with stress-related problems as they arise.
- To provide the means so far as is reasonably practicable whereby the incidence of work-related stress is minimised.
- To provide appropriate guidance and support for employees who may be suffering from work-related stress.

## **2. Policy**

NCS OFFICE HOLDINGS LTD GLASGOW will ensure that managers at all levels are:

- Aware of the expectations, which the Company has of them, as managers of other staff and able to realise these expectations in their daily work;
- Able to recognise the signs and symptoms of stress;
- Able to evaluate and advise on appropriate working practices designed to minimise the incidence of work-related stress;
- Able to provide appropriate guidance, support and advice for individual members of staff who display signs of stress.

Staff will be assisted in developing their own methods of managing workloads and coping with change and other possible causes of work-related stress.

The Company shall, so far as is reasonably practicable, offer support and confidential counselling to members of staff who may be suffering from work-related stress, if such support is requested.

## **3. Responsibilities**

- **Management** are responsible for ensuring the implementation of the Stress Management Policy.

# RISK ASSESSMENT POLICY

## **1. Introduction**

NCS OFFICE HOLDINGS LTD GLASGOW is required by the Management of Health & Safety at Work Regulations to carry out risk assessments for all activities. Risk assessments are also required by other legislation, i.e. COSHH, Manual Handling, Visual Display Screen Equipment etc. and where this has been carried out, for the activity in question, this obviates the need for a separate assessment. If there is perceived to be a 'medium' or 'high' risk to staff, students or visitors, then a written assessment is required. The results of the assessment and subsequent control measures must be made known to all staff, contractors and visitors concerned.

## **Statement of Intent**

NCS OFFICE HOLDINGS LTD GLASGOW will continue to assess all activities and establish written risk assessments for those areas which indicate the presence of risk.

## **2. Assessments**

Assessments will continue to be carried out using NCS OFFICE HOLDINGS LTD GLASGOW Risk Assessment form, or another agreed document as specified in the Risk Assessment Procedure, by those persons having control and immediate responsibility for the activity. The assessor will keep a record of the assessment and ensure that all staff, contractors and visitors involved are aware of the requirements of the assessment. A copy of each assessment will be given to the nominated safety person to retain in a central file.

## **3. Training**

All staff who will continue to be required to carry out written risk assessments will be trained for this purpose. This training will be carried out by either NCS OFFICE HOLDINGS LTD GLASGOW or by an external Health & Safety provider.

## **4. RISK ASSESSMENT PROCEDURE**

### **1 Introduction**

The concept of risk assessment is not new, what is new is the emphasis on risk assessment in the management of Health & Safety. The Management of Health & Safety at Work Regulations 1999 specifically requires all business employing 5 or more people to conduct risk assessments and to record their main findings.

### **2 Definitions**

- a. Hazard is the potential to cause harm that is inherent in an article, substance or activity.
- b. Risk is the likelihood that the hazard will cause harm in the actual circumstances of use.

### **3 Legislation**

Risk assessments have been implicit under the Health & Safety at Work Act 1974 and explicit under regulations such as the Control of Substances Hazardous to Health (COSHH) Regulations and the Noise at Work Regulations made under this Act. The Management of Health & Safety at Work Regulations requires a risk assessment to be carried out by employers to assess the risk to staff, students and others who may be affected by their undertaking, and to record the significant findings of the assessment and any group of employees as being especially at risk. Where an assessment is made under other regulations such as the COSHH Regulations this will meet the requirements of the assessment required by the Management of Health & Safety at Work Regulations.

#### **4 Requirements of Risk Assessments**

Risk assessments should identify the significant risks arising out of work or an activity. The level of detail in a risk assessment should be broadly proportionate to the risk, with the risk assessment undertaking the following:

- a. Ensuring that all relevant risks or hazards are addressed
- b. Addressing what actually happens during activities
- c. Ensuring that all groups of employees and others who might be affected are considered
- d. Identifying groups of workers who might be particularly at risk e.g. young or inexperienced workers and disabled staff
- e. Taking account of existing preventative or precautionary measures

#### **5 Undertaking Risk Assessments**

The Hazard Effect must first be identified as Low, Medium or High using the following criteria:

##### **HAZARD EFFECT**

Low – Superficial wounds or temporary ill health

Medium – More serious wounds and ill health lending to permanent minor disability

High – Fatality, life threatening wounds and life shortening diseases

Next a judgement of the probability or likelihood of harm occurring must be made and categorised as Very Low, Low, Medium or High using the following criteria:

##### **PROBABILITY**

Very Low – So unlikely that probability is close to zero

Low – Unlikely though conceivable

Medium – Could occur several times

High – Occurs repeatedly and could be expected

##### **RISK LEVEL**

On determining the Hazard Effect and Probability, the Risk Level may be determined by cross referencing the hazard effect and probability on the following chart:

Hazard Rating

Probability Rating

Trivial

Very Low

Low

Medium

High

Intolerable

Having assessed the risk level, the action required to be taken using the following guidance is determined:

**Trivial Risk**

No action is required to deal with trivial risks and there is no requirement for a written risk assessment.

**Low Risk**

No further preventative action is necessary but consideration should be given to more cost effective solutions or improvements that impose no additional cost burden.

**Medium Risk**

Efforts should be made to reduce the risk but the cost of prevention should be carefully measured and limited. Risk reduction measures being influenced by the number of persons exposed to the

**Hazard**

Where the moderate risk is associated with extremely harmful consequences, further risk assessment may be necessary to establish more precisely the likelihood of harm as a basis for determining the need for improved control measures.

### High Risk

Work should not be commenced until the risk has been reduced. Considerable resources may have to be allocated to reduce the risk. Where the risk involves work in progress the problem should normally be remedied as soon as possible, taking into account the number exposed to the hazard.

### Intolerable Risk

Work should not be started or continued until the risk level has been reduced. While the control measures selected should be cost-effective, legally there is an absolute duty to reduce the risk. This means that if it is not possible to reduce the risk, even with unlimited resources, then work must not begin or must remain prohibited.

A written risk assessment is required for medium, high and intolerable risk activities.

### Recording Risk Assessments

Having undertaken a risk assessment, unless the risk is trivial or low, it should be recorded in one of the following ways:

- On a template Risk Assessment Form
- On a specific health & safety risk assessment record from e.g. COSHH, Manual Handling, Visual Display Screen Equipment, Personal Protective Equipment
- Using a Permit to Work
- On an instruction or procedure document
- Any other appropriate and approved record

The risk assessment should be signed and dated by the person completing the form. The findings of the risk assessment should be made known to all staff, contractors and visitors affected by the activity assessed.

A copy of all completed risk assessments should be kept within the relevant department or service area and their location made known to all staff, contractors and visitors within that area.

### Reviewing/Updating Risk Assessments

All risk assessments should indicate on them the required review period that should be:

- a at least annually
- b at regular periods dependent of the level of risk of the activity
- c immediately following an accident
- d when new activities are introduced

The review should be signed and dated by the person completing the form.

A copy of the completed reviewed/updated risk assessment should be forwarded to the companies nominated safety person.

# **MANUAL HANDLING POLICY**

## **1. Introduction**

Manual handling remains the largest single cause of over three-day accidents reported to the HSE. NCS OFFICE HOLDINGS LTD GLASGOW recognises the need to comply with legislation under the Manual Handling Operations Regulations.

## **2. Policy Objectives**

- To recognise and deal with problems associated with manual handling operation.
- To carry out risk assessments on all manual handling operations to identify all hazards that could lead to injury.
- To provide manual handling aids where necessary.
- To provide training, PPE and mechanical aids.

## **3. Policy**

- NCS OFFICE HOLDINGS LTD GLASGOW understands that work related musculoskeletal injuries from manual handling can affect all staff. It will take all reasonable steps to reduce, and will have the aim of eliminating, these injuries and will make diligent attempts to avoid putting staff at risk.
- Work activities which involve hazardous manual handling will have been identified by the procedures involved in hazard identification and risk assessment under the Management of Health and Safety at Work Regulations 1999. These activities include operations such as the lifting, lowering, pushing, pulling, supporting, carrying and moving of loads by hand or by bodily force. The Manual Handling Operations Regulations 1992 apply to these activities.
- NCS OFFICE HOLDINGS LTD GLASGOW will ensure that a competent person(s) are responsible for carrying out risk assessments to assess the danger posed to any staff member who is responsible for carrying out the manual handling operations (MHOs).
- Ensure that the person(s) responsible for carrying out the manual handling operation are trained and have had the correct PPE given to them.
- Ensure that the correct training has been given to person(s) responsible for carrying out (MHOs) in regards to mechanical handling aids.

## **4. Duties of Responsible Person(s)**

To secure the health and safety of workers with regard to manual handling operations, responsible persons in each department, unit or work area will ensure that, for work under their control:

- Manual handling operations which present a risk of injury are identified:
- Handling operations which present a risk of injury are avoided, so far as is reasonably practicable, by eliminating the need for the load to be moved or by the introduction of automation or mechanisation:

- Those operations which cannot be avoided are assessed using an ergonomic approach which considers the task, the load, the environment and individual capability to determine the level of risk. The assessment will be recorded to show that it has taken place and to allow for easy review if circumstances change:
- Measures required to eliminate the risk, or reduce it to the lowest level which is reasonably practicable, are identified from the information in the risk assessment and are used to implement a safe system of work:
- All new work which might involve manual handling operations is assessed and safe systems of work are implemented before the work commences :
- Annual reviews of assessments are made to ensure that they are still valid but re-assessment is carried out immediately if any of the components of the work situation have changed:
- Incidents which result in musculoskeletal injury to staff are fully investigated and risk assessments and systems of work are reviewed in the light of such incidents:
- Staff recruited to posts involving manual handling are suitable for the work they are required to undertake, that job descriptions sent to applicants for employment include details of manual handling tasks where these are a requirement of the post, that staff in the post continue to be suitable for the work and that staff are not pressurised by supervisors or systems of work into undertaking operations (either by weight or rate of work) which are beyond their safe capability:
- Suitable information, training and supervision is provided for all employees engaged in manual handling tasks and that such training is recorded, monitored, evaluated and reviewed:
- Sufficient information about loads and the environment in which these loads are to be handled is given to other employers who have control of workers on NCS OFFICE HOLDINGS LTD GLASGOW premises and to self-employed contractors which will enable them to meet their responsibilities under the Regulations:
- Premises outside of NCS OFFICE HOLDINGS LTD GLASGOW, at which employees may have to perform manual handling operations are safe and free from risk so far as is reasonably practicable:
- Any specific arrangements for complying with the Regulations which are introduced are documented and incorporated into the local safety policy.

### **Duties of Employees**

- The co-operation of employees is essential in reducing and eliminating the risks from manual handling. Staff will therefore ensure that they comply with the following requirements:
- They will follow the safe system of work designed and introduced by the management and will not deviate from this without good reason:
- They will use any mechanical aids which have been provided for their use and for which they have been trained. Any faults with mechanical aids will be immediately reported to the manager/supervisor:
- They will assist and cooperate with the process of the assessment of risk:
- They will assist the manager with the implementation of staff training, will attend training sessions as required and will apply the knowledge gained from training to their daily work:

- They will report all accidents and occurrences which either caused, or could have caused, injury:
- They will inform the manager/supervisor if they are unable to undertake their normal manual handling duties because of injury, illness or any other condition:
- They will not undertake any manual handling operation which they believe is beyond their capability:
- They will report any unsafe systems of work to the manager/supervisor



# **FIRST AID POLICY**

## **1. Introduction**

NCS OFFICE HOLDINGS LTD GLASGOW recognises they have a duty under the Health and Safety (First Aid) Regulations 1981 to ensure the health and safety and welfare of their employees. This extends to the requirements and provision of appropriate first aid and facilities and suitably qualified persons.

## **2. Policy Objectives**

The objectives of this policy are:

- To ensure that first aid facilities and equipment are provided to enable first aiders and appointed persons to carry out their duties
- To ensure an adequate and appropriate number of persons are nominated as first aiders or appointed persons to administer first aid and also to include cover for evening work, holidays and sickness etc, by means of risk assessments.
- To ensure that those nominated first aiders are adequately trained and hold a current first aid training certificate from an organisation whose training and qualifications for first aiders is approved by the Health and Safety Executive
- Arrange for first aiders to receive refresher training and renewal of certification every 3 years before their current certification runs out.
- To inform all members of staff of the locations of first aid facilities and equipment, the names of first aiders and also provide such information on notice boards.

## **3. Policy**

NCS OFFICE HOLDINGS LTD GLASGOW will provide first aid facilities in accordance with the above regulations to enable first aid to be rendered to any employee who is injured or becomes ill at work.

## **4. Responsibilities**

### **Director**

Is responsible for ensuring suitable facilities, equipment and suitably trained staff are provided and that they or the supervisors carry out investigation of accidents to prevent or minimise the risk of re-occurrence after reporting any accident to the Company administrator. They shall carry out or delegate to a person the responsibility of a risk assessment to ascertain the numbers of first aiders/ appointed persons required, this will take into account lone workers.

### **First Aiders/Appointed Person**

The first aiders must treat or organise treatment for any injured employee and ensure details of the first aid treatment are recorded. They shall contact the Company administrator to record the details, of all accidents to employees, visitors and members of the public in the accident book. Also arrange transport or ambulance as necessary for any employee who needs to go to hospital or is sent home as a result of an accident or illness at work

**All staff:**

Who suffer any injury at work however slight must report to the first aider to receive treatment and if able they must also report the accident to their supervisor or manager.

Footnote; in many instances, the term first aider can also be taken to refer to an appointed person

**Administration of Medication:**

Under the Health and Safety (First Aid) Regulations 1981, first aiders/appointed person cannot administer or hand out medication. Any medication taken will be the responsibility of the person(s) taking the medication. The Health and Safety at Work Act 1974 states that any person(s) taking medication whilst at work must report it to their manager/supervisor.

# **Confined Spaces Policy**

## **1. Introduction**

The Confined Spaces Regulations 1997 are in place to protect staff and others against risks to their health while working in a confined space.

They apply to all locations which have two defining features:

A place which is substantially enclosed and there is a reasonably foreseeable risk of serious injury from hazardous substances or conditions within the space, or nearby.

Examples of such locations can be: ducts, vessels, culverts, tunnels, boreholes, manholes, excavations, sumps, inspection pits, freight containers, tanks, building voids, some enclosed rooms (particularly plant rooms) and compartments within them, including some cellars, enclosures for the purpose of asbestos removal, interiors of machines, plant or vehicles.

This policy outlines the steps to be taken by NCS OFFICE HOLDINGS LTD GLASGOW to ensure that staff, contractors or visitors do not work in confined spaces where it can be avoided. Where this is not possible a written suitable and sufficient risk assessment must be undertaken and a safe system of work developed.

## **Location**

This policy is applicable to all staff and independent contractors working for NCS OFFICE HOLDINGS LTD GLASGOW.

Persons responsible for developing Confined Spaces related guidance or procedures, must ensure that it complies with the overarching Confined Spaces policy (this policy).

## **2. Responsibilities**

Senior and managers are responsible for:

- ensuring that every effort is made to avoid entry into a confined space;  
*NCS OFFICE HOLDINGS LTD GLASGOW is committed to the provision of a service that is fair, accessible and meets the needs of all individuals*
- ensuring that, where entry into any confined space cannot be avoided, a suitable and sufficient assessment of the risks to health has been carried out.
- ensuring employees and their representatives are consulted when assessing the risks connected with entering or working in a confined space.
- ensuring that prior to entry into a confined space, a written safe system of work, including emergency procedures, has been developed and a permit to work issued.
- ensuring that all staff involved in entry into confined spaces are aware of this policy, understand its content and comply with local procedures and safe systems of work.
- ensuring all staff who will enter a confined space are fit to do so.
- ensuring that all staff who enter confined spaces and those who issue permits to work, have appropriate information, instruction, training and supervision in confined spaces working.

### **Managers and Supervisors who issue permits, are responsible for**

- assessing all associated risks involved in the entry into a confined space;
- developing a safe system of work.
- ensuring all necessary precautions, including emergency procedures, are taken.

- checking safety at each stage of the work.
- the issue of the permit and its cancellation.

**Employees are responsible for:**

- assisting with the assessment of risks.
- complying with any safe system of work developed through risk assessment and any requirements of a permit to work.
- informing their managers if they suspect that the system of work in place is ineffective or inadequate;
- reporting all incidents (including near misses) and any defects in equipment using an NCS OFFICE HOLDINGS LTD GLASGOW incident reporting form.

**3. Operational System**

In the event that entry into a confined space cannot be avoided, a suitable and sufficient risk assessment must be carried out and a written safe system of work developed including the provision of emergency procedures.  
(Appendix 1. Confined spaces flow chart)

**4. Assessing the risks from entry**

When assessing the risks, use must be made of all the information available about the confined space. All foreseeable hazards and risks must be considered in advance and the following issues may need consideration:

**Confined Spaces can include:**

- some places which may only become confined spaces occasionally, such as rooms during fumigation;
- areas which may have open tops such as water tanks

**Associated Hazards may include:**

Previous contents, residues and contamination;

- Flammable substances or oxygen enrichment;
- Toxic gases, fumes or vapour;
- Oxygen deficiency;
- Physical dimensions;
- Ingress or presence of liquids;
- Solid materials which can flow;
- Presence of excessive heat;
- Electricity or static electricity;
- Cleaning chemicals.
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The risk assessment must be recorded on an NCS OFFICE HOLDINGS LTD GLASGOW risk assessment form by a person who is competent to do so. This must be signed by the assessor and Managers must keep a copy of the assessment form.

In gathering information for an assessment, managers may need expert advice.

Information on confined spaces is available from the HSE website at <http://www.hse.gov.uk/confinedspace>

**5. Developing a Safe System of Work**

In the development a written safe system of work, the information gathered during the risk assessment will be used to construct a document which will give information and instruction to the employees who are to carry out the work including safe means of access and egress.

This will include all of the risk control measures and the reasons for their

application. e.g. the need for forced air ventilation to ensure oxygen levels are maintained and a comfortable working temperature.

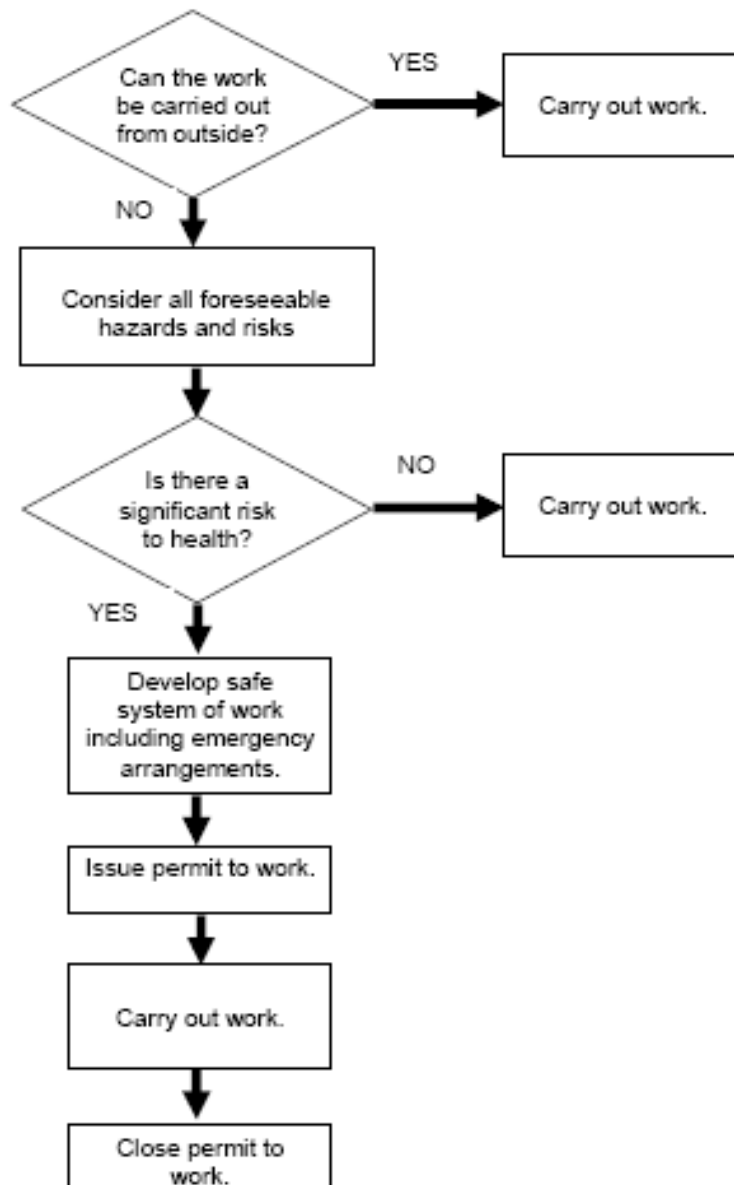
It will also detail the means for preventing unauthorised access when there is no need for anybody to access the confined space, and the means of emergency evacuation will also be documented.

## 6. Training

Training will be required for all operatives required to work within a confined space and managers or supervisors who issue permits to work. This will enable them to be competent and confident with procedures, legislation and equipment associated with confined space operations.

Information on training can be obtained from the Mines Rescue Service Ltd at [www.minesrescue.com](http://www.minesrescue.com)

### (Appendix 1) Confined Spaces Flow Chart



# **Driving policy**

## **1. Policy statement**

Driving is among the most hazardous tasks performed by employees. Legislation places a duty on the employer to provide a safe working environment, this is also extended to driving on business. It is a requirement for staff to follow safe driving practices. This includes steps to ensure the driver's total concentration and safe operation of vehicles, such as determining clear directions before departing, refraining from operating equipment such as mobile phones while the vehicle is moving, and not operating a vehicle when the driver's ability is impaired. Drivers are expected to follow defensive driving principles, driving regulations i.e. The Highway Code to prevent accidents.

### **Car licences held before 1 January 1997**

All drivers who passed a car test before 1 January 1997 retain their existing entitlement to tow trailers until their licence expires. This means they are generally entitled to drive a vehicle and trailer combination up to 8.25 tonnes MAM. They also have entitlement to drive a minibus with a trailer over 750kgs MAM.

### **Car driving licence first obtained since 1 January 1997**

Drivers who passed a car test on or after 1 January 1997 are required to pass an additional driving test in order to gain entitlement to category B+E and all larger vehicles. In addition to the new driving tests, drivers of vehicles which fall within subcategories C1, C1+E, D1 and D1+E also have to meet higher medical standards.

## **2. Code of conduct**

NCS OFFICE HOLDINGS LTD GLASGOW expects all staff whilst driving on company business to comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits when driving. The following actions will be viewed as serious breaches of conduct:

- Drinking or under the influence of drugs while driving
- Driving while disqualified, or not correctly licensed
- Reckless or dangerous driving causing death or injury
- Failing to stop after an accident
- Any actions that warrant suspension of licence

## **3. Responsibility as an employee**

Staff, who drive on company business, will:

- Ensure they hold a current driving licence
- Immediately notify NCS OFFICE HOLDINGS LTD GLASGOW if their driver licence has been suspended or cancelled or has limitations placed on it
- Be responsible and accountable for their actions when driving on business
- Assess driving hazards and anticipate "what if scenarios"
- Wear safety belts
- Drive within legal speed limits
- Report vehicle defects (hire cars) to your travel booker and/or your line manager before the start of their journey (unless journey starts prior to the working day, then as soon as reasonably practicable).

- Comply with traffic legislation
- Do not use a mobile phone (including hands free kit) when driving
- Check all vehicles prior to the journey to ensure that vehicles are within safe operating conditions. Checks should include proper inflation of tyres clean windows, mirrors properly adjusted, brakes, lights in working order, windscreen wipers and wash in working order (see vehicle pre-use check list Annex A).
- Report any Accident or near miss incident to the line manager, including those that do not result in damage or injury.
- Take an accident report form on all journeys

- Take regular and adequate rest breaks
  - o At least 15 minutes for each 2 hours driven
  - o Stop when tired
- Plan journey ahead, taking into consideration pre-journey work duties, the length of the trip and post journey commitments
- Stay overnight if other than under exceptional circumstances driving time and non driving duties exceed 11 hours or 400 miles in one day. If for unavoidable reasons you have to drive over these limits on an occasional day, considerable care must be taken to have regular breaks and avoid any risks of driving while tired
- Take a taxi, train or car with a driver, when returning from long haul flights
- Ensure that you are familiar with the vehicle that you are about to drive if you are unsure report this to NCS OFFICE HOLDINGS LTD GLASGOW immediately

- Complete annually an insurance undertaking form
- Ensure that your vehicle has a valid MOT certificate and is in a roadworthy condition
- Ensure that your vehicle has valid road tax.
- Ensure your insurance covers business travel
- NCS OFFICE HOLDINGS LTD GLASGOW will not accept liability for any damage to privately owned vehicles
- Ensure that you are not taking any medication that may impair your driving ability

#### **4. Training**

- Should a member of staff have an unacceptable level of accidents whilst driving on business, NCS OFFICE HOLDINGS LTD GLASGOW may request that driver completes additional training, before allowing that person to drive on business again.

#### **5. Responsibility as an employer**

NCS OFFICE HOLDINGS LTD GLASGOW will not require staff to drive under conditions which are considered unsafe and/or likely to create an unsafe environment, physical distress, fatigue, etc.

We will do this by:

- ensuring that a car hire company is used which provides hire cars which meet high standards of safety and are well maintained,
- ensuring that staff are aware of their responsibility to check the vehicle prior to use,
- ensuring that staff are comfortable driving the hire car that they are provided with
- ensuring that where additional training is required, through Risk Assessment, this will be provided on request,
- line managers required to manage work schedules to ensure that safe driving practices are maintained,



- take into account individual driving needs and experience,
- collation of statistics on accidents and near miss incidents to ensure continuous improvement of driving policy,
- regular review of policy and procedures to ensure the development and quality of the driving policy.

## **6. Procedures**

### Instructions for Mobile phone use

A substantial body of research shows that using hand-held or hands-free mobile phone while driving is a significant distraction and substantially increases the risk of the driver crashing. Research shows that individuals are four times more likely to crash, injuring or killing themselves and/or other people.

Using a hands-free phone while driving, does not significantly reduce risks, because the problems are caused mainly by the mental distraction and divided attention, (RoSPA). Mobile phones cause distractions in three ways:

- Taking hands off the wheel
- Becoming engrossed in a conversation and not concentrating on the road
- Mental distraction

The use of mobile phones whilst driving is not acceptable except where a legally compliant hands free unit is installed, and even then it is strongly advised against. Staff should adopt the following principles:

- You must never use a mobile phone whilst driving unless you have a fully legally compliant hands-free unit and are an experienced driver used to handling such equipment: even in such cases you should never initiate calls whilst driving.
- Unless you have a hands-free unit your phone should be switched off, with divert all calls to voicemail and check messages when your vehicle is stationary.
- Never make calls, dial numbers or text while driving, even with a hands-free unit.

From a safety point of view, all use of mobile phones should be avoided while the vehicle is being driven, even with hands-free units, as drivers cannot fully concentrate on driving if they are having to process and respond to phone calls. If the phone has to be left on (and this may only be the case where a legally compliant hands-free unit is installed), the driver should pull off the road (in a safe position) to make a call or take a call for any length of time. If in such conditions you receive a call you should indicate that you are driving and that you will call back when stationary.

Drivers should also be aware that if you have an accident whilst using a hands-free device you may be prosecuted for driving without due care and attention.

### What to do if you have an accident or near miss

Stop your vehicle at the scene or as close as is safe, always ensure your safety first. Complete the accident report form by collecting the following information at the scene:

- Details of other vehicle
- Name and address of other driver
- Name and address of any witnesses
- Name of insurer
- Description of incident

Contact the police:

- If there are injuries
- There is a disagreement over the accident
- If you damage property other than your own
- If you feel unsafe
- To get the incident reference number

Contact NCS OFFICE HOLDINGS LTD GLASGOW

- Notify travel of any/all injuries and vehicle damage sustained
- Hand in completed accident report form to NCS OFFICE HOLDINGS LTD GLASGOW as soon as possible.

## **7. Recommended Driving Hours**

Daily driving hours Must not exceed 10 hours more than twice a week

Maximum driving period 2 hours (followed by at least a 15 minute break out of the vehicle)

Daily rest period 11 hours not driving or working

Weekly driving limit 56 hours

These are not absolute limits but guidelines which you should not normally or regularly exceed. You should also consider working hours spent not driving and reduce driving hours accordingly.

**It should be remembered that the hours given here are a maximum and are given so that both you and the organisation stay within the law. Advice from the Royal Society for Prevention of Accidents (RoSPA) is that the nature of the meeting and work undertaken needs to be taken into account in determining what is reasonable in terms of Driving and Work time. For example, they would view 5 hours total driving plus a full day's work at an event such as a meeting (where you might reasonably be expected to employ a large amount of mental activity) as being excessive whereas a shorter meeting or attendance at a less mentally intensive meeting would be conducive to a longer overall driving time. There is no hard and fast rule and in essence the law requires risk assessment to be taken for each trip. In reality this means considering the purpose of the trip, the type of work which will be undertaken, and the comfort of the driver in making any journey. Other factors that need to be taken into account are the likely weather and traffic conditions etc. The golden rule should be "always plan ahead and, if in doubt, discuss with your line manager and health and safety advisor – the organisation does not expect you to drive unsafely or for uncomfortable distances or durations.**

# **ACCIDENT POLICY**

## **1. Introduction**

NCS OFFICE HOLDINGS LTD GLASGOW recognises it has a duty under the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR) and also The Social Security Administration Act 1992 to investigate and report and record all accidents to employees, visitors, contractors and members of the public

## **2. Policy**

NCS OFFICE HOLDINGS LTD GLASGOW will investigate, report and record all accidents, dangerous occurrences and incidence of occupational ill health occurring in the workplace to fully establish the cause and to provide methods of preventing and minimising reoccurrence.

## **3. Reporting accidents**

All accidents that result in injury to employees, visitors, contractors and members of the public, where the accidents, dangerous occurrences or occupational ill health falling under RIDDOR 1995, must be reported in the accident book and additionally reported to the HSE using HSE forms F2508 or F2508/A.

These will normally be filled out by the Company senior management immediately.

The following must be reported to the appropriate authorities under law: -

- Any death or major injury
- Any reportable occupational diseases
- Any injury that results in an employee being absent from work for more than three days or unable to carry out their normal duties for more than three consecutive days
- Any reportable dangerous occurrences

A summary of reportable injuries dangerous occurrences and reportable diseases can be found in the booklet RIDDOR Explained HSE 31(rev1) in the booklet RIDDOR Explained HSE 31(rev1) (See Health and Safety Guidance Section on Page No.78. No's 6 Accident Book the Social Security Administration Act 1992, and No's 7 and Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR) for further Information and guidance).

## **4. Investigating accidents**

- All employees will be made aware at induction that they are not to interfere with the scene of a major accident or dangerous occurrence until any investigation is complete.
- All accidents which result in injury to persons will have an accident investigation carried out by the Director/ Supervisor/Health and Safety Consultant. Photographs and statements and any other information or materials deemed necessary will be taken at that time (this depends upon the nature of the injury i.e. minor cuts, scrapes, knocks etc would only need simple verbal investigation there would be no need for photographs, written statements etc) Statements will be taken from the following:
  - a) Injured person or persons (separate statements from each)
  - b) Witnesses (separate statements from each)
  - c) First aider
- The results of the investigation will be passed to the Senior Management who will decide on any further actions required. (See responsibilities)

## **5. Dangerous Occurrences**

All dangerous occurrences which may have resulted in an accident, or which may have caused significant or serious harm to persons or damage, to equipment, plant or buildings, must be reported to the HSE Officer who will then decide upon appropriate investigation and actions to minimise or eliminate the chance of recurrence

## **6. Reportable Occupational Diseases**

Instances of an employee contracting a reportable disease must be reported to the Proprietor who will then decide upon appropriate investigation and actions to minimise or eliminate the chance of reoccurrence.

## **7. Responsibilities**

### **All staff**

Must report any injury at work however slight to their manager / supervisor and cooperate in any subsequent investigation.

Must report any dangerous occurrence or disease at work to their manager / supervisor and cooperate in any subsequent investigation.

### **Director**

Will carry out an investigation of the circumstances of all accidents and dangerous occurrences they will then report the results to the Senior Management who will decide if the accident requires further investigating and/or reporting under RIDDOR regulations.

Will ensure that all accidents, dangerous occurrences and reportable diseases are thoroughly investigated and reported to the appropriate authority as required.

# **FIRE POLICY**

## **1. Introduction**

Fire can have a devastating effect on any business. Due to the risk of fire and the serious consequences of fire, the following policy has been produced.

## **2. Policy Objectives**

The objectives of this policy are:

- To safeguard all persons on NCS OFFICE HOLDINGS LTD GLASGOW premises from death or injury in the event of a fire or associated explosion.
- To minimise the risk of fire and to limit the spread of fire.
- To minimise the potential for fire to cause injury, disrupt work, damage to buildings and equipment and harm the environment.

## **3. Application**

This policy applies to all persons on NCS OFFICE HOLDINGS LTD GLASGOW premises and in particular to staff and managers who have a duty placed upon them to actively monitor the implementation of this policy.

## **4. Policy**

NCS OFFICE HOLDINGS LTD GLASGOW will comply with The Regulatory Reform (Fire Safety) Order 2005) and all other current fire safety legislation and standards. Where the Company is exempt from specific regulations the fire precaution standards and arrangements will be, so far as possible, at least as good as those required by statute.

NCS OFFICE HOLDINGS LTD GLASGOW will ensure:

- That adequate means of escape, in case of fire, exist for all persons on Company's premises.
- That all means of escape are correctly maintained, kept free from obstruction and available for safe and effective use at all times.
- That where appropriate the means of escape have adequate emergency lighting (in case of fire) which will be maintained in efficient working order.
- That adequate means of giving warning in case of fire exist and are maintained in efficient working order.
- That adequate means for fighting fire are present and are maintained in efficient working order.
- That where appropriate, instruction will be given to all persons on Company's premises regarding evacuation procedures.
- Those effective management procedures are in place to respond to a fire.
- Those measures are taken to protect buildings, installations and equipment from fire that are commensurate with the risks and are appropriate to the value and commercial importance of those assets.

## **5. Responsibilities**

- **Managing Director**

The Managing Director is responsible for ensuring risk assessments, standards and procedures are suitable and sufficient.

- **Contract HSE Officer**

The HSE Officer shall ensure that all precautions and procedures are followed and that persons (contractors / visitors) under their responsibility are given adequate instruction on the action to take in the case of fire.

- **All Staff**

All staff must comply with all instructions given to them in regard to fire safety and any other fire procedures. Staff must also report any observed shortcomings in fire precautions to their manager.

- **Visitors**

Visitors must comply with all instructions given to them in regard to fire safety and any other fire procedures.

- **Contractors**

All contractors working on behalf of, or on property owned or controlled by, NCS OFFICE HOLDINGS LTD GLASGOW must comply with the Company Fire Safety Policy and obey all instructions given to them in regard to fire safety by authorised Company personnel. They must also ensure that all personnel for whom they are responsible are adequately instructed in fire safety procedures and arrangements.

# **WORK EQUIPMENT POLICY**

## **Provision and Use of Work Equipment Regulations 1998**

### **1. Introduction**

NCS OFFICE HOLDINGS LTD GLASGOW recognises it has a duty under the Provision and Use of Work Equipment Regulations 1998, to ensure work equipment is used only for the purpose it was intended.

### **2. Policy Objectives**

- To recognise that all work equipment is to be inspected by a competent person to ensure that equipment can be operated, adjusted and maintained safely.
- To recognise that deterioration, defects, or damage can be detected and remedied.
- To ensure that all equipment shall be examined by a competent person.
- To recognise that the use of equipment will involve; starting, stopping, programming, setting, transporting, repairing, modifying, maintaining, servicing and cleaning.

### **3. Policy**

- **Suitability for work equipment**, NCS OFFICE HOLDINGS LTD GLASGOW will ensure that work equipment is so constructed or adapted to be suitable for the purpose for which it is intended. When selecting equipment NCS OFFICE HOLDINGS LTD GLASGOW shall take into consideration the working conditions and the risk to the health and safety of person(s) which exist in the premises and any additional risks posed by the use of the equipment.
- **Maintenance**, NCS OFFICE HOLDINGS LTD GLASGOW will ensure that all work equipment is maintained in an efficient state, in efficient working order, in good repair and where any machinery has a maintenance log, the log is kept up to date.
- **Inspection**, NCS OFFICE HOLDINGS LTD GLASGOW will ensure that, where the safety of where work equipment depends on the installation conditions, it is inspected after installation and before being put into service for the first time, or assembled at a new site or in a new location, to ensure that it has been installed correctly and is safe to operate. The inspections will take place at suitable intervals or each time that exceptional circumstances which are liable to jeopardise the safety of the work equipment have occurred.
- **Specific risks**, NCS OFFICE HOLDINGS LTD GLASGOW will ensure that work equipment is restricted to person(s) who have been given the task of using it. Repairs, modifications, maintenance, or servicing of the work equipment shall be restricted to person(s) specifically designated to carry out such work. All designated person(s) will be adequately trained.
- **Dangerous parts**, NCS OFFICE HOLDINGS LTD GLASGOW will ensure that access to dangerous parts will be prevented by the means of suitable guarding.
- **Protection against Specific hazards**, NCS OFFICE HOLDINGS LTD GLASGOW will take measures to ensure that the exposure of person(s) to specific hazards caused by

the use of any work equipment is controlled as far as is reasonably practicable. (see Regulation 12 Provision and Use of Work Equipment Regulations 1998.)

- **High or very low temperature,** NCS OFFICE HOLDINGS LTD GLASGOW will ensure that work equipment, parts of work equipment and any article substance produced, used or stored in work equipment which, in each case, is high or very low temperature shall have protection where appropriate so as to prevent injury to any person.
- **Controls,** NCS OFFICE HOLDINGS LTD GLASGOW will ensure that all controls for work equipment are clearly visible and identifiable by appropriate marking where necessary. Provisions are in place to allow the work equipment to start, stop and to be isolated from energy sources safely. All work equipment is stable and suitable and sufficient lighting is in place.

#### **4. Responsibilities**

- **Director**

Will ensure that the implementation of the policy pertaining to the Provision and Use Work Equipment Regulations 1998.

- **Employees**

Will follow all safe working procedures attend training provided by NCS OFFICE HOLDINGS LTD GLASGOW. Ensure that all work equipment is used only for what it was designed for, implement training, and report any defects, and any short comings in the policy either from management, other employees or visitors.



# **YOUNG WORKERS POLICY**

## **The Management of Health & Safety at Work (Regulation 19)**

### **1. Introduction**

Young workers are defined as, anyone under the age of eighteen in the workplace. NCS OFFICE HOLDINGS LTD GLASGOW recognises that it has a duty of care towards young workers, and understands that young workers are vulnerable in the workplace. NCS OFFICE HOLDINGS LTD GLASGOW will comply with legislation under the Health and Safety at Work Act 1974.

### **2. Policy Objectives**

- To recognise that young workers are vulnerable in the work place.
- To recognise the need for risk assessments to identify the hazard that young workers may face in the workplace

### **3. Policy**

- NCS OFFICE HOLDINGS LTD GLASGOW will ensure that risk assessments are carried out before a young worker starts to identify the risks and hazards that they may face.
- Risk assessments will be carried out by a competent person and will contain:
  - Details of the work activities, including any equipment or hazardous substances.
  - Details of any prohibited equipment or processes.
  - Details of health and safety training to be provided.
  - Details of supervision arrangements.
- The parents of young workers of sixteen and under will be informed by letter of the outcome of the assessment.

### **4. Responsibilities**

- **Director**

Director will ensure the implementation and monitoring of the policy.

### **5. Staff/Young workers**

All staff will follow all safe working procedures implemented by NCS OFFICE HOLDINGS LTD GLASGOW and report any short comings or lapses in procedures by other employees, young workers and/or visitors.

# **Expecting and Nursing Mothers Policy**

## **1. Introduction**

The Management of Health and Safety at Work Regulations 1999 incorporates the Pregnant Workers Directive from the EU. Any type of work that could present a particular risk to expecting or nursing mothers, the risk assessment must include an assessment of such risks.

## **2. Policy Objectives**

- Recognise the need for assessments to identify risks and hazards to expecting and new mothers.
- The need to introduce procedures and provisions for expecting and new mothers.

## **3. Policy**

- NCS OFFICE HOLDINGS LTD GLASGOW will ensure that risk assessments will be carried out to identify the risks and hazards that expectant and new mothers may face.
- Risk assessment will be carried out by a competent person and will take into consideration;
  - Manual handling tasks
  - Chemical or biological agents
  - Ionising radiation
  - Passive smoking
  - Lack of rest room facilities
  - Temperature variations
  - Prolonged standing or sitting
  - Stress and violence to staff

## **4. Responsibilities**

### **• Managing Director**

Will be responsible for the implementations of risk assessments and provisions required to comply with legislation.

### **• Staff**

Will follow all safe working procedures implemented by NCS OFFICE HOLDINGS LTD GLASGOW, and report any shortcomings or lapses in procedures by other employees or visitors.

# **DISPLAY SCREEN EQUIPMENT POLICY**

## **1. Introduction**

This Policy describes the means by which NCS OFFICE HOLDINGS LTD GLASGOW will comply with the Display Screen Equipment Regulations 1992. It is issued taking account of revised guidance from the Health and Safety Executive published in 2003.

## **2. Policy Objectives**

The use of the term display screen equipment (DSE), sometimes known as visual display units (VDUs) covers cathode ray screens and liquid crystal displays, plasma screens and is inclusive of the use of laptops. The Policy is concerned with all aspects of usage, including posture and furniture, visual factors, breaks, environment and training. It is intended to minimise the incidence of work related upper limb disorders (WRULD). A variety of "work-related upper limb disorders" may be associated with DSE use, although the precise causal pathway is unclear. Some users experience discomfort or aches and pains.

## **3. Policy**

### **Users**

The Regulations apply to users of DSE and it is therefore essential to identify relevant employees. In determining who are or would be users, NCS OFFICE HOLDINGS LTD GLASGOW will take account of the frequency, duration, intensity and pace of spells of continuous use. Users are classed as employees using DSE for continuous spells of an hour or more at a time and on a regular daily basis, those who have to transfer information quickly to and from the DSE and also need to apply high levels of attention and concentration.

Users may also include agency employed "temporary workers".

All users are required to adopt a correct posture and follow the sound ergonomic principles in this Policy. Departments are responsible for providing the workstation requirements, as detailed in Appendix 4.

## **4. Risk Assessment**

There is a requirement to carry out an assessment of the workstations of all users using the assessment checklist provided. Assessment considers all staff.

## **5. Review of assessment**

The risks identified in the assessment must be remedied as soon as is reasonably practicable. Normally reviews will be carried out annually.

## **6. Requirements for workstations**

Workstations must conform to the standards laid down in the Regulations. These are shown in Appendix 4, which is taken from the Health and Safety Executive's Guidance to the Regulations.

## **7. Breaks/changes of activity**

NCS OFFICE HOLDINGS LTD GLASGOW is responsible for planning the activities of users such that adequate breaks/changes of activity are achieved. It is advisable, wherever possible, to allow individual employees sufficient flexibility for them to organise their own work as much as possible. Short, frequent breaks are more satisfactory than longer breaks, e.g. five to ten minutes after fifty to sixty minutes of continuous use is preferable to fifteen minutes every two hours. Informal breaks, i.e. time not spent viewing the screen on other tasks, are most effective. Breaks should allow users to vary their posture.

## **8. Eyes and eyesight testing**

When users request eye and eyesight testing, this must be provided. The Company is expected to meet the cost of the test and reasonable costs of any corrective spectacles recommended by the optometrist. When eyesight tests are carried out, the frequency of necessary re-testing will be normally be two years unless otherwise specified by the optometrist.

Users are expected to use an optician nominated by the Company. Employees are not entitled to see an ophthalmic practitioner of their choosing for these tests.

## **9. Health and safety training**

Users are required to be provided with health and safety training in addition to any training on how to use the workstation and software.

Training will include:

- desirable ergonomic features, e.g. chair comfort;
- health risks information regarding assessments - the use and arrangements of workstation components to facilitate good posture, prevent over reaching. avoiding glare and reflections on the screen;
- the use of adjustment mechanisms, particularly furniture;
- the need to take advantage of breaks and changes in activity;
- information regarding eyesight testing.

## **10. Information**

All users will be informed of the risks of WRULD caused by incorrect posture and poor ergonomics associated with DSE use. Information will also be provided on the need for breaks and activity changes.

## **11. Work with portable laptops and notebook computers**

Users will be advised wherever possible to apply similar principles to those in the Policy as regards posture and breaks/changes of activity. Prolonged users of laptops will use a separate keyboard and ensure the screen is raised to the appropriate height or use the laptop keyboard and a separate monitor. Appendix 5 provides a list of practical points to be considered when using portable computers.

## **12. The use of mice**

All mouse users will ensure that the positioning of the mouse is fairly close to the midline of their body and will avoid the arm becoming stretched out from their shoulder.

## **13. Responsibilities**

### **Director**

The Director will be responsible for implementing all training, assessments and also investigating any problems arising from the use of Display Screen Equipment. This could be delegated to the Health and Safety Officer.

### **Staff**

All staff must follow all safety procedures, any training given, and report any problems to their supervisor /manager

# **NOISE AT WORK POLICY**

## **1. Introduction**

NCS OFFICE HOLDINGS LTD GLASGOW has a general duty under The Control of Noise Regulations 2005, to reduce any risk to hearing due to noise exposure to the lowest reasonably practicable level.

## **2. Policy Objectives**

- To recognise and reduce noise that exceeds safe levels to the lowest practical level.
- To recognise where the source of noise originates i.e. equipment, traffic, etc.
- To recognise the need to protect employees / visitors where necessary.

## **3. Policy**

NCS OFFICE HOLDINGS LTD GLASGOW will comply with the Control of Noise Regulations 2005 by means of the following:

- Employees exposed to noise levels above 80 db(a); a competent person will carry out a noise assessment which will identify which employees are at risk.
- The noise assessment will be reviewed when there is a reason to suspect that the assessment is no longer valid or there have been significant changes.
- Noise levels will be reduced to the lowest practical levels.
- When noise levels exceed second action levels or peak action levels NCS OFFICE HOLDINGS LTD GLASGOW will reduce noise levels, without the use of ear protection, so far as reasonably practicable.
- Employees exposed to a daily exposure of 80 db (a) but less than 85 db (a) can request suitable and sufficient ear protection free of charge.
- Employees exposed to a daily exposure 85 db (a) or higher, will be issued with suitable and sufficient ear protectors free of charge.
- **Mandatory ear protection zones:** will be enforced where peak action levels are exceeded.
- **Maintenance and use of equipment:** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that as so far as reasonably practicable that every thing provided by them to, or for the benefit of an employee under these regulations will be properly used, maintained and in efficient state of working order and repair.
- **Information, Instruction and Training:** will be given to employees exposed to the first action level or above

## **4. Responsibilities**

### **Managing Director**

- Will be responsible for the implementation of the policy, the assessments where necessary, issuing Personal Protective Equipment (PPE), training and maintenance of machinery and log updates

### **Staff**

- Will be responsible for wearing and care of PPE where necessary, reporting defect or damage, adhering to safety signs, reporting any short comings with other staff or visitors.

# **PERSONAL PROTECTIVE EQUIPMENT POLICY**

## **1. Introduction**

Personal Protective Equipment (PPE) is described as equipment that provides protection for health and safety risks. This includes protective clothing, hard hats, gloves, safety footwear and protective eye wear etc.

The Regulations do not apply to PPE worn by employees on the public highway (e.g. cycle or motor cycle helmets or protective clothing).

## **2. Policy Objectives**

The Personal Protective Equipment at Work Regulations 1992 cover equipment intended to be used by a person at work. This policy aims to ensure any PPE used by NCS OFFICE HOLDINGS LTD GLASGOW conforms to the relevant requirements.

## **3. Policy**

### **a) Risk assessment**

Where PPE is required it will be identified via a risk assessment. The use of PPE is considered only as a last resort for the risk control, and is used only after all other practicable measures have been taken.

The following will be taken into account in any assessment:

- the risks in the workplace;
- the parts of the body which may be affected;
- the nature of the task;
- the degree of physical effort involved;
- methods of work;
- how long PPE must be worn;
- any special requirements e.g. ease of use with prescription spectacles, or with other PPE.

### **b) Selection of suitable PPE**

NCS OFFICE HOLDINGS LTD GLASGOW will only use PPE that gives:

- adequate control and protection of any risks identified, without in itself adding to the risk;
- compatibility with other items of PPE
- minimum discomfort to the wearer.

NCS OFFICE HOLDINGS LTD GLASGOW will provide PPE free of charge to employees when risks to health and safety cannot be adequately controlled by other means. No charge will be made for its cleaning or maintenance. An allowance may be paid to staff to select their own footwear.

### **c) Standard of PPE provided**

All PPE must be to an appropriate British (BS) or European (EN) Standard (current standards are listed in Appendix 1). It must be "CE" marked and comprehensive user information must be provided by the supplier. The purchase of PPE from a reputable

supplier will ensure that suitably certified equipment is being provided (Contact NCS OFFICE HOLDINGS LTD GLASGOW Health and Safety Consultant for advice where PPE is required).

**d) Maintenance of PPE**

Written procedures for any necessary maintenance of PPE will describe the extent and frequency of maintenance and the names of individuals responsible; manufacturers' maintenance instructions and schedules must be followed. The wearer can usually carry out simple maintenance.

It is often preferable to use disposable PPE, thus avoiding having to devise and carry out these procedures. In this case it is important that information provided by the manufacturer is passed to the users so they can recognise when to discard and replace the equipment.

**e) Storage of PPE**

Some means for PPE to be stored when not in use so as to protect it from contamination, loss, or damage must be provided. In most cases this will be very simple, e.g. pegs or lockers for clothing. Contaminated PPE must be stored separately from clean PPE or ordinary clothing.

**f) Information, instruction and training**

Users of PPE must be provided with sufficient information, instruction and training to use it effectively (why the PPE is being used; how to fit, wear or store it). With simple equipment such as safety helmets, only very basic user instructions are required. Training records will be kept wherever more than very simple instruction is required.

**4. Responsibilities**

**Managing Director**

Will ensure the implementation of the policy, and to provide training where necessary.

**Staff**

Will comply with all safe working practices, wear all PPE issued, report losses or damage, and store PPE safely. Attend all training requirements and to report short comings by other employees, contractors and visitors.

# **LIFTING OPERATIONS and LIFTING POLICY**

## **1. Introduction**

Under the Management of Health and Safety at Work Regulations 1999, The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and other regulations it is a legal requirement for an employer to provide safe and adequate lifting equipment, including maintenance and training.

## **2. Policy Objectives**

- To recognise the need for all lifting equipment and attachments to be maintained on a regular basis.
- To recognise the need for a procedure to identify faults and damage to machinery and attachments.
- To recognise that all lifting equipment and attachments shall be operated by trained competent person(s).

## **3. Policy**

- **Strength and Stability;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that all lifting equipment and attachments is of adequate strength and stability for each load.
- **Lifting Equipment for Persons;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that all lifting equipment for persons is as such to prevent any one using or carrying out activities being crushed, trapped or struck or falling from the carrier. Have suitable devices to prevent the risk of a carrier falling. NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that if the above risks cannot be prevented for reasons inherent in the site and height differences, the carrier has an enhanced safety co-efficient suspension rope or chain, and rope or chain is inspected by a competent person(s) every working day.
- **Positioning and Installation;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that lifting equipment is positioned or installed in such a way as to reduce, to as low as possible, the risk of the equipment or a load striking a person(s) or from load drifting, falling freely, or being released unintentionally; an is otherwise safe. NCS OFFICE HOLDINGS LTD GLASGOW will ensure that there are suitable devices to prevent person(s) from falling down a shaft or hoist way.
- **Marking of Lifting Equipment;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that machinery for lifting loads is clearly marked to indicate their safe working loads (SWL), Where the safe working load for machinery for lifting loads depends on its configuration the machinery shall be clearly marked to indicate its (SWL) for each configuration, or information that clearly indicates its (SWL) for each configuration shall be kept with the machinery.
- **Organisation of Lifting Operations;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that every lift operation involving lifting equipment is;
  - Properly planned by a competent person(s).
  - Appropriately supervised.
  - Carried out in a safe manner.



- **Thorough Examinations and Inspections;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that before lifting equipment is put into service for the first time it is thoroughly examined for any defects unless either;
  - The lifting equipment has not been used before.
  - In the case of lifting equipment for which an EC declaration of conformity could or will have been drawn up, NCS OFFICE HOLDINGS LTD GLASGOW has received such a declaration made not more than 12 months before the lifting equipment has been put into service, or, if obtained from the undertaking of another person, it is accompanied by physical evidence that the thorough examination has been carried out.

NCS OFFICE HOLDINGS LTD GLASGOW shall ensure where the safety of lifting equipment depends on the installation conditions, is thoroughly examined to ensure that it has been installed correctly and is safe to operate.

- After installation and before being put into service for the first time.
- After assembly and before being put into service at a new location.

NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that lifting equipment which is exposed to conditions causing deterioration which is liable to result in dangerous situations is thoroughly examined

- In the case of lifting equipment for lifting person(s) and accessory for lifting, at least every six months.
  - In the case of other lifting equipment, at least every 12 months; or
  - In either case, in accordance with the examination scheme; and
  - Each time that exceptional circumstances which are liable to jeopardise the safety of the lifting equipment have occurred.
  - Where appropriate for the purpose, such lifting equipment is inspected by a competent person(s) at suitable intervals between thorough examinations to ensure that health and safety conditions are maintained and that any deterioration can be detected and remedied in good time.
- NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that no lifting equipment;
    - Leaves his undertakings; or
    - If obtained from the undertaking of another person(s), is used in his undertaking, unless it is accompanied by physical evidence that the last thorough examination required to be carried out under this Regulation has been carried out.
  - **Reports and Defects;** any person making a thorough examination shall notify NCS OFFICE HOLDINGS LTD GLASGOW of any defect forthwith.
    - NCS OFFICE HOLDINGS LTD GLASGOW when notified of any defects shall ensure that the lifting equipment is not used before the defect is rectified, or in the case where defect could become a danger, after a time specified and before the defect is rectified.
  - **Keeping of Information;** When NCS OFFICE HOLDINGS LTD GLASGOW obtains lifting equipment to which the regulations apply receives an EC declaration of conformity relating to it, NCS OFFICE HOLDINGS LTD GLASGOW shall keep the declaration for as long as the lifting equipment is kept.

#### 4. Responsibilities

##### Managing Director

Will ensure the implementation of the policy and to provide training where necessary.

**Staff**

Will comply with all safe working practices, wear all PPE issued, attend all training requirements and to report short comings by employees, contractors and visitors.

# **LONE WORKING POLICY**

## **1. Introduction**

Lone working is not covered by any specific piece of legislation but the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 apply in most instances.

## **2. Policy Objectives**

This policy aims to set down the measures that NCS OFFICE HOLDINGS LTD GLASGOW may put in place to reduce risks posed to their "Lone Workers" i.e. those who work by themselves without close or direct supervision. This may include those who work alone in a specific area or building (e.g. home-workers, cleaners, security etc) or can include mobile workers who work alone but in a number of locations.

## **3. Policy**

NCS OFFICE HOLDINGS LTD GLASGOW will identify all significant hazards relating to lone working activity, evaluate the risks (low/medium/high) and describe control measures or identify any further measures required.

New or "One Off" hazards will be identified on a separate risk assessment form and cross-referenced with the general risk assessment document where appropriate. Specific assessments may be required for hazardous substances, display screen equipment and manual handling operations.

### **Hazards to Consider:**

**Workplace:** Hazards specific to the workplace/environment which may create particular risks for lone workers, e.g. remote areas. Consider transport, access requirements, and parking arrangements.

**Process:** Hazards particular to the work process, creating specific risks for lone workers, e.g. work out of the office/on site.

**Equipment:** Hazards specific to the work equipment which may create particular risks for lone workers, e.g. manual handling.

**Violence:** Is there a risk of violence. Is there a history of violence or threats to Staff?

**Individual:** Hazards specific to the individual which may create particular risks for lone workers e.g. medical conditions, disabilities, expectant mothers, age, inexperienced, etc.

**Work Pattern:** The employee work pattern and how it relates to those of other workers in terms of both time and geography.

### **Risk Reduction Measures to Consider:**

- specific information, instruction and training (e.g. emergency procedures, out-of-hours procedures, personal safety training, etc).
- increased communication systems / procedures (e.g. regular pre-arranged contact by e.g. mobile phone)
- increased supervision or security (e.g. lighting at entrances, exits, car parks, CCTV, secure access, personal alarms)
- provision of small lone worker first aid box for vehicles

**Supervision:** The extent of supervision required will depend upon the level of risks involved and the ability and experience of the lone worker. Examples of supervisory measures which can be applied include:

- Periodic telephone contact with lone workers,
- Periodic site visits to lone workers,
- Regular contact (telephone, etc),
- Automatic/Manual warning devices, e.g., motion sensors, panic alarms, etc.,
- End of task/shift contact (i.e. returning keys)

**Records:** Document the findings in writing and ensure all employees affected have access to the document and understand what procedures/control measures are in place.

#### **4. Responsibilities**

##### **Directors / Manager/Supervisor**

Will be responsible for the implementation of the Policy and safe working practices.

##### **Staff**

Will be responsible for following safe working practices put in place by the Company NCS OFFICE HOLDINGS LTD GLASGOW following training given, and to report any short comings in the policy and by other employees or visitors.

# **WORKING AT HEIGHTS POLICY**

## **1. Introduction**

The new Working at Heights Regulations came into force 6<sup>th</sup> April 2005. Working at height means working in any place, including a place at or below ground level, obtaining access to or egress from such place while at work, except by a staircase in a permanent workplace.

## **2. Policy Objectives**

- To recognise the need to comply with legislation.
- To recognise the need for organisation and planning.
- To recognise the need for training and competent person(s).
- To recognise the correct selection of equipment.
- To recognise the importance of inspections and duties of person(s) at work.

## **3. Policy**

- **Application;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that all legislation under the Working at Heights Regulations 2005 will be adhered to.
- **Organisation and Planning;** NCS OFFICE HOLDINGS LTD GLASGOW will ensure that all work at height is properly planned by a competent person(s). All work shall be supervised appropriately and carried out in a manner which is so far as is reasonably practicable safe, and planning will include correct selection of equipment. NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that work at height is carried out only when the weather conditions do not jeopardise the health or safety of person(s) involved in the work.
- **Competence;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that no person engages in any activity including organisation, planning and supervision, in relation to work at height or work equipment for use in such work unless he is competent to do so or, if being trained, is being supervised by a competent person.
- **Avoidance or Risks from Work at Heights;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that work is not carried out at height where it is reasonably practicable to carry out the work safely otherwise than at height. Where work is carried out at height every employer shall take suitable and sufficient measures to prevent, so far as is reasonably practicable, any person falling a distance liable to cause personal injury.
- **Selections of Work Equipment for Work at Height;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure when selecting work equipment for use in work at height;
  - Collective protection measures are given priority over personal protection measures.
  - That an account is taken of the working conditions and the risks to the safety of person(s) at the place where the work equipment is to be used.
  - Equipment for access and egress is suitable, given the distances to be negotiated.

- All work equipment is suitable given the distance and consequences of any potential fall.
  - Equipment is suitable for tasks required, given the intended duration and frequency of use.
  - All equipment will allow for easy and timely evacuation and rescue in an emergency
  - Any additional risks posed by the use, installation, removal of equipment or by evacuation and rescue from it are adequately controlled, as far as is reasonably practicable.
  - The other provisions of these Regulations are upheld.
- NCS OFFICE HOLDINGS LTD GLASGOW shall select work equipment for work at height which;
    - Has characteristics including dimensions which are appropriate to the nature of the work to be performed and the foreseeable loadings.
    - Allow passage without risk; and.
    - Is in all other respects the most suitable work equipment. Taking into account particularly the purposes specified in regulation 6.
- **Fragile Surfaces** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that no person at work passes across or near, or works on, from or near, a fragile surface where it is reasonably practicable to carry out work safely and under appropriate ergonomic conditions without his doing so.
- **Falling objects**

NCS OFFICE HOLDINGS LTD GLASGOW shall where necessary to prevent injury to any person, take suitable and sufficient steps to prevent so far as is reasonably practicable, the fall of any material or object.
- **Danger areas** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that where a workplace contains an area in which, owing to the nature of the work, there is a risk of any person at work;
    - Falling a distance; or being struck by a falling object, which is liable to cause personal injury, the workplace is so far as is reasonably practicable equipped with devices preventing unauthorised persons from entering such area; and such area are clearly indicated.
- **Inspection of work equipment;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that, where the safety of work equipment depends on how it is installed or assembled it is not used after installation or assembly in any position unless it has been inspected in that position.
- NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that work equipment exposed to conditions causing deterioration which is liable to result in dangerous situations is inspected;
    - at suitable intervals; and
    - each time that exceptional circumstances which are liable to jeopardise the safety of the work equipment have occurred.

- To ensure that health and safety conditions are maintained and that any deterioration can be detected and remedied in good time.
- **Inspection of places of work at height;** NCS OFFICE HOLDINGS LTD GLASGOW shall so far as is reasonably practicable ensure that the surface and every parapet, permanent rail or other such fall protection measure of every place of work at height are checked on each occasion before the place is used.
- **Duties of persons at work;** Every person shall, where working under the control of another person, report to that person any activity or defect relating to work at height which he knows is likely to endanger the safety of himself or another person.
  - Every person shall use any work equipment or safety device provided to him for work at height by his employer, or by a person under whose control he works, in accordance with;
  - Any training in the use of the work equipment or device concerned which have been received by him; and
  - The instructions respecting that use which have been provided to him by that employer or person in compliance with the requirements and prohibitions imposed upon that employer or person by or under the relevant statutory provisions.

#### **Requirements for All Working Platforms**

- **Condition of surfaces;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure any surface upon which any supporting structure rests shall be stable, of sufficient strength and of suitable composition safely to support the supporting structure, the working platform and any loading intended to be placed on the working platform.
- **Stability of supporting structure;** NCS OFFICE HOLDINGS LTD GLASGOW will ensure that any supporting structure shall;
  - Be suitable and of sufficient strength and rigidity for the purpose for which it is being used;
  - In the case of a wheeled structure be prevented by appropriate devices from moving inadvertently during work at height;
  - In other cases, be prevented from slipping by secure attachment to the bearing surface or to another structure, provision of an effective anti-slip device or by other means of equivalent effectiveness;
  - Be stable while being erected, used and dismantled; and
  - When altered or modified, be so altered or modified as to ensure that it remains stable.
- **Stability of working platforms;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that any working platform shall;
  - Be suitable and of sufficient strength and rigidity for the purpose or purposes for which it is intended to be used or is being used;
  - Be so erected and used as to ensure that its components do not become accidentally displaced so as to endanger any person;
  - When altered or modified, be so altered or modified as to ensure that it remains stable; and
  - Be dismantled in such a way as to prevent accidental displacement.
- **Safety on working platforms;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that all working platforms shall;

- Be of sufficient dimensions to permit the safe passage of persons and the safe use of any plant or materials required to be used and to provide a safe working area having regard to the work being carried out there;
  - Possess a suitable surface and, in particular, be so constructed that the surface of the working platform has no gap large enough that a person(s) or materials could fall through.
- **Loading;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that;
    - All working platforms and any supporting structure shall not be loaded so as to give rise to a risk of collapse or to any deformation which could affect its safe use.
  - **Scaffolding;** NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that all erection of scaffolding and zip up towers shall be carried out by competent person(s).

#### **4. Responsibilities**

##### **Managing Director**

Will be responsible for the implementation of the policy, or delegate the responsibilities to a competent person(s)

##### **Staff**

Will be responsible for following safe working practices, only work at heights and use the equipment if they have been trained. Report all short comings in the policy and by other employees, contractors, and visitors.



# **LADDERS AND STEPLADDERS**

## **1. Introduction**

A third of all reported fall-from-height incidents involve ladders and stepladders, on average this accounts for **14 deaths** and **1200 major injuries** to workers each year. Many of these injuries are caused by inappropriate or incorrect use of the equipment.

## **2. Policy Objectives**

- To identify the correct selection of equipment.
- To identify the need for daily checks.
- To identify the need for a maintenance program and log
- To identify the training needs for use on ladders and step ladders.

## **3. Policy**

NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that a ladder is used for work at height only if a risk assessment under regulation 3 of the Management Regulations has demonstrated that the use of more suitable work equipment is not justified because of the low risk and;

- The short duration of use; or existing features on site which he cannot alter;
- Any surface upon which a ladder rests shall be stable, firm, of sufficient strength
- And of suitable composition safely to support the ladder so that its rungs or steps remain horizontal, and any loading intended to be placed on it;
- A ladder shall be so positioned as to ensure its stability during use;
- A suspended ladder shall be attached in a secure manner and so that, with the exception of a flexible ladder, it cannot be displaced and swinging is prevented;
- A portable ladder shall be prevented from slipping during use by;
  - Securing the stiles at or near their upper or lower ends;
  - A effective anti-slip or other effective stability device; or
  - Other arrangement of equivalent effectiveness;
  - A ladder used for access shall be long enough to protrude sufficiently above the place of landing to which it provides access, unless other measures have been taken to ensure a firm handhold;
  - No interlocking or extension ladder shall be used unless its sections are prevented from moving relative to each other while in use;
  - A mobile ladder shall be prevented from moving before it is stepped on;
  - Where a ladder or run of ladders rises a vertical distance of 9 metres or more above its base, there shall, where reasonably practicable, be provided at suitable intervals sufficient safe landing areas or rest platforms.

- Every ladder shall be used in such a way that;
  - A secure handhold and secure support are always available to the user; and
  - The user can maintain a safe handhold when carrying a load unless, in the case of a step ladder, the maintenance of a handhold is not practicable when a load is carried, and a risk assessment under regulation 3 of the Management Regulations has demonstrated that the use of a stepladder is justified because of the low risk; and
  - The short duration of use.

## **5. Responsibilities**

### **Managing Director**

Will be responsible for the implementation of the policy, or delegate the responsibilities to a competent person(s)

### **Staff**

All employees will be responsible for following safe working practices and only work on ladders if they have been trained. Report all shortcomings in the policy and by other employees, contractors and visitors.

# **TRAINING POLICY**

## **1. Introduction**

Health and Safety training is very an important part of the health and safety culture and is also a legal requirement, under the Management of Health and Safety at Work Regulations 1999 and other regulations for an employer to provide such training.

## **2. Policy Objectives**

- To recognise the need for training.
- To recognise the types of training required.
- To recognise the need for training updates.

## **3. Policy**

- NCS OFFICE HOLDINGS LTD GLASGOW will ensure that all training and update training will be given to all new and existing employees.
- That training will be given on recruitment, induction or when employees are exposed to new or increased risks due to;
  - Being transferred to another job or given a change in responsibilities.
  - Introduction of new work equipment or a change in existing work equipment.
  - Introduction of new technology.
  - Introduction of a new system of work or revision of an existing system of work.
  - Increase in the employment of more vulnerable employees (young or persons with disabilities).
  - Particular training required by the organisations insurance Company (e.g. specific fire and emergency training).
- Any additional training needed following a single or series of accidents or near misses, introduction of new legislation, the issuing of enforcement notices or as a result in a risk assessment or safety audit will be given.

## **4. Responsibilities**

### **Managing Director**

Will be responsible for the implementation of all training and update training.

### **Staff**

All staff will be responsible for attending all training and working within all safe working practices procedure implemented by NCS OFFICE HOLDINGS LTD GLASGOW, to report all short comings by management, other employees, and visitors.

# **ELECTRICITY AT WORK POLICY**

## **1. Introduction**

Electricity is widely used, efficient and convenient, but is a potentially hazardous method of transmitting energy. NCS OFFICE HOLDINGS LTD GLASGOW recognises they have a duty under the Electricity at Work Regulations 1989 and to ensure the health and safety and welfare of their employees and others whom may be affected by NCS OFFICE HOLDINGS LTD GLASGOW undertakings.

## **2. Policy Objectives**

- To recognise the need for annual checks by a competent person(s).
- To recognise the need to keep employees, contractors and visitors safe.
- To recognise the need for training for employers and employees.

## **3. Policy**

NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that the electrical installations will be checked by a competent person(s) at least every five years and all portable equipment will be tested by a competent person(s) at regular intervals.

That training will be given to identify the hazards associated with electricity;

- Electric shock.
- Burns.
- Fire & Explosions.
- Arcing.
- Portable electrical equipment & secondary hazards.

NCS OFFICE HOLDINGS LTD GLASGOW shall provide a procedure for the reporting of any defects to electrical equipment and will ensure that all maintenance and electrical work will be carried out by a competent person(s).

NCS OFFICE HOLDINGS LTD GLASGOW shall ensure that all work equipment that can cause injury, which is in need of maintenance or repair, shall be locked off in such a manner that only designated person(s) can unlock the equipment or restart the equipment safely.

## **4. Responsibilities**

### **Managing Director**

The Managing Director will be responsible for the implementation of the Electricity at Work Policy or the delegation of any duties to a competent person.

### **Staff**

All employees will attend all training sessions, will inspect any electrical equipment before use, report any defects in equipment and any short comings by other employees.

# **CONTROL OF SUBSTANCES HARZDOUS TO HEALTH POLICY**

## **(COSHH)**

### **1. Introduction**

NCS OFFICE HOLDINGS LTD GLASGOW recognises they have a duty under the Control of Substances Hazardous to Health Regulations 2002 and to ensure the health and safety and welfare of their employees.

### **2. Policy Objectives**

- To recognise the hazards of working with hazardous substance.
- To reduce the time exposed to hazardous substances.
- To protect employees by way of risk assessments, safe working practices, and use of PPE

### **3. Policy**

It is the policy of NCS OFFICE HOLDINGS LTD GLASGOW whenever reasonably practicable to avoid exposure of staff or members of the public to any substances classified as hazardous to health. Suitable and sufficient assessments are to be carried out before any hazardous substance is used. All staff will be informed, instructed and trained in the use of any hazardous substance. The need for health surveillance will be assessed.

### **4. Safety Data Sheets/Material Safety Data Sheets**

Those responsible for ordering products, which are hazardous to health, will obtain a material safety data sheet (MSDS) from the manufacturer/supplier (they have a legal duty to supply this information). NCS OFFICE HOLDINGS LTD GLASGOW has a complete list of all MSDS information on the personal computer and CD format at the main office.

### **5. COSHH Risk Assessments**

A COSHH risk assessment must be completed for each product that is hazardous to health. A copy of this assessment and any other information necessary for the safe use, storage, handling and subsequent disposal of the product/substance must be made available for inspection by the employees in the NCS OFFICE HOLDINGS LTD GLASGOW Health and Safety Consultant File, or its location noted.

The assessment will recommend the correct PPE/RPE a user will wear to protect himself where other forms of protection are not available.

### **6. Review**

COSHH Risk assessments and material safety data sheets will be checked for validity at least annually or whenever any changes indicate a need for review; e.g. spillage or accident involving the hazardous substance.

### **7. Responsibilities**

#### **Managing Director**

Will be responsible for all assessments, information, instruction, training, and any PPE to be given to staff working with hazardous substances.

#### **Staff**

Will be responsible for following safe systems of work including training, wearing of PPE, and reporting any short comings.

## **ENVIRONMENTAL POLICY**

NCS OFFICE HOLDINGS LTD GLASGOW is an environmentally aware Company and we expect our employees and clients to contribute where possible to protect the environment.

This can be achieved by following the simple rules shown below:

- Return any unused items from site to the stores.
- Redundant fluorescent tubes and toner cartridges are to be returned to store for disposal.
- Turn lights, heaters and monitors off at night.
- Ensure waste is separated and disposed of in designated skips.
- When printings do not waste paper, try and use both sides.
- Every little helps.

NCS OFFICE HOLDINGS LTD GLASGOW acknowledges the Environmental Act 1991 and its associated legislation. More recently we acknowledge the EC directive (2002/96/EC) on the Waste Electrical Electronic Equipment (WEEE). We will carry out our activities paying particular attention to the effect on the surrounding environment so as not to cause any contamination or danger to others.

All hazardous substances will be disposed of in the correct manner according to the manufacturer's details, (COSHH Sheets).

All site waste shall be disposed of in bins provided by the client or returned to the workshop/retailer for disposal.

Any fluorescent tube or discharge lamps for disposal will be returned to the workshop/retailer and placed in a correct safe container for safe disposal.

In accordance with current guidance from the Environmental Agency NCS OFFICE HOLDINGS LTD GLASGOW will adopt the following ten principles:

### **1. Storage and Handling of materials**

We will supervise deliveries of materials to our client sites and check the delivery note to ensure that the goods ordered are those received. Clearly label refillable containers with contents and storage capacity; this will reduce the risk of overfill and spillage will ensure that the contents are easily identified.

### **2. Noise and odour**

We will be aware of any incident reported to the local authority Environmental Health department will any complaints of "statutory nuisance" arise such as:-

- Poor state of your premises
- Noise
- Smoke, fumes, gases dust or steam
- Smell
- Effluents
- Keeping of animals
- Accumulation of refuse or other material.

The Local Authority Environment Health department has the power to impose restrictions or to close down business if they find just cause, we expect our clients to take all reasonable steps to prevent or minimise a nuisance or potential nuisance, in the same manner and professionalism as we do. For example, establish whether you might be causing nuisance to neighbours by regularly checking noise, odours and emissions near the

boundary of your premises at different times of the day and during different operating conditions.

### **3. Discharge of water**

We will ensure that any waste water, oils and concentrated chemicals that require special attention or treatment are disposed of in the correct manner after taking advice and guidance from suppliers, the local authority or the Environmental Agency. We will do this as our "Duty of Care" and dispose of the material at the correct and authorised sites. We expect our clients to follow our lead in this initiative.

### **4. Storage and disposal of waste**

Whatever the method of disposal of waste and type of waste we at NCS OFFICE HOLDINGS LTD GLASGOW have a "Duty of Care" to ensure the safe and correct disposal or recovery of the waste produced by ourselves or our clients. Our clients have the same duty of care and we expect them to adhere to our policy. We will endeavour to record all waste received or transferred through a system of signed waste transfer notes. Everyone is responsible for this waste whether it is passed onto another party such as:-

- Specialist contractor
- Scrap metal contractor
- Recycling contractor
- Local Authority
- Skip hire Company

The "Duty of Care" has no time limit and extends until the waste has either been fairly and properly disposed of or fully recovered.

### **5. Packaging**

We will endeavour as far as possible to use reusable packaging wherever possible. We will work with our suppliers to reduce the quantity of packaging waste that needs to be disposed of and use our buying power to discriminate against over-packaged items.

### **6. Land contamination**

We will work together with any local authority to check any contracted land for contamination. If remedial work is required we will liaise with the relevant authorities to do this in the best way possible to the benefit of the public, our client and the environment. We will do this within an agreed time limit mutually agreed with the relevant authorities.

### **7. Energy efficiency**

We encourage all our staff to be environmentally concise. We expect them to save energy by being proactive in turning lights off, monitoring utility consumption and wherever possible switch off non essential appliances, especially over night. This will include personal computers, heating systems, charging items printers etc. Employees are expected to monitor unused electrical items and switch off where possible.

### **8. Water efficiency**

Water efficiency is constantly monitored by use of meters, bills and a proactive approach to general use.

### **9. Legislation.**

We will endeavour to keep abreast of new legislation, regulators guidance and authority's communications to achieve all of the above goals to preserve the environment. With that in mind we are currently adopting the EC new directive known as WEEE (The Waste Electrical and Electronic Directive). This mainly deals with the producing and recycling of electrical goods.



# **ALCOHOL POLICY**

## **1. Introduction**

- Alcohol misuse is an ever-increasing problem within the workplace. Statistics show that employees who drink excessively, or inappropriately, in relation to work are more likely to endanger their fellow workers, have accidents at work, be absent from work and be less efficient than colleagues who do not do so.

## **2. Aims of the policy**

- The employees of NCS OFFICE HOLDINGS LTD GLASGOW are its most valuable assets. The Company recognises that, for a number of reasons, employees could develop alcohol-related problems during the course of their employment.

The aims of this policy are to:

### **Promote a responsible attitude to drinking within the Company by:**

1. Encouraging safe and responsible drinking habits.
2. Making known to employees the harmful effects of the excessive consumption of alcohol.
3. Minimising problems and accidents at work arising from alcohol and its misuse.
4. Promoting the well-being and health of employees.

### **Offer assistance and advice to employees who need it by:**

1. Identifying employees with possible problems relating to alcohol misuse at an early stage.
2. Offering guidance and, where required, actively encouraging employees with possible problems to seek appropriate help.
3. Offering employees known to have alcohol-related problems affecting their work referral to an appropriate agency for diagnosis.

### **Prohibition on alcohol consumption in the workplace**

- Social drinking is, of course, a personal matter and does not directly concern the Company, although the Company is keen to raise the level of awareness amongst staff of the risks of alcohol abuse. The Company's concern only arises when, because of the pattern or amount of drink involved, the employee's health, work or attitude deteriorates.
- Even a small amount of alcohol can affect work performance and, if an employee is found under the influence of alcohol at work, there could be serious safety; work and personal consequences (see the section on misconduct below).
- No alcohol must be brought onto or consumed on Company premises during normal working hours, which includes, for this purpose, lunchtimes. Staff must not drink alcohol if they are required to drive private or Company vehicles on business. Staff must also not drink alcohol when they are on operational standby or on call. Staff representing the Company at business functions, providing hospitality or attending Company organised social events outside normal working hours will be expected to be moderate if drinking alcohol and to take specific action to ensure they are well within the legal limits if they are driving.

## **Advice and counselling**

- It is the Company's intention to deal constructively and sympathetically with an employee's alcohol-related problems, such as alcohol dependency. When it is known that an employee has an alcohol problem, (Name) will be able to provide advice and guidance on how to seek assessment of the problem and, if necessary, suitable treatment. The primary objective of any discussions of this type will be to assist the employee with the problem in as compassionate and constructive way as possible. Whilst certain personnel records will be necessary, any discussions of the nature of an employee's alcohol problems and the records of any treatment will be strictly confidential unless the employee agrees otherwise.

## **Alcohol-related misconduct**

- This policy, for assisting employees with alcohol-related problems, is separate from the Company's disciplinary procedures. However, action will be taken under the disciplinary procedure if misconduct takes place at work as a result of drinking or if an employee is found to be under the influence of alcohol whilst at work. If an employee is known to be, or strongly suspected of being, intoxicated by alcohol during working hours, arrangements will be made for the employee to be escorted from the Company's premises immediately. Incapacity through an excess of alcohol at work is a gross misconduct offence under the disciplinary procedure and the employee is therefore liable to be summarily dismissed. Where an employee with an identified alcohol problem which affects conduct at work or performance at work refuses the opportunity to receive help, the matter will be referred for action through the disciplinary procedure as appropriate. Likewise, if after accepting counselling and assistance and following review and evaluation the conduct or work performance reverts to the problem level, the matter may also be dealt with through the disciplinary procedure.

## **Alcohol screening**

- On the grounds of protecting health and safety and only where necessary to achieve a legitimate business aim, the Company reserves the right to carry out random alcohol screening tests on employees in the workplace whose activities and job duties have a significant impact on the health and safety of others. The guidelines promulgated in the Company's Equal Opportunities Policy are to be followed in relation to alcohol screening. If an employee receives a positive test result, this will be viewed as a gross misconduct offence and renders the employee liable to summary dismissal. Refusal to submit to an alcohol screening test without reasonable excuse will be dealt with through the disciplinary procedure.

## **Training**

- On commencing employment with NCS OFFICE HOLDINGS LTD GLASGOW every new employee will be given a copy of this policy and an opportunity to discuss it. They will be made aware of the effects of alcohol misuse and will be encouraged not to cover up for employees with an alcohol problem but to recognise that collusion represents a false sense of loyalty.

# **DRUGS POLICY**

## **1. Introduction**

Drug misuse is an ever-increasing problem within the workplace. Statistics show that employees who take unlawful drugs are more likely to endanger their fellow workers, have accidents at work, be absent from work and be less efficient than colleagues who do not do so.

## **2. Aims of the policy**

The employees of NCS OFFICE HOLDINGS LTD GLASGOW are its most valuable assets. The Company recognises that, for a number of reasons, employees could develop drug-related problems during the course of their employment. This policy applies to drugs which are unlawful under the criminal law and not to prescribed medication. The aims of this policy are to:

## **3. Policy**

### **Promote a responsible attitude to drugs within the Company by:**

- Making known to employees the harmful effects of drugs. Minimising problems and accidents at work arising from the misuse of drugs. Promoting the well-being and health of employees.

### **Offer assistance and advice to employees who need it by:**

- Identifying employees with possible problems relating to drug misuse at an early stage. Offering guidance and, where required, actively encouraging employees with possible problems to seek appropriate help offering employees known to have drug-related problems affecting their work referral to an appropriate agency for diagnosis.

### **Prohibition on drugs in the workplace**

- If an employee is found under the influence of drugs at work, there could be serious safety; work and personal consequences (see the section on misconduct below).
- Drugs must not be brought onto or consumed on Company premises at any time. Staff must not take drugs if they are required to drive private or Company vehicles on business. Staff must also not take drugs when they are on operational standby or on call.
- Staff representing the Company at business functions, providing hospitality or attending Company organised social events outside normal working hours are prohibited from taking drugs on these occasions. Any breach of these rules will result in disciplinary action being taken which is likely to result in the employee's summary dismissal on grounds of gross misconduct.

### **Advice and counselling**

- It is the Company's intention to deal constructively and sympathetically with an employee's drug related problems, such as drug dependency. When it is known that an employee has a drug problem, NCS OFFICE HOLDINGS LTD GLASGOW will be able to provide advice and guidance on how to seek assessment of the problem and, if necessary, suitable treatment. The primary objective of any discussions of this type will be to assist the employee with the problem in as compassionate and constructive way as possible.

Whilst certain personnel records will be necessary, any discussions of the nature of an employee's drug problems and the records of any treatment will be strictly confidential unless the employee agrees otherwise.

### **Drug-related misconduct**

- This policy, for assisting employees with drug-related problems, is separate from the Company's disciplinary procedures. However, action will be taken under the disciplinary procedure if misconduct takes place at work as a result of taking drugs or if an employee is found to be under the influence of drugs whilst at work or is found to have brought drugs on to or consumed drugs on the Company's premises. If an employee is known to be, or strongly suspected of being, intoxicated by drugs during working hours, arrangements will be made for the employee to be escorted from the Company's premises immediately.
- Incapacity through drugs at work, which have not been prescribed on medical grounds, is a gross misconduct offence under the disciplinary procedure and the employee is therefore liable to be summarily dismissed. This also applies to any employee believed to be buying or selling drugs or in possession of drugs on the Company's premises. Where an employee with an identified drug problem which affects conduct at work or performance at work refuses the opportunity to receive help, the matter will be referred for action through the disciplinary procedure as appropriate. Likewise, if after accepting counselling and assistance, and following review and evaluation, the conduct or work performance reverts to the problem level, the matter may also be dealt with through the disciplinary procedure.

### **Drug screening**

- On the grounds of protecting health and safety and only where necessary to achieve a legitimate business aim, the Company reserves the right to carry out random drug screening tests on employees in the workplace whose activities and job duties have a significant impact on the health and safety of others. The guidelines promulgated in the Company's Equal Opportunities Policy are to be followed in relation to drug screening. If an employee receives a positive test result this will be viewed as a gross misconduct offence and renders the employee liable to summary dismissal. Refusal to submit to a drug screening test without reasonable excuse will be dealt with through the disciplinary procedure.

### **Training**

- On commencing employment with NCS OFFICE HOLDINGS LTD GLASGOW every new employee will be given a copy of this policy and an opportunity to discuss it. They will be made aware of the effects of drug misuse and will be encouraged not to cover up for employees with a drug problem but to recognise that collusion represents a false sense of loyalty.

# **ASBESTOS MANAGEMENT POLICY**

## **Introduction:**

NCS OFFICE HOLDINGS LTD GLASGOW, the Company, Health and Safety Policy details their commitment to reducing the risks posed by the Companies undertaking to the health and safety of all members of the Company community to a tolerable level. This policy specifically identifies how the general aims of the overall health and safety policy will be met with regard to the risks arising from asbestos-containing materials (ACM).

## **1. Policy Objectives**

- NCS OFFICE HOLDINGS LTD GLASGOW, the Company, will ensure that all ACM falling under its control will be managed in such a manner as to eliminate, so far as reasonably practicable, exposure to asbestos fibres of members of the Company community and anyone else that could be affected. Where exposure cannot be eliminated, NCS OFFICE HOLDINGS LTD GLASGOW, the Company, shall ensure that exposure to asbestos fibres is reduced below any statutory control limits or action levels that may be in existence.
- To ensure all employees, contractors and visitors are informed of all ACMs whereabouts.

## **2. Policy**

- NCS OFFICE HOLDINGS LTD GLASGOW, the Company, shall comply with The Control of Asbestos Regulations 2006 and ensure that;

### **Managing asbestos in building**

- NCS OFFICE HOLDINGS LTD GLASGOW as the controller of a building has a duty to manage the asbestos.
- As the duty holder we will take reasonable steps to find out if there are materials containing asbestos in the premises and, if so, how much, where they are and what condition they are in; This can, but does not have to, involve a survey.
- A survey can be: Type 1 – presumptive. This is to locate materials assumed to contain asbestos and note what condition they are in. No sampling is done.
- Type 2 – sampling. This is the same as type 1 but samples are taken and analysed to confirm whether asbestos is present.
- Type 3 – full access. This involves getting full access to all parts of the building, using destructive inspection if necessary. This type is usually used just before demolition or major refurbishment.
- The results of all types of survey will be recorded and the information provided to anyone who may work on, or disturb, these materials.
- Safety representatives are entitled to this information; has any survey been done? If so, which type? does it cover all parts of the building? If not, why? Is the information readily available and understandable? Is it given to anyone who needs it, e.g. contractors?
- A suitable risk assessment will be made before carrying out any work which may expose employees to asbestos.
- Any work which will, or could, disturb asbestos will be planned,
- The risk assessment being carried out by a competent person.
- It will relate specifically to the particular job and site.
- It will cover other risks (like falls from height or electricity)

As controller of the premises the Company will manage the risk from asbestos and ensure that

- An assessment is made as to whether asbestos is, or may be, present in the building.
- This includes where the asbestos is, or is assumed to be and what condition it is in.
- It will be always assumed that asbestos could be present until a full survey is done.

## **Identifying the presence of asbestos**

- No employer must carry out demolition, maintenance or any other work which exposes, or may expose, their employees to asbestos in any premises unless they have found out:
  1. whether asbestos is,
  2. or may be, present;
  3. what type of asbestos it is;
  4. what material it is in;
  5. and what condition it is in;
- Any doubt about whether asbestos is present, NCS OFFICE HOLDINGS LTD GLASGOW will assume that it is present and that it is not only white asbestos.
- All information will be readily available.
- All information will be clear and easy to understand.
- All parts of the building will be checked

## **Planning work**

- No work will be carried out with asbestos unless a written plan of work detailing
  1. How that work is to be carried out and how it has been prepared.
  2. Plan of work.
  3. How the work will be done.
  4. How the waste is going to be removed.
  5. NCS OFFICE HOLDINGS LTD GLASGOW make sure that the work is done in the way the plan says it will be.
- All other risks which may be present (like falls from height and electricity) been considered as well.
- All employees will be informed

## **Information, instruction and training**

- NCS OFFICE HOLDINGS LTD GLASGOW will ensure that adequate training (which includes information and instruction) is given to employees who are, or may be, exposed to asbestos, their supervisors and those who do work to help the NCS OFFICE HOLDINGS LTD GLASGOW comply with these Regulations.
- This will make them aware of (among other things):
  1. The properties of asbestos, its health effects and the interaction of asbestos and smoking.
  2. The type of materials likely to contain asbestos.
  3. Work that could cause asbestos exposure and the importance of preventing exposure.
  4. How work can be done safely and what equipment is needed.
  5. Emergency procedures.
  6. Hygiene facilities and decontamination.
- The training will be given at regular intervals and will be proportionate to the nature and degree of exposure and so will contain the appropriate level of detail
- It will be suitable to the job and will use written materials, oral presentation and demonstration.

## **Preventing or reducing exposure**

- NCS OFFICE HOLDINGS LTD GLASGOW as a duty holder have a duty to prevent exposure so far as is reasonably practicable.
- NCS OFFICE HOLDINGS LTD GLASGOW will ensure that where exposure cannot be prevented, it will be reduced so far as is reasonably practicable without workers having to use masks.

- Where that has been done and the exposure would still be above the control limit, NCS OFFICE HOLDINGS LTD GLASGOW will provide suitable masks to reduce the workers' exposure to below the control limit and as far below it as is reasonably practicable.
- As good practice the use of masks and other personal protective equipment will be encouraged even at levels below the control limit.
- NCS OFFICE HOLDINGS LTD GLASGOW will make sure that the workers are not exposed to more than the control limit.
- Air tests may be needed to confirm that the controls are working.
- Any employee who are exposed to more than the control limit, NCS OFFICE HOLDINGS LTD GLASGOW will:
  1. Inform the employees concerned and their representatives.
  2. Ensure that the work does not continue until adequate action has been taken to reduce exposure to below the control limit.
  3. Find out why the control limit was exceeded and take action to prevent it happening again, and take air samples to make sure this action was effective.
- NCS OFFICE HOLDINGS LTD GLASGOW will ensure that whatever controls they put in place are properly maintained and used.
- This includes providing any necessary supervision.
- Employees will need to make sure they use any controls properly, this will be identified within their training.

### **Sampling, air tests and clearance certification**

- All air testing, sampling of asbestos and (from 6 April 2007) clearance certification will be carried out by someone who is accredited by an appropriate body.
- UKAS (the United Kingdom Accreditation Service) is the only such national accreditation body recognised by the Government.

### **Health records and medical surveillance**

- Apart from a few exceptions (where exposure is very low), all employees who are exposed to asbestos will undergo an adequate medical surveillance annually by a relevant doctor.
- Health records will be kept for at least 40 years.
- NCS OFFICE HOLDINGS LTD GLASGOW will provide a medical examination not more than two years before such exposure and one at least every two years while such exposure continues (certificates of examination will be kept for four years).
- Employees will be informed if the medical shows any disease or ill-health effects from the exposure.
- Employees will be available during working hours for medical examination.

### **Washing and changing facilities**

- Employers will provide adequate washing and changing facilities for employees who are, or may be, exposed to asbestos.
- They will be adequate and well maintained.
- Males and females will be catered for.

### **3. Responsibilities**

- Employer and employees must comply with The Control of Asbestos Regulations 2006.
- Employer and employees must comply with the Asbestos Management policy.

# **Non-English Speaking Operatives policy**

## **1. Introduction**

It is the policy of NCS OFFICE HOLDINGS LTD GLASGOW not to employ Non - English speaking employees unless there is a competent interpreter capable of briefing safety and environmental related information in their native language.

The same Policy shall apply to Sub-contractors who will be required to declare accurate interpretation and briefing to Non-English speaking employees.

In all cases every attempt will be made to ensure essential information is passed on to Non - English speaking workers in an easily understood form and in line with HSE Guidelines.

## **2. Procedures**

The following procedures are to be followed for all non English speaking/non English personnel:

Ensure all non English speaking/non English operatives fully understand the site or business safety requirements and their duties covering safety, health and welfare whilst on site / premises

Provide translated copies of our health and safety policy to all non English speaking operatives.

Ensure all non English speaking/non English operatives are fully conversant of any emergency procedures i.e. fire drill

Ensure that the language needs of non English speaking personnel are adequately catered for during induction, other training and supervision.

Provide bi-lingual supervision of non English speaking personnel where possible

## **3. Responsibilities**

All managers are responsible for ensuring that any non English speaking personnel fully understand the business safety requirements and their duties covering safety, health and welfare whilst on site / premises.



# **ACCIDENT RECORDS GUIDANCE**

## **DSS REQUIREMENTS - THE ACCIDENT BOOK**

**ALL** accidents on Company premises that result in injury **MUST** be recorded in an accident book, regardless of the severity of the injury, or who was injured (member of staff, contractor working at the premises, or other visitor). All sections in the accident book must be completed; this is a Department of Social Security requirement in addition to any Company or Health and Safety Statutory requirements. An Accident book complying with the data protection Act must be used. The Department of Social Security Accident Book (reference BI 510) fulfils this role.

### ***Accident Book Duties***

Employees have a duty to report any injury sustained at work to their line manager. It is the first aider's responsibility to enter the details of the accident into the accident book (the line manager must countersign the accident book if the injured person made the entry him/herself) the line manager must fill out the Company accident/incident Investigation report form.

## **HEALTH AND SAFETY REQUIREMENTS – INVESTIGATION & REPORTING**

Ideally a supervisor who is familiar with the task, premises or place where the accident took place will carry out the investigation. The attached form at the end of this section is designed to fulfil these needs. Some specific types of accident/incident also need to be reported to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations known as RIDDOR (see below).

Copies of the completed report form must be sent to the Senior Management as soon as possible.

**A good investigation** - will identify all possible contributory factors (including human factors, failure to follow systems of work, lack of supervision etc.), note witnesses, take statements, and include photographs/diagrams as well as suggesting appropriate action to be taken to prevent any reoccurrence of the situation.

**A poor investigation** - would include a description that is too brief and make statements like "it was just an accident – could have happened to any one "just part of normal job" accidents can be expected when undertaking this work" and "no action to prevent recurrence possible" etc.

### **RIDDOR Reporting**

Another reason that it is important that you investigate all accidents/incidents and occurrences is to identify if the accident/incident or case of disease needs to be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). Managers will ensure copies of the form F2508 and F2508A are available and the responsible person, when making the entry in the accident book, or countersigning an entry made by the injured person, must decide whether the injury is reportable or may become reportable. If the Responsible person is in any doubt about the need to report an injury or incident they will seek the advice of the Senior Management. Categories of injuries and diseases are included in appendix 1 and 2 of this Guidance Note.

In addition there is also a requirement to report certain 'Dangerous Occurrences'. These are specific major incidents that have the potential to cause serious injury, even though an injury may not result from them. Appendix 3 to this Guidance Note gives further information on reportable dangerous occurrences.

If the incident falls into any of the categories shown in Appendix 1, 2 or 3, the responsible person **MUST IMMEDIATELY** telephone the Incident Contact Centre (Monday to Friday 08.30 -17.00: 0845 300 9923).

Reports can also be made: -

By Fax on: 0845 300 9924  
By Internet at: [www.riddor.gov.uk](http://www.riddor.gov.uk)  
By email at: [riddor@natbrit.com](mailto:riddor@natbrit.com)

## **Accidents - RIDDOR Reporting - Continued**

Postal reports will be sent to:  
Incident Contact Centre  
Caerphilly Business Park  
Caerphilly  
CF83 3GG

The telephone report of a fatality, serious injury or dangerous occurrence must be followed up AS SOON AS POSSIBLE by a written report of the incident on the Company's accident report form

'Over 3 day' injuries (Appendix 2) do not have to be reported by telephone. However, it is essential that responsible person reports such injuries on the RIDDOR Accident report form F2508 AS SOON AS THEY BECOME AWARE that the injured person has been or will be unable to carry out their normal duties for more than three consecutive days. Any delay will prevent the Company complying with the Regulations dealing with the reporting of injuries and therefore liable to prosecution.

## **APPENDIX 1**

### **REPORTABLE OCCUPATIONAL DISEASES**

Certain health conditions associated with specific types of work must be reported if diagnosed as such by a medical physician. Very few of the specified combinations of disease and activity are likely to be related to the work of NCS OFFICE HOLDINGS LTD GLASGOW employees. Listed below are those diseases and activities that may be relevant.

In the event of any employee being diagnosed as suffering from an occupational disease fill out the RIDDOR form N<sup>o</sup>. F2508A and forward to the appropriate Authority indicated in the guidance notes.

#### **Disease**

#### **Activity**

Cramp of the hand or forearm due to repetitive movements

Work involving prolonged periods of handwriting, typing or other repetitive movements of the fingers, hand or arm.

Traumatic inflammation of the tendons of the hand or forearm or of the associated tendon sheaths

Physically demanding work, frequent or repeated movements, constrained postures or extremes of flexion or extension of the hand or wrist.

Carpal Tunnel Syndrome

Work involving the use of hand-held vibrating tools.

Hepatitis

Work involving contact with human blood or any source of viral hepatitis.

Leptospirosis

Work in places which are or are liable to be infested with rats, field mice, voles or other small mammals.

Lyme Disease

Work involving exposure to ticks.

Occupational dermatitis }  
Occupational asthma }

Work involving exposure to various irritant or sensitising agents.

## **APPENDIX 2**

### **LIST OF REPORTABLE INJURIES / CONDITIONS**

1. The death of ANY PERSON as a result of an accident connected with the work of the Company.
2. Any employee, (including a person receiving training for employment) suffering any of the following injuries or conditions as a result of an accident at work:
  - a) Any fracture, other than to the fingers, thumbs or toes.
  - b) Any amputation.
  - c) Dislocation of the willer, hip, knee or spine.
  - d) The following eye injuries:
    - loss of sight (whether temporary or permanent)
    - chemical burns
    - hot metal burns
    - penetrating injuries
  - e) Any injury which:
    - leads to loss of consciousness
    - requires resuscitation
    - leads to hypothermia or heat-induced illness
    - requires admittance to hospital for more than 24 hours
  - f) Acute illness requiring medical treatment resulting from:
    - the absorption of any substance by inhalation, ingestion or through the skin
    - exposure to a biological agent or its toxins or infected material
3. MEMBERS OF THE PUBLIC suffering an injury which results in the injured person being taken from the site of the accident to hospital for treatment.
4. Any employee, (including a person receiving training for employment) unable to carry out his or her normal duties for more than three consecutive days as a result of an injury caused by an accident at work.

NB. This type of injury, known as an 'over three day' injury, does not have to cause the injured person to be absent. If they are unable to perform their normal duties for more than three consecutive days not counting the day of the accident, but including weekends, bank holidays, etc, then the injury is reportable. Injuries to MEMBERS OF THE PUBLIC falling into this category are NOT REPORTABLE (but see 3 above).

5. The death of an EMPLOYEE if this occurs some time after the reportable injury which led to that employee's death, but not more than one year afterwards.

## **APPENDIX 3**

### **LIST OF DANGEROUS OCCURRENCES**

A reportable dangerous occurrence is one of a number of very specific major incidents that have the potential to cause serious injury, even though an injury may not result from them. Responsible managers need report only those dangerous occurrences listed in Schedule 2 of the Reporting of Diseases and dangerous occurrences Regulations 1995. Since many of these events are virtually beyond the realms of possibility within the Company, a summary of key reportable dangerous occurrences is given below.

1. The collapse or failure of any load bearing part of a lift, hoist, crane, powered access platform or other lifting machinery.
2. The failure of a pressure system including a boiler, where the failure has the potential to cause death.
3. The failure of a freight container.
4. Contact with, or an electrical discharge from, an overhead electric line.
5. Electrical short circuit overload attended by fire or explosion which results in the stoppage of the plant involved for more than 24 hours or which has the potential to cause the death of any person.
6. Incidents involving explosives.
7. An incident which resulted, or could have resulted, in the release of a biological agent likely to cause severe human infection or illness.
8. The malfunction of radiation generators.
9. The malfunction of breathing apparatus.
10. Incidents involving diving operations.
11. The collapse or partial collapse of scaffolding.
12. Train collisions.
13. Incidents involving wells.
14. Incidents involving pipelines.
15. The failure of fairground equipment.
16. Incidents involving road tankers.
17. Incidents involving the carriage of dangerous substances by road.
18. An unintended collapse or partial collapse of a building or structure.
19. An explosion or fire which results in the suspension of normal work for more than 24 hours.
20. The sudden uncontrolled release of large quantities of flammable substances.
21. The accidental release or escape of any substance in a quantity sufficient to cause the death, major injury or other damage to the health of any person.

## **APPENDIX 4**

### **MINIMUM WORKSTATION REQUIREMENTS**

#### **1. Equipment**

##### **a) General comment**

The use of the equipment must not be a source of risk for operators or users.

##### **b) Display screen**

- The characters on the screen shall be well defined and clearly formed of adequate size and with adequate spacing between the characters and lines.
- The image on the screen will be stable with no flickering or other forms of instability.
- The brightness and the contrast between the characters and the background shall be easily adjustable by the operator or user and also be easily adjustable to ambient conditions.
- The screen must swivel and tilt easily and freely to suit the needs of the operator or user.
- It shall be possible to use a separate base for the screen or an adjustable table.
- The screen shall be free of reflective glare and reflections liable to cause discomfort to the operator or user.
- Users are recommended to ensure that their screen is located directly in front of them

##### **c) Keyboard**

- The keyboard shall be tiltable and separate from the screen so as to allow the operator or user to find a comfortable working position avoiding fatigue in the arms or hands.
- The space in front of the keyboard shall be sufficient to provide support for the hands and arms of the operator or user.
- The keyboard shall have a matt surface to avoid reflective glare.
- The arrangement of the keyboard and the characteristics of the keys shall be such as to facilitate the use of the keyboard.
- The symbols on the keys shall be adequately contrasted and legible.

##### **d) Work desk or work surface**

- The work desk or work surface shall have a sufficiently large, low reflectance surface and allow a flexible arrangement of the screen, keyboard, documents and related equipment.
- The document holder shall be stable and adjustable and shall be positioned so as to minimise the need for uncomfortable head and eye movements.
- There shall be adequate space for operators or users to find a comfortable position.

### **e) Work chair**

- The work chair shall be stable and allow the operator or user easy freedom of movement and a comfortable position.
- The seat shall be adjustable in height.
- The seat back shall be adjustable in both height and tilt.
- A footrest shall be made available to any operator or user who wishes one

## **2. Environment**

### **a) Space requirements**

The workstation shall be dimensioned and designed so as to provide sufficient space for the operator or user to change position and vary movements.

### **b) Lighting**

Any room lighting or task lighting provided shall ensure satisfactory lighting conditions and an appropriate contrast between the screen and the background environment, taking into account the type of work and the vision requirements of the operator or user.

Possible disturbing glare and reflections on the screen or other equipment shall be prevented by coordinating workplace and workstation layout with the positioning and technical characteristics of the artificial light sources.

### **c) Reflections**

Workstations shall be so designed that sources of lights, such as windows and other openings, transparent or translucent walls, and brightly coloured fixtures or walls cause no direct glare and no distracting reflections on the screen.

Windows shall be fitted with a suitable system of adjustable covering to attenuate the daylight that falls on the workstation.

### **d) Noise**

Noise emitted by equipment belonging to any workstation shall be taken into account when a workstation is being equipped.

In particular aim to reduce attention distraction and speech disturbance.

### **e) Heat**

Equipment belonging to any workstation shall not produce excess heat which could cause discomfort to operators or users.

### **f) Radiation**

All radiation with the exception of the visible part of the electromagnetic spectrum shall be reduced to negligible levels from the point of view of the protection of operators' or users' health and safety.

### **g) Humidity**

An adequate level of humidity shall be established and maintained.

### **3. Interface between computer and operator/user**

In designing, selecting, commissioning and modifying software and in designing tasks using display screen equipment the employer shall take into account the following principles:

- software must be suitable for the task;
- software must be easy to use and where appropriate, adaptable to the level of knowledge or experience of the operator or user; no quantitative or qualitative checking facility may be used without the knowledge of the operators or users;
- systems must provide feedback to operators or users on the performance of those systems;
- systems must display information in a format and at a pace which are adapted to operators or users.



## **APPENDIX 5**

### **SOME PRACTICAL POINTS TO CONSIDER WHEN SELECTING PORTABLE COMPUTERS:**

- 1.** Look for as low a weight as possible (for example 3 kg or less) for the portable computer and keep accessories as few and as light as possible.
- 2.** Choose as large and clear a screen as possible that can be used comfortably for the task to be done.
- 3.** Where available opt for a detachable or height-adjustable screen.
- 4.** Specify as long a battery life as possible. Where practicable, provide extra transformer/cable sets so the user has a set in each main location where the portable is used and only carries the computer, not the transformer/cables etc.
- 5.** Give users a lightweight carrying case with handle and wicker straps. To reduce risk of theft or assault, avoid manufacturer-branded laptop cases.
- 6.** Look for tilt-adjustable keyboards on laptops.
- 7.** Choose portables capable of being used with a docking station and/or with a facility for attaching an external mouse, keyboard and/or numeric keypad where these are likely to help the user to work comfortably.
- 8.** Check that the portable has friction pads underneath to prevent it sliding across work surfaces when in use.
- 9.** To cut working time and user stress ensure the portable has sufficient memory and speed for the applications to be used.
- 10.** For some tasks it may also be desirable to provide add-ons that improve usability and reduce maintenance time, such as (removable) CD-ROM drives and additional memory, but consider the weight penalty when deciding if this is appropriate.
- 11.** For applications requiring use of a non-keyboard input device, opt for a portable with a touch pad, rollerball or external mouse rather than a 'nipple' trackpoint or isometric joystick device.
- 12.** Many users find it more comfortable to use portables whose casing incorporates a space (wrist pad) between the keyboard and front edge.

## **APPENDIX 6**

### **Selection, Use and Maintenance of PPE**

#### **1. Head Protection**

This gives protection

- against falling objects or against striking fixed objects (e.g. industrial safety helmets used on building sites)
- against striking fixed objects (e.g. bump caps used when working in spaces with limited headroom).

##### **a) Standards**

Industrial safety helmets and bump caps will conform to EN137 and EN 812 respectively.

##### **b) Selection**

To achieve a good fit ensure the helmet

- is the correct shell size and has an adjustable headband, nape strap and (if fitted) chin strap
- is compatible with other PPE that needs to be worn e.g. eye or hearing protection.

##### **c) Maintenance**

Helmets will be

- stored safely and out of sunlight or excessive heat
- inspected regularly for signs of wear or damage to shell or harness
- cleaned using only soap and water, not abrasive cleaners or solvents.

##### **d) Replacement**

Manufacturers specify a replacement date and this will generally be complied with. Helmets that have had only light use and which are otherwise undamaged can be beyond this date but with no guarantee of safety. However, safety helmets are relatively inexpensive, so it is recommended the manufacturer's expiry date will be adhered to.

Replacement will be required if the helmet or harness has been damaged, for instance if the shell

- has received a severe impact (even if there is no apparent damage)
- is deeply scratched
- has any crack visible to the naked eye.

## **2. Eye Protection**

This provides protection against impact, chemical or molten metal splashes, dust, or radiation from welding arcs or lasers. It can be in the form of spectacles, goggles, or visors.

### **a) Standards**

EN 166 is the current standard for safety spectacles, goggles, and face shields. EN 166 has sub-classifications, listed below, so the description may be complex (e.g. a gas safety goggle conforms to BS EN 166.1.B.3.5.9). Contact NCS OFFICE HOLDINGS LTD GLASGOW Health and Safety Consultant for advice if complex situations are encountered.

- 1 or 2 describes the optical class
- 3 protects against liquid droplets/splashes
- 4 protects against large dust particles
- 5 protects against gas and fine dust particles
- 9 protects against molten metals and hot solids
- B protects against medium energy impact
- F protects against low energy impact

Other standards are as follows

- EN169 welding filters
- EN170 ultra violet filters
- EN172 sun (glare) filters
- EN175 welding eye protectors
- EN1731 mesh eye protectors.

### **b) Selection**

Always choose eye protection appropriate to the hazard and ensure that it fits properly and is comfortable.

- Safety spectacles normally incorporate side shields and are suitable for general protection against impact or occasional light chemical splash. They may be fitted with prescription lenses: where these are required at work then the cost of an eye test and the cost of the spectacles must be borne by the employer.
- Eye shields (over specs) are similar to safety spectacles but they can be worn over ordinary prescription spectacles. They are particularly suitable for occasional use
- Goggles are heavier and less convenient than safety spectacles but provide total protection to the eyes. They may be worn over prescription spectacles. Unvented goggles offer better protection than safety spectacles but are prone to misting up.
- Face shields protect the whole face and eyes without fully enclosing the eyes, so do not give protection against dusts and gases. They are comfortable to wear, not as prone to misting and may be used with ordinary spectacles.

### **c) Maintenance**

Dirty lenses can impair vision, leading to eye fatigue and therefore accidents. The lenses of eye protectors will be wet cleaned to avoid scratching; scratched lenses will be replaced.

### **3. Foot Protection**

The most common type is the safety boot or shoe, fitted with a steel toecap/steel midsole. and are used in construction environments. They usually have slip resistant soles which may be resistant to oils or other chemicals.

#### **a) Standards**

- EN 345 is the standard for Safety footwear (with toe protection of 200 or 100 joules).
- EN 347 is the standard for Safety Footwear with anti-static or slip resistant properties.

#### **b) Selection**

Choice will first be made on the basis of protection required; however comfort is an issue which will not be ignored.

#### **c) Maintenance**

Footwear will be checked for wear or damage and replaced if necessary.

### **4. Gloves**

Gloves may be used to give protection against chemicals, microbiological contamination, cuts/abrasions, impact, vibration or extremes of heat and cold.

#### **a) Standards**

Standards for gloves are complex so only basic standards are listed below. Gloves may additionally be described as of simple, intermediate, or complex design (defining their suitability for risks ranging from minimal to high); a performance level (usually on a scale from 0 to 4) may also be quoted.

- EN 374 for protection against chemicals and/or microorganisms
- EN 388 for protection against mechanical risks (abrasion, cuts, puncture, tearing)
- EN 407 for protection against heat and/or fire
- EN 511 for protection against convective and contact cold

#### **b) Selection**

Gloves must be appropriate for the job (consider whether long cuffs, gauntlets, or sleeve protectors are required). Ensure that they offer good fit, comfort, and dexterity.

#### **c) Maintenance**

Gloves rarely provide complete protection against hazards and this protection is reduced by wear, damage, and contamination. Gloves heavily contaminated (on the outside, or the inside), or damaged must be replaced.

## **5. Protective Clothing**

This includes coats, overalls, heat and cold protective clothing, foul weather gear, and high visibility clothing.

### **a) Standards**

Examples of clothing standards:

- EN 471 for hi-visibility
- EN 342 for cold resistance
- EN 465 for chemical resistance
- EN 343 for water penetration/breath ability
- EN 531 for flame retardence.

### **b) Selection**

Choose protective clothing appropriate to the task, but ensure is comfortable and fits.

### **c) Maintenance**

Protective clothing will be maintained as specified by the manufacturer.

## Company Accident Investigation/Report Form

Completing and signing this form does not constitute an admission of liability of any kind, either by the person making the report or any other person. **NB \* If more than one person was injured as a result of an accident, please complete a separate form for each person.**

### A. TYPE OF ACCIDENT (Tick one box)

- |  |  |
|--|--|
| <input type="checkbox"/> Fatality  | <input type="checkbox"/> Injury to an employee that resulted in them being absent from work or prevented them doing their normal work for more than 3 days |
| <input type="checkbox"/> Specified major injury or condition   | <input type="checkbox"/> Prescribed Dangerous Occurrence   |
| <input type="checkbox"/> Injury to member of the public resulting in them going to hospital from the scene of the accident | <input type="checkbox"/> Other   |

### B. PERSON MAKING REPORT

Name \_\_\_\_\_ Post/Title \_\_\_\_\_  
Tel N° \_\_\_\_\_  
Workplace address \_\_\_\_\_  
\_\_\_\_\_  
Post Code \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_

### C. DATE, TIME & PLACE OF ACCIDENT

Date \_\_\_\_\_ Time \_\_\_\_\_  
Place of accident (and address if different from above) \_\_\_\_\_  
\_\_\_\_\_  
Where on premises or site \_\_\_\_\_

### D. THE INJURED PERSON

Full name and home address \_\_\_\_\_  
\_\_\_\_\_  
Post Code \_\_\_\_\_  
Home Tel N° \_\_\_\_\_ Age \_\_\_\_\_ Gender – Male / Female

Status (tick one box)	<input type="checkbox"/> Employee	<input type="checkbox"/> Trainee	<input type="checkbox"/> Contractor	<input type="checkbox"/> Member of the Public
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Occupation / job title:  
\_\_\_\_\_  
Part of the body affected:  
\_\_\_\_\_  
Nature of Injury or condition:  
\_\_\_\_\_

Did they become unconscious – Yes / No                      Did they require resuscitation – Yes / No

Name of Hospital attended (if applicable)  
\_\_\_\_\_

Did they remain in Hospital for more than 24 hours – Yes / No

**E. KIND OF ACCIDENT** - Indicate what kind of accident led to the injury or condition (tick one box)

<input type="checkbox"/>	Contact with moving machinery or machined material
<input type="checkbox"/>	Struck by moving or falling object
<input type="checkbox"/>	Struck by moving vehicle
<input type="checkbox"/>	Hit by something fixed or stationary
<input type="checkbox"/>	Injured while handling, lifting, or carrying
<input type="checkbox"/>	Slip, trip or fall on same level
<input type="checkbox"/>	Fall from a height Height of fall _____ m/ft

<input type="checkbox"/>	Trapped by something collapsing or overturning
<input type="checkbox"/>	Drowning or asphyxiation
<input type="checkbox"/>	Exposure to, or contact with a harmful substance
<input type="checkbox"/>	Exposure to fire
<input type="checkbox"/>	Exposure to an explosion
<input type="checkbox"/>	Contact with electricity or electrical discharge
<input type="checkbox"/>	Injured by an animal
<input type="checkbox"/>	Physically assaulted by a person
<input type="checkbox"/>	Other kind of accident (describe in Section G)

**F. AGENTS INVOLVED** – Please indicate any machinery, equipment or substances involved.

**G. ACCOUNT OF ACCIDENT/INCIDENT OR DANGEROUS OCCURRENCE**

Describe what happened & how. For accidents state what the injured person was doing at the time. Also describe any **remedial action** subsequently taken or proposed to prevent a similar incident.

**DESCRIPTION:** -

**H. Scene of accident:** - (please **attach** any relevant photographs or sketch of the accident scene)

**J. ACTION PROPOSED/TAKEN TO PREVENT A SIMILAR INCIDENT** - Write down what action has/will be taken to stop a similar accident occurring.

**K. ADDITIONAL INFORMATION**

1. At the time of the accident, was the injured person authorised:

(a) to be where he/she was -YES / NO (b) to do what he/she was doing -YES / NO

2. **EMPLOYEES ONLY** - On the day of the incident, between what hours:

(a) Was the injured person expected to work? From \_\_\_\_\_

to \_\_\_\_\_

(b) Did he/she actually work from \_\_\_\_\_

to \_\_\_\_\_?

3. When was the incident first reported to you? Date \_\_\_\_\_ Time \_\_\_\_\_ am/pm

4. Names / addresses of witnesses

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# **General Health and Safety Guidance**

## **The Law, Risks, and Safety information for the SME (5-50 employees)**

### **1. Health and Safety (Enforcing Authorities) Registration of Premises Act 1998**

- For most offices, shops, residential accommodation, warehouses, food and leisure premises the local Council's Environmental Health Office is the enforcing authority. Employers conducting a business in any of these activities have a duty to register with the local authority on form OSR1.
- The Health and Safety Executive (HSE) is the enforcing agency for factories, workshops, manufacturing industries, agriculture and construction. Operators of these premises will register with the HSE on form F9

### **2. Health and Safety (Information for Employees) Regulations 1989**

Every employer must display a poster or distribute a leaflet to employees setting out basic information on health and safety law. Both poster and leaflet must contain the address of your local Health and Safety enforcing authority and that of the Employment Medical Advice Service (EMAS).

### **3. The Employer's Liability (Compulsory Insurance) Regulations 1998**

These Regulations, which are enforced by the HSE, require that all employers maintain insurance cover for their employees. The minimum level of cover is five million pounds for claims relating to any one occurrence.

A certificate of insurance must be displayed at the premises to which it relates.

### **4. The Health and Safety at Work etc. Act 1974**

The Health and Safety at Work etc. Act 1974 applies to all workplaces whatever the type of business. Employers, the self-employed and everyone at work or anyone who is affected by work activities are affected by the Act. The 1974 Act was the most significant development in safety legislation for many years. It introduced the approach of self-regulation and employee participation.

Prior to the 1974 Act safety had been based on legislation that had been added to gradually over a 100 year period. Acts of Parliament were passed to deal with specific hazards as they came to pass. However, despite vast amounts of legislation the law did not cover many workers and there was no statutory provision for the protection of the public.

Society dictated this could not be allowed to continue. Consequently, in 1970 the Government set up a committee, chaired by Lord Robens to review the situation consider what changes were needed in the scope and nature of the major Acts and Regulations. It was from this report by Lord Robens that the Health and Safety at Work etc Act 1974 came into being.

Basically the Act requires employers to ensure 'so far as is reasonably practicable' the health, safety and welfare of their employees and other persons (including sub-contractors and the general public) who may be affected by their work.

The Legal interpretation of the term 'reasonably practicable' is that an employer is entitled to take into account the cost of any measure he may be considering, balancing this against the consequences of the risk involved.

The Act also covers the duties of employees at work, who must take reasonable care for the safety of themselves and of other persons who may be affected by if they do (or don't do!) They are to co-operate with their employers and others in carrying out legal obligations.

## **5. Safety Policy**

Since 1975 every employer with five or more employees must have a written safety policy. Which includes internal Company organisation and details of arrangements to ensure that its business is conducted safely? The safety policy must be brought to the notice of all employees, either by giving each employee a copy of the statement, or by posting it on a notice board for all employees to read.

Safety policies will be regularly reviewed and kept up-to-date. A revision could be necessary if:

- hazards or new plant are introduced
- new or amended work procedures apply
- regulations or Codes of Practice are updated
- the nature of the work changes
- changes occur in safety organisation

The safety policy will set out a general policy on health and safety; state the organisation for carrying out the policy and the arrangements for health and safety.

### General Policy on Health and Safety

States the general aims with regard to employees' health and safety, this recognises that health and safety is an integral part of business performance. Make a commitment at all levels to a safe working environment and that adequate resources will be made available to implement the policy.

### Organisation

Specifying the health and safety duties and responsibilities of individuals at all levels. Employees are able to see how they fit into the system and whom they will go to for advice or to report hazards.

### Arrangements

Describes Company systems and procedures for ensuring employees' health and safety. This includes fire safety, first aid, accident reporting, risk assessment, etc. Company arrangements for instruction, training and supervision will be noted as well as means of consulting and communicating on health and safety. Finally this section may also detail safety rules, location of reference material, guidance and important related records.

### *References/Further Guidance*

1. *INDG 324 – Starting Your Business Guidance on Preparing a Health and Safety Policy Document for Small Firms (HSE).*
2. *Booklet HS(G)65 – Successful Health and Safety Management (HSE)*

## 6. Accident Book - The Social Security Administration Act 1992

Requires that a record must be kept on the premises of all accidents resulting in injury. Full details, including accidents to employees, visitors and members of the public must be kept in the accident book.

The following details will be included:

- date, time and location of the accident
- name, address and occupation of the injured party
- whether the person was able to resume work immediately and, if not, when work was resumed.
- whether the accident was reportable to the Environmental Health Division of the Council or the Health and Safety Executive

The provisions of the Data protection Act requires employers since 2004 to use a modified HSE accident book whereby the personal details of the injured party and person reporting the accident are not left where others can see.

## 7. Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR)

In addition to all injuries being recorded in the Company accident book, RIDDOR requires that some events be reported to the enforcing authority. These include:

1. Fatality (whether employee or not)
2. Major injury e.g. fracture, amputation, electrocution
3. Injury to any person who requires immediate hospital treatment (includes members of the public).
4. Major injury arising out of or in connection with work at a hospital
5. Dangerous occurrence
6. Injury resulting in 3 or more days off work
7. A work-related disease e.g. occupational dermatitis, hepatitis, certain poisonings

Employers are able to report anything under RIDDOR to the "Incident Contact Centre" at Caerphilly, by telephone, internet, fax or hardcopy. You can still report directly to your enforcing authority by phone or on forms F2508 or F2508A; these will be forwarded to the ICC for processing. If you report the incident via the internet or telephone service you must still keep a record of the event in order that enforcement officers may inspect them.

Postal reports will be sent to:

Incident Contact Centre  
Caerphilly Business Park  
Caerphilly  
CF83 3GG

Internet Reports please go to: [www.riddor.gov.uk](http://www.riddor.gov.uk)  
By phone Monday to Friday 08.30 -17.00: 0845 300 9923  
By Fax: 0845 300 9924  
By email: [riddor@natbrit.com](mailto:riddor@natbrit.com)

### References/Further Guidance

1. *A guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 L73 (HSE) ISBN 9780717 610129*
2. *Be Safe, Save Money – The Cost of Accidents, a guide for small firms IND(G) 208L (HSE)*
3. *HS(G)96 – The Cost of Accidents at Work (HSE) ISBN 07176 0439 X*

## **8. Health and Safety (First Aid) Regulations 1981**

These Regulations state that all workplaces must have first aid provision. Provision will be risk assessment based dependant on the following:

- the number of employees
- the nature and degree of hazards at work
- what medical services are available
- whether there is shift work involved

### **First Aid Boxes and Kits**

These will only contain items that a first aider has been trained to use and they will be regularly checked and adequately stocked. They will not contain medication of any kind.

### **First Aiders**

A first aider is someone who has undergone training and holds a qualification approved by the Health and Safety Executive. At present a First Aid at Work certificate is valid for three years.

### **Appointed Person**

An appointed person is someone who is authorised to take charge of the situation (e.g. to call an ambulance) if there is a serious injury or an illness. The number of first aiders needed depends primarily on the degree of hazard. It is good practice in low hazard workplaces (e.g. an office) to have one first aider for up to 50 employees. In a more hazardous workplace, such as a factory a larger number will be required. Other factors which will be taken into consideration are shift work and cover during holidays and sick leave.

The Law requires, where no trained first aider is available, or if you have less than 50 employees in a low hazard workplace, that there must always be an "appointed person" present when people are at work. Emergency first aid training will be considered for all appointed persons.

### *References/Further Guidance*

1. *Booklet L74 – First Aid at Work (HSE)*
2. *Leaflet IND (G) 214L – First Aid at Work – Your Questions Answered.*

## **9. Risk Assessment**

In 1992 new legislation, initiated by the European Community, was introduced covering various aspects of health and safety. These regulations, subsequently revised in 1999, require employers to carry out formal assessments of the risks involved in certain activities. 'Risk Assessment' requires identification of the hazards, recognising the risk, and then making arrangements to minimise it. These Regulations extend the implied duties contained within the Health and Safety at Work etc Act 1974.

## **10. The Management of Health and Safety at Work Regulations 1999**

The regulations require all employers to make an assessment of the hazards within their workplace and make arrangements for minimising the risk to employees. Where there are five or more employees the findings must be recorded in writing.

All employers are required to identify measures which are needed to comply with the law as part of the assessment and then detail their plans to rectify, organise, control, monitor and review those measures which will ensure the health and safety of their employees. Help in carrying out assessments is frequently required from competent people outside the organisation. NCS OFFICE HOLDINGS LTD GLASGOW Health and Safety Consultant staff fulfils this role.

#### References/Further Guidance

1. Leaflet INDG163 – Five Steps to Risk Assessment (HSE)
2. HS(G)65 – Successful Health and Safety Management (HSE) 0-7176-0425X
3. HS(G) 1 37 – Health Risk Management – A Practical Guide for Managers in Small and Medium Sized Enterprises (HSE) ISBN-0-7176-0905-7

### **11. Health and Safety (Display Screen Equipment) Regulations 1992 [as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002]**

These regulations apply to Display Screen Equipment (DSE) and the desks/chairs (workstations) that are used by employees. Assessment takes into account the 'workstation' itself which includes chair height in relation to the desk, distance from the screen, keyboards and other hardware used by the employee.

DSE work will be planned to incorporate breaks and changes in activity. Appropriate eye and eyesight tests must be arranged (if requested by an employee who is classified as a "user" under the definitions in the regulations). In some cases it may be necessary to provide employees with special glasses free of charge.

#### References/Further Guidance

1. The Display Screen Equipment Regulations 1992
2. The Health and Safety Miscellaneous Amendments Regulations 2002
3. Booklet L26 – Display Screen Equipment Work (HSE)
4. HS(G)90 VDU's – An Easy Guide to the Regulations (HSE)
5. Booklet IND (G) 36L – Working with VDU's (HSE).

### **12. The Manual Handling Operations Regulations 1992**

The regulations came into effect on 1 January 1993 and are intended to help reduce the large number of lifting and other manual handling injuries which are very costly to employers.

Any hazardous handling operation will be avoided. If this is not possible then employers must assess the dangers involved in each operation. They will reduce the risk of injury 'as far as possible' by mechanising the operation, breaking down the load etc.

The risk assessment will be written unless it is very simple and can be recalled from memory.

#### References/Further Guidance

1. Leaflet IND(G) 109L – Lighten the load – Guidance for employers on Musculoskeletal Disorders (HSE)
2. Leaflet IND(G)143L – Getting to Grips with Manual Handling – a short guide for employers (HSE).
3. Booklet L23 – Guidance on Regulations – Manual Handling Operations Regulations 1992 (HSE) ISBN 0 11 886335 – 5

### **13. The Personal Protective Equipment at Work Regulations 1992**

These regulations specify requirements regarding provision, use and maintenance of personal protective equipment (PPE) in the workplace. PPE can be eye, head and foot protection, high visibility clothing, life jackets etc.

PPE is only to be used as a last resort risk reduction measure. If it is used: -

- it must be effective and protect the worker
- it must be provided and maintained free of charge
- employees will be involved in the selection of it
- employees must have adequate information, instruction and training to enable them to use it effectively
- employees must take reasonable steps to ensure they use it properly

#### *References/Further Guidance*

1. *Booklet L25 – Personal Protective Equipment at work (HSE)*

### **14. The Provision and Use of Work Equipment Regulations 1998**

The Provision and Use of Work Equipment Regulations 1998 (PUWER) came into force on 5th December 1998. The regulations set down requirements for employers for the safety and use of work equipment including machinery. The fundamental principle being that work equipment will not give rise to risks to health and safety, regardless of its age, condition or origin. PUWER 98 applies to the provision and use of all work equipment, including mobile and lifting equipment.

The definition of 'use' is broad, including all activities involving work equipment, for instance, cleaning, stopping/starting, modification, transportation, maintenance repair and servicing. The range of work equipment covers almost any equipment used at work.

Work equipment covers:

- hand tools, e.g. hammers, knives, saws etc.
- Portable equipment, e.g. Stihl saw, angle grinder etc
- single machines, e.g. photocopiers, shredders etc.
- lifting equipment e.g. hoists, tirlors etc.
- other equipment e.g. ladders, pressure washers, vacuum cleaners etc.

The equipment will be suitable for the use for which it is intended, be provided with correct guarding, proper lighting, clear marks and warning signs etc. The need for training, maintenance and suitability assessment will apply to all equipment whether old or new.

#### *References/Further Guidance*

1. *Booklet L22 – Safe Use of Work Equipment (HSE).*
2. *Leaflet INDG291 – Simple Guide to the Provision and Use of Work Equipment Regulations 1998 (HSE)*

## **15. The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)**

The Regulations replaced most of the previous legal requirements relating to lifting equipment, including the Lifting Equipment Plant and equipment (Records of Test and Examination etc) Regulations 1992. Lifting equipment is also subject to the requirements of the Provision and Use at Work Equipment Regulations 1998 (PUWER).

LOLER requires lifting equipment to be:

- used safely (i.e. in a planned/organised way by competent people)
- positioned and installed to minimise risks.
- strong/stable and marked with the safe working load (SWL).
- subject to thorough examination by competent people (at least 6 monthly for people lifting equipment and annually for all other equipment)

LOLER applies to any equipment used at work for lifting or lowering loads, e.g. cranes, forklift trucks, hoists, mobile elevating work platforms and vehicle inspection platform hoists.

### *References/Further Guidance*

1. *Leaflet INDG290 – Simple Guide to the Lifting Operations and Lifting Equipment Regulations 1998*
2. *Approved Code of Practice and Guidance L113 – Safe use of Lifting Equipment. Lifting Operations and Lifting Equipment Regulations 1998.*

## **16. The Workplace (Health, Safety & Welfare) Regulations 1992**

These Regulations are applied to all workplaces. The intention is to protect health and safety in the workplace and ensure adequate welfare facilities are provided for people at work.

There are specific requirements for maintenance, ventilation, temperature, lighting, cleanliness, workspace, doors and gates, traffic routes (such as stairs and corridors), loading bays, seating, eating and rest facilities.

### *References/Further Guidance*

1. *Approved Code of Practice L24 – Workplace Health Safety and Welfare (HSE) ISBN 0-7176-04136*
2. *Leaflet IND (G) 244 – Workplace Health and Safety and Welfare – a Short Guide for Managers (HSE).*

## 17. Electricity at Work Regulations 1989

These regulations came into force on 1st April 1990 and since this date all employers must comply. The regulations apply to both fixed and portable electrical equipment. The requirement is that such systems are properly constructed, maintained and positioned so that they do not give rise to danger.

### Buildings – fixed wiring installation

The entire electrical installation of any building must be tested at least every five years. A competent, qualified electrician will carry out this test and a certificate must be issued showing the results of the test.

### Portable electrical appliances

This means any appliance fitted with a lead and plug and which can be moved from place to place. Most faults and damage on portable appliances can be found by carrying out a visual inspection. This does not have to be done by a qualified electrician. Any sensible member of staff can do it, given enough knowledge and training. They will need to know what to look at, what to look for and what to do but, more importantly, to be able to avoid danger to themselves and others. Additional inspection and testing is required at longer intervals.

Setting a routine, using the following checklist is appropriate for most SME's.

- **Do** switch OFF an appliance before carrying out any checks.
- **Do** check that the plug is correctly wired, holds the correct size fuse and that the outer insulation of the plug is secured by the cord grip of the plug.
- **Do** check that there is no damage to the cable.
- **Do** encourage staff to report electrical equipment which is not working properly.
- **Do** find out how to deal with an electric shock incident.
- **Do** provide sufficient socket outlets to avoid the use of adapters.
- **Do** provide 2, 3 or 4 block extensions rather than adapters
- **Do NOT** allow the total load on block extensions to exceed 13 amps.
- **Do NOT** use taped joints/plugs or sockets.

### References/Further Guidance

1. *The Stationery Office - The Electricity at Work Regulations 1989*
2. *The Stationery Office - Electrical Equipment (Safety) Regulations 1994 SI 1994/3260 ISBN 0 11 043917 1*
3. *HSR25 HSE 1989 - Memorandum of guidance on the Electricity at Work Regulations 1989 ISBN 0 7176 1602 9*
4. *Booklet Indg231 HSE - Electrical Safety and You*
5. *Leaflet INDG236 HSE - Maintaining portable electrical equipment in offices and other low-risk environments 1996 ISBN 0 7176 1272 4)*



## Inspection and Testing of Electrical Equipment

<b>Suggested Frequency of Inspection &amp; Testing of Electrical equipment</b>						
Type of Premises	Type of Equipment Note 1	User Checks Note 2,	Class I		Class II Note 4,	
			Visual Inspection Note 3	Combined Inspection & Testing Note 5	Visual Inspection Note 3	Combined Inspection & Testing Note 5
<b>Industrial including Kitchens</b>	S	Weekly	None	12 months	None	12 months
	IT	Weekly	None	12 months	None	12 months
	M	Before use	1 month	12 months	3 months	12 months
	P	Before use	1 month	6 months	3 months	6 months
	H	Before use	2 month	6 months	3 months	6 months
<b>Offices &amp; Shops</b>	S	None	24 months	48 months	24 months	None
	IT	None	24 months	48 months	24 months	None
	M	Weekly	12 months	24 months	24 months	None
	P	Weekly	12 months	24 months	24 months	None
	H	Before use	6 months	12 months	6 months	None
	S	Weekly	None	12 months	None	12 months

### Note

1. S Stationary in position  
IT Information Technology Equipment  
M Moveable Equipment  
P Portable Equipment  
H Handheld Equipment
2. User checks are not recorded unless a fault is found
3. The formal visual inspection may form part of the combined inspection and tests when they coincide they will be recorded
4. If the class of equipment is not known then it will be tested as class I.
5. The results of combined inspections and tests will be recorded

<b>Suggested Frequency of PAT Testing</b>				
Equipment / Environment		User Check	Visual Inspection	Combined Inspection & Testing
1	Battery operated (less than 20 Volts)	No	No	No
2	Extra low voltage (less than 50 volts AC) e.g. Telephone equipment low voltage desk light	No	No	No
3	Information technology e.g. Desktop computers, VDU screens, Printers Scanners etc	Offices' No <b>See Note a,</b>	2 Years	None if Class II
4	Photocopiers, fax machines (not hand held rarely moved)	No	Yes annually	Yes annually
5	Double insulated equipment (not hand held moved occasionally) e.g. Fans, Table lamps, slide projectors	Yes	Yes annually	Yes annually
6	Double insulated equipment (Hand held) E.g. Floor cleaners, Drills, Grinders, portable lights etc	Yes Before every use	Yes annually	Yes annually
7	Earthed equipment (Class 1 ) e.g. Electric kettles, some floor cleaners	Yes	Yes annually	Yes annually
8	Cables (leads), Plugs & extension leads connected to the above equipment	Yes <b>See Note b,</b>	Yes 6 Monthly	Yes annually

### Note

- a) If IT is for industrial/manufacturing use (Shop floor) User checks weekly
- b) Where extension leads are in heavy use by maintenance departments these will be checked before every use.

## 18. The Control of Substances Hazardous to Health Regulations (2002)

Since 1st January 1990, every employer must have made a suitable and sufficient assessment of the risks involved in the use of hazardous substances and harmful processes within the Company.

The majority of hazardous substances will have hazard label in the form of an orange coloured box with a black symbol inside. The symbol represents the key hazard posed by the substance. If in doubt, the supplier will be able to give more information, usually in the form of a maker's product data sheet.

Substances that are hazardous to health include substances labelled as being dangerous (i.e. very toxic, toxic, harmful, irritant or corrosive). They also include micro-organisms, substantial quantities of dust or any material, mixture or compound used at work, or arising from work activities which can be harmful to health.

Many of these substances are used directly in service functions such as cleaning or decorating and some are given off as by-products of processes. In all businesses, i.e. factories, warehouses, offices and shops, health can be at risk if the right precautions are not taken.

If hazardous substances or processes are used in the business an assessment must be made. Assessment means evaluating the risks to health and then deciding on the action needed to remove or reduce those risks.

The Regulations update the 1999 Regulations. The changes include definitions of "inhalable dust" and "health surveillance" extend the steps required under risk assessment and introduces a duty to deal with accidents and emergencies.

COSHH covers most substances hazardous to health found in all workplaces.

Substances covered by COSHH include;

- Substances used directly in work activities e.g. solvents, paints, adhesives etc
- Substances generated during processes or work activities e.g. fumes from welding.
- Naturally occurring substances e.g. grain dust

COSHH excludes;

- Asbestos and lead which have specific legislation
- Substances which are hazardous because they are
  - Radioactive
  - Simple asphyxiants
  - At high pressure
  - At extreme temperatures
  - Explosive or flammable (Separate regulations cover)
  - Biological agents if they are not directly connected with work and are not within the control of the Employer

The general requirements consist of seven basic steps;

- Assess the risks to health
- Decide what precautions are necessary
- Prevent or adequately control exposure
- Ensure that control measures are used and maintained
- Monitor any exposure of employees to hazardous substances
- Carry out appropriate health surveillance where necessary
- Ensure employees are properly informed, trained and supervised.

The details are found in regulations 6 to 13

### References/further guidance

- 1 *The Control of Substances hazardous to health Regulations 2002, SI 2677*
- 2 *L5 General COSHH ACOP*
- 3 *HSG 193 COSHH Essentials; easy steps to control chemicals*
- 4 *EH40 Occupational Exposure Limits (revised annually)*
- 5 *HSG 97 A step by step guide to COSHH assessment*
- 6 *Booklet IND (G) 136L – COSHH – The New Brief Guide for Employers (HSE)*
- 7 *HS (G) 110-7 Steps to successful substitution of Hazardous Substances (HSE)*

## **19. Legionella and Legionnaires Disease Control**

This disease is a virulent form of pneumonia. Inhaling airborne droplets or particles containing legionella bacteria, which are small enough to pass deep into the lungs, causes infection. As these bacteria are common in all water sources they can be found in most water systems in buildings.

Under the Notification of Cooling Towers and Evaporative Condensers Regulations 1992 you must notify your local authority if you have an air conditioning system, which has a cooling tower. Do remember that the system will require routine checks and maintenance to prevent the growth of legionella bacteria.

Micro-organisms are subject to the Control of Substances Hazardous to Health Regulations 2002 (COSHH). A duty is therefore placed on employers to carry out an assessment and to prevent or adequately control exposure to risks of legionellosis under those regulations.

The Approved Codes of Practice on the prevention and control of legionellosis issued by the Health and Safety Executive places responsibility on employees and others to:

- identify and assess risks of legionellosis
- avoid the use of systems that would give foreseeable risk of legionellosis, or where this is not 'reasonably practicable' prepare a written scheme for minimising the risk from exposure.
- implement and manage the scheme of precautions including the appointment of a person, or persons, to take managerial responsibility and to provide supervision.
- keep appropriate records.

It is possible to control the conditions which allow the bacteria to multiply by suitable design, manufacture, installation, operation, maintenance and treatment of water systems.

### References/Further Guidance

1. *HS(G) 70 – The Control of Legionellosis including Legionnaires Disease (HSE)*
2. *L8 – The Prevention or Control of Legionellosis including Legionnaires Disease*
3. *Leaflet IAC (L) 27 (rev) – Legionnaires Disease*

## 20. The Control of Noise Regulations 2005

The Regulations specify two 'action levels'. **The first action level** is taken when sound levels reach 80 decibels. **The second action level** is taken when sound levels reach 85 decibels.

*Directive 2003/10/EC on the minimum health and safety requirements regarding exposure of workers to the risks arising from physical agents (noise) came into force on 15th February 2003. The Directive tightens the legal requirements in relation to noise by lowering the exposure action values to 80 and 85 dB (A). The government have until 15th February 2006 to transpose the Directive into UK Regulations.*

An assessment of noise has to be made if the first action level may be exceeded. This assessment must be made by a 'competent person' i.e. someone who has the technical ability and knowledge to measure sound levels and interpret their meaning.

If the first action level is not exceeded no further action needs to be taken. But, if the daily exposure is between the first and second action levels ear protectors have to be provided on request and employees will be encouraged to wear them.

If the second action level is exceeded, the areas in which this occurs must be marked as 'ear protection zones', by displaying an approved sign and any person entering the zone must wear appropriate ear protection.

Noise levels can often be reduced by other means than ear protectors. Often this involves some form of engineering modification, maintenance or sound shielding. Whatever methods of noise reduction is applied you will also need maintenance and proper use to ensure they remain effective.

It must be remembered that both employers and employees have a duty to see that anything provided to prevent hearing damage is properly used and maintained.

### References/Further Guidance

1. *Noise at work Regulations 1989*
2. *L108 - Reducing Noise at Work (HSE)*
3. *HS(G)56 - Noise at Work - Noise Assessment, Information and Control: Noise Guides 3-8 (HSE).*
4. *Booklet IND(G) 75L (rev) - The Noise at Work Regulations - A Brief Guide to the Requirements for Controlling Noise at Work.*

## **21. The Pressure Systems Safety Regulations 2000**

The Pressure System Safety Regulations 2000 specify that the user of an installed pressure system must have a written scheme for periodic examination by a competent person. The definition of an installed pressure system is any system containing fluid/gas (such as compressed air or liquified gas) at a pressure greater than 0.5bar (about 7psi) above atmospheric.

The regulations also require users to:

- establish the safe operating limits of the plant.
- provide adequate operating instructions.
- ensure plant is properly maintained.
- keep records of the most recent examination and any manufacturer's records supplied with new plant.

### *References/Further Guidance*

1. *Leaflet IND(S) 29(L) – Introducing Competent Persons – Pressure Systems and Transportable Gas Containers Regulations 1989 (HSE)*
2. *Leaflet IND(S) 27(L) – Safe Pressure Systems – Pressure System and Transportable Gas Containers Regulations 1989 (HSE)*

## **22. The Health and Safety (Safety Signs and Signals) Regulations 1996**

The Health and Safety (Safety Signs and Signals) Regulations 1996 require employers to provide and maintain certain safety signs. This is particularly so where significant residual risks have been identified. The signs can provide useful information.

Safety signs for the purposes of the Regulations include not just conventional signs but also illuminated signs, acoustic and hand signals. Fire safety signs (i.e. signs for fire exits and fire-fighting equipment) are also covered. The Regulations also require, where necessary, the use of road traffic signs within workplaces to regulate road traffic.

### *References/Further Guidance*

1. *Booklet L64 – Safety Signs and Signals (HSE)*

## **23. Regulatory Reform (Fire Safety) Order 2005)**

These Regulations came into force on the 1<sup>st</sup> of October 2006 they place a duty on employers to:

- decide what the risks from fire are
- what if anything has to be done about them and
- what training is required for their staff.

NCS OFFICE HOLDINGS LTD GLASGOW Health and Safety Consultant will carryout your fire risk assessment in accordance with The Regulatory Reform (Fire Safety) Order 2005). Any assistance you require in complying with these regulations NCS OFFICE HOLDINGS LTD GLASGOW Health and Safety Consultant Health and Safety Practitioners will guide you through the process.

## **24. The Gas Safety (Installation and Use) Regulations 1998**

The Regulations place various duties on employers, including:

- to take reasonable steps to ensure that the contractors who do gas work are CORGI registered (reg.4)
- to maintain gas systems in places of work under their control in a safe condition (reg.35(1)).

In addition the regulations deal with the safe installation, maintenance and use of gas fittings in both domestic and commercial premises. Gas appliances will be safety checked (by CORGI registered contractors) annually with associated records kept for inspection by the enforcing authority.

Failure to keep written proof of maintenance arrangements makes it difficult to show you have taken all reasonable steps to comply with the Regulations.

### References/Further Guidance

1. *L56 Safety in the installation and use of gas systems and appliances – Gas Safety (Installation and Use) Regulations 1998*

## **25. The Control of Asbestos Regulations 2006**

Asbestos has been the main cause of occupational ill health from about 1950 onwards and is still the greatest single work related cause of death from ill health. Past exposure is now responsible for about 4000 people dying from asbestos related cancers every year. This figure is expected to rise over the next ten years and then decline.

These deaths are tragic for the people involved causing immense pain and suffering to them and their relatives, friends and colleagues. Safety representatives play an important role in controlling workplace risks and can help to prevent exposure to asbestos. You are entitled to be provided with any information you need on asbestos, including any risk assessments and surveys. You should also be consulted on your employer's plans to manage asbestos. This is a *brief* guide for safety representatives on asbestos and the new Control of Asbestos Regulations 2006 (the Regulations). It does not cover the legal functions of safety representatives.

### **What is asbestos?**

Asbestos is the name used for a range of natural minerals.

There are three main types of asbestos:

- blue (crocidolite);
- brown (amosite);
- white (chrysotile);

The type of asbestos cannot be identified just by its colour. Asbestos has been used in a very large number of products, many of which have been used in buildings. Some products have one type of asbestos in them while others have mixtures of two or more. All types of asbestos can be dangerous.

## Why is it dangerous?

Asbestos is made up of thin fibres. These can break down into much smaller and thinner fibres. The smallest fibres cannot be seen with the naked eye but they can be breathed in. Asbestos fibres are only dangerous if they are made airborne and breathed in, but ALL types of asbestos fibres are potentially fatal if breathed in. The fibres that are breathed in can become stuck in the lungs and damage them. This can cause scars that stop the lungs working properly (asbestosis), or it can cause cancer. The main types of cancer caused by asbestos are cancer of the lung and cancer of the lining of the lung (mesothelioma). These diseases can take from 15 to 60 years to develop and there is no cure for any of them.

## Where do you find asbestos?

You are most likely to find it in buildings built or refurbished before 2000. Many thousands of tonnes of asbestos products were used in buildings. Much of it is still there and you cannot easily identify these products from their appearance. The most common uses of asbestos in buildings were:

- **loose packing** between floors and in partition walls;
- **sprayed ('limpet') fire insulation** on structural beams and girders;
- **lagging**, e.g. on pipe work, boilers, calorifiers, heat exchangers, insulating jackets for cold water tanks, around ducts;
- **asbestos insulation board (AIB)**, e.g. ceiling tiles, partition walls, soffits, service duct covers, fire breaks, heater cupboards, door panels, lift shaft linings, fire surrounds;
- **asbestos cement (AC)**, e.g. roof sheeting, wall cladding, walls and ceilings, bath panels, boiler and incinerator flues, fire surrounds, gutters, rainwater pipes, water tanks;
- other products, e.g. **floor tiles**, mastics, sealants, **textured decorative coatings (such as artex)**, rope seals, gaskets (e.g. pipe work), millboards, paper products, fire doors, cloth (e.g. fire blankets), bituminous products (roofing felt).

**Remember** – how dangerous the asbestos is depends on the type of asbestos and the type of material it is in, the condition of the material, and how likely the material is to be disturbed.

## Who is likely to be exposed to asbestos fibres?

Anyone who disturbs asbestos-containing materials, for example, by working on them or near them. Research has suggested that the groups most at risk are those who carry out building maintenance and refurbishment work, for example (this is not a complete list, nor in any particular order):

- demolition contractors;
- electricians;
- roofing contractors;
- painters and decorators;
- construction contractors;
- joiners;
- heating and ventilation engineers;
- plumbers;
- telecommunications engineers;
- gas fitters;
- fire and burglar alarm installers;
- plasterers;
- general maintenance staff;
- builders;
- computer installers;
- shop fitters;

- building surveyors.

### **What's new in the Control of Asbestos Regulations 2006?**

The duties under the Control of Asbestos Regulations 2006 are largely the same as under the previous regulations but there are some important changes:

- There is a new, lower control limit (which no one must go over) of 0.1 fibres per milliliters of air measured over four hours.
- Work with textured coatings will, generally, not need to be done by a licensed contractor. It will still need to be done safely by trained, competent people working to certain standards.
- Employers can no longer carry out work in their own premises with their own workers without a license if the work would otherwise require a license.
- The Regulations are clearer on training. Suitable training is required for anyone who is, or may be, exposed to asbestos.

### **What is a license?**

Work with the most dangerous asbestos containing materials (which give off high fibre levels when disturbed), requires a license from the Health and Safety Executive (HSE). Work with most asbestos containing materials requires a license. A license is required for virtually all work with loose packing, sprayed insulation, lagging and asbestos insulation board. Very minor work (which, in total, takes one person no more than one hour or more people no more than two hours in any seven-day period) does not require a license. A license is not required for work when a risk assessment confirms that the exposure (without a respirator) will not go above 0.6 fibres per milliliter in any ten minute period or go over the control limit and the work involves certain materials. So, a license will generally not be required for work involving asbestos cement, textured coatings and other materials where the fibres are firmly held in a matrix (e.g. vinyl floor tiles and bituminous products such as roofing felt).

### **Managing asbestos in buildings (regulation 4)**

Whoever has control of a building has a duty to manage the asbestos in their buildings your employer should be able to tell you who this is. The duty holder has to take reasonable steps to find out if there are materials containing asbestos in the premises and, if so, how much, where they are and what condition they are in. This can – but does not have to involve a survey. A survey can be:

- Type 1 – presumptive. This is to locate materials assumed to contain asbestos and note what condition they are in. No sampling is done.
- Type 2 – sampling. This is the same as type 1 but samples are taken and analysed to confirm whether asbestos is present.
- Type 3 – full access. This involves getting full access to all parts of the building, using destructive inspection if necessary. This type is usually used just before demolition or major refurbishment.

The results of all types of survey should be recorded and the information provided to anyone who may work on, or disturb, these materials. Safety representatives are entitled to this information. Has any survey been done? If so, which type? Does it cover all parts of the building? If not, why? Is the information readily available and understandable? Is it given to anyone who needs it, e.g. contractors? A suitable risk assessment should be made before carrying out any work which may expose employees to asbestos.

If any work which will, or could, disturb asbestos is planned, has the risk assessment been done by a competent person? Does it relate specifically to the particular job and site?

Does it cover other risks (like falls from height or electricity)?



Those who control premises need to manage the risk from asbestos and ensure that an assessment is made as to whether asbestos is, or may be, present in the building. This includes where the asbestos is, or is assumed to be and what condition it is in. It should always be assumed that asbestos could be present until a full survey is done.

The Control of Asbestos Regulations 2006: A guide for safety representatives 5 of 9 pages if you suspect that there may be asbestos in your building, what has been done to manage the risks from it? Ask to see any assessments or the results of any survey. Do the assessments tell you where the asbestos is, may be, or is assumed to be? How people are made aware of asbestos and what to do about it? How will anyone coming in to do work, such as a contractor, be made aware and will the way they work be monitored?

### **Identifying the presence of asbestos (regulation 5)**

No employer must carry out demolition, maintenance or any other work which exposes, or may expose, their employees to asbestos in any premises unless they have found out:

- whether asbestos is, or may be, present;
- what type of asbestos it is;
- what material it is in; and
- what condition it is in; or
- If there is any doubt about whether asbestos is present, the employer has assumed that it is present and that it is not only white asbestos. Is all this information readily available, or has the employer said that they will assume asbestos is present? Is the information clear and easy to understand? Are there any parts of the building which have not been checked?

### **Planning work (regulation 7)**

No work should be carried out with asbestos unless a written plan of work detailing how that work is to be carried out has first been prepared. Is there a plan of work? Does it say clearly how the work will be done? How is the waste going to be removed? How will the employer make sure that the work is done in the way the plan says it should be? Have other risks which may be present (like falls from height and electricity) been considered as well? How will employees be informed?

### **Information, instruction and training (regulation 10)**

Every employer must give adequate training (which includes information and instruction) to employees who are, or may be, exposed to asbestos, their supervisors and those who do work to help the employer comply with these Regulations. This should make them aware of (among other things):

- the properties of asbestos, its health effects and the interaction of asbestos and smoking;
- the type of materials likely to contain asbestos;
- what work could cause asbestos exposure and the importance of preventing exposure;
- how work can be done safely and what equipment is needed;
- emergency procedures;
- Hygiene facilities and decontamination.

The training must be given at regular intervals. It needs to be proportionate to the nature and degree of exposure and so should contain the appropriate level of detail, be suitable to the job, and should use written materials, oral presentation and demonstration as necessary.

Has everyone who is, or may be, exposed to asbestos been given enough information, instruction and training to enable them to safeguard their health? Was the training suitable for the job? Are there arrangements to train new people? Are there arrangements for regular refresher training?

### **Preventing or reducing exposure (regulation 11)**

Employers have a duty to prevent exposure so far as is reasonably practicable. If exposure cannot be prevented it must be reduced so far as is reasonably practicable without workers having to use masks. If that has been done but the exposure would still be above the control limit the employer has to provide suitable masks which reduce the workers' exposure to below the control limit and as far below it as is reasonably practicable.

It is good practice to use masks and other personal protective equipment even at levels below the control limit. Has this approach actually been taken? How will the employer make sure that the workers are not exposed to more than the control limit? It is not always necessary to carry out air tests, for example when it is well known what exposure levels an activity generates and the worst levels are assumed. Air tests may be needed to confirm that the controls are working. If any employee is exposed to more than the control limit, the employer must:

- inform the employees concerned and their representatives;
- ensure that the work does not continue until adequate action has been taken reduce exposure to below the control limit;
- find out why the control limit was exceeded and take action to prevent it happening again, and take air samples to make sure this action was effective.
- Employers need to ensure that whatever controls they put in place are properly maintained and used. This includes providing any necessary supervision.

Employees need to make sure they use any controls properly. Do the employees know how to use the controls in place? Do they know what to do if they suspect the controls are not working properly? The employer should make arrangements to deal with accidents, incidents and emergencies. These should minimise the effects of the event and restore the situation to normal. Anyone who may have been affected should be informed immediately.

Do these arrangements exist and does everybody know about them? Is it clear who is responsible and what for? What happens when those people are absent?

### **Sampling, air tests and clearance certification (regulation 20)**

All air testing, sampling of asbestos and (from 6 April 2007) clearance certification must be carried out by someone who is accredited by an appropriate body. UKAS (the United Kingdom Accreditation Service) is the only such national accreditation body recognised by the Government. Do reports show the UKAS accreditation logo shown here?

### **Health records and medical surveillance (regulation 22)**

Apart from a few exceptions (where exposure is very low), for each employee who is exposed to asbestos, employers have to:

- keep a health record;
- keep the record (or a copy) for at least 40 years;
- ensure the employees are under adequate medical surveillance by a relevant doctor;
- provide a medical examination not more than two years before such exposure and one at least every two years while such exposure continues (certificates of examination need to be kept for four years);
- tell the employee if the medical shows any disease or ill-health effect from the exposure.
- employees have to be available during working hours for medical examination.

## **Washing and changing facilities (regulation 23)**

Employers must provide adequate washing and changing facilities for employees who are, or may be, exposed to asbestos. Are these adequate and well maintained? Are males and females catered for?

## **What should I do if I suspect asbestos materials are present?**

If a safety representative suspects that there are asbestos materials in a building they should ask the employer what has been done to determine if such materials are present. Safety representatives can ask to see the results of any inspection or survey done to identify the presence, and condition of asbestos materials. Remember that there is only a risk if asbestos fibres are made airborne. This can happen when asbestos materials are damaged or disturbed. However, all asbestos containing materials should be clearly marked, even if in good condition. If you see material which you have reason to believe contains asbestos, it has been damaged and you believe that there is a serious risk of exposure to asbestos fibres.

You should ask everyone to leave the area. But remember not to create more of a risk to people by, for example, causing a panic or leaving something in an unsafe condition.

Remember also that minor damage to some asbestos materials does not always mean that there is a serious risk or that immediate evacuation of the area is warranted, for example minor damage to materials securely bound in a matrix such as textured coatings or asbestos cement. However, damaged edges should be coated immediately and repaired as soon as possible. In any case, you should notify the employer or occupier immediately. No further work should take place until the area is safe. That means that action, appropriate to the risk, has been taken. Such action could be the repair or removal of asbestos or cleaning of the area by a trained person with suitable equipment.

When anyone needs to work in a building built or refurbished before 2000, or with something which may contain asbestos, ask: Is asbestos present? What is the safest way to do the work? Can you look at the risk assessment for the job (which should tell you what the risks are and how to control them)? Is the work such that it should only be done by a licensed contractor?

Workers can do certain jobs with asbestos which do not require a license, but their employer must ensure that they are adequately trained and have the right equipment. The employer must ensure that they:

- have received adequate training first;
- are provided with and always wear a suitable mask;
- are provided with disposable overalls;
- are provided with a class HEPA vacuum cleaner to vacuum up dust;
- do not cut or drill into asbestos with power tools (unless it is unavoidable in which case the employer must ensure that the appropriate controls are in place and used); dispose of all waste properly.
- The training should help workers to understand, among other things, the dangers of working with asbestos, where they may come across it, and how to work safely with it.

Only certain work on asbestos containing materials can be carried out without a license. For advice on how to carry out work which does not require a license, see the task sheets on the HSE website ([www.hse.gov.uk/asbestos](http://www.hse.gov.uk/asbestos)) or in *Asbestos essentials task manual*, HSG210.

## How do I find out more?

Contact the trade union for more advice on asbestos or go to [www.tuc.org.uk/asbestos](http://www.tuc.org.uk/asbestos). Call HSE's Infoline for confidential advice and information (you do not have to give your name) on 0845 345 0055. See the HSE website: [www.hse.gov.uk/asbestos](http://www.hse.gov.uk/asbestos). *Asbestos essentials task manual: Task guidance sheets for the building maintenance and allied trades* HSG210 ISBN 0 7176 1887 0 available from HSE Books, PO Box 1999, Sudbury, and Suffolk CO10 2WA. Tel: 01787 881165, [www.hsebooks.co.uk](http://www.hsebooks.co.uk).

### *References/Further Guidance*

- Approved Code of Practice Work with Materials containing Asbestos, L143, ISBN 0 7176 6206 3*
- Asbestos: the Licensed Contractors Guide, HSG 247, ISBN 0 7176 2874 4*
- Asbestos: The analysts' guide for sampling, analysis and clearance procedures, HSG 248, ISBN 0 7176 2875 2*
- Asbestos Essentials, HSG 210, ISBN 0 71761887 0.*

## 26. Confined Spaces Regulations 1997

These Regulations concern any work which is carried out in a place which is substantially but not always entirely enclosed, where there is a reasonably foreseeable specified risk of serious injury from conditions and/or hazardous substances in the space or nearby.

Confined spaces means any space, including any chamber, tank, vat, silo, pit, trench, pipe, sewer, flue, well or similar space in which, by virtue of its enclosed nature, there arises a reasonably foreseeable specified risk.

These risks include;

- Serious injury arising from a fire or explosion
- Loss of consciousness from an increase in body temperature
- Loss of consciousness or asphyxiation arising from gas, fume, vapour or the lack of oxygen
- Drowning from an increase in the level of a liquid
- Asphyxiation arising from a free flowing solid or due to entrapment by it

Employers have a duty to comply regarding any work carried out by employees and to ensure, so far as is reasonably practicable, that other persons comply regarding work under the employers control.

In essence no person shall enter a confined space for any purpose unless it is not reasonably practicable to achieve that purpose without such entry.

Other than in an emergency, no person shall enter, carry out work or leave a confined space other than in accordance with a safe system of work relevant to the specified risks.

The elements are;

- A risk assessment to determine the safe system of work. Such a risk assessment must be performed by a competent person and follow a hierarchy of controls relevant to what may or may not be present in the space.
- The derived safe system of work will depend upon the nature of the confined space and the work being carried out. The main elements will form the basis of a "permit to work".
- Emergency arrangements must be set up and be suitable and sufficient in terms of rescue
- Specific, detailed and frequent training is necessary for all persons involved in confined space work from operators to rescuers.

### References/further guidance

1 L101 ACOP, *Regulations & Guidance for Safe Work in Confined Spaces*.

## **27. Safety Representatives and Safety Committees Regulations 1977**

These regulations made under the Health and Safety at Work Act 1974, prescribe the cases in which recognized trade unions may appoint safety representatives, specify their functions and set out the employers obligations.

### References/guidance

*1 L87 ACOP and Guidance on the regulations Safety Representatives and safety committees.*

## **28. Health and Safety (Consultation with Employees) Regulations 1996**

The Regulations apply to all employers and employees except;

- Where employees are covered by safety representatives appointed by trade unions under the legislation in section 28 above
- Domestic staff in private households
- Ship's crew under a master

The employer must consult relevant employees in good time with respect to;

- Introduction of any measure that substantially affects their Health and Safety
- Employers arrangements for appointing or nominating competent persons under the "management regulations"
- Any information required to be provided under legislation
- Planning and organization of any H & S training required by legislation
- The H & S consequences to employees of the introduction of new technology into the workplace

The regulation emphasizes the difference between informing and consulting.

Employers must consult with either;

- The employees directly or
- One or more persons from a group of employees, who were elected by the group, known as "representatives of employee safety"
- Employers must provide enough information for the representative to participate fully and carry out their functions.
- The employee representative has functions, but not legal duties, which include;
- Making representations to the employer on potential hazards
- To make representation on matters affecting the general health and safety of relevant employees
- To represent employees they represent in consultation with HSE inspectors
- Employers shall;
- Ensure the representative receives reasonable training at the employers expense
- Time off with pay during working hours to perform the function of the representative
- Other facilities and assistance that may be required

### References/Guidance

*1 L95 A guide to the H & S (consultation with employees) Regulations 1996*

## **29. Information, Instruction and Training**

Both the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 place a general duty on employers to provide information, instruction and training, to help ensure health and safety. However, there are also regulations dealing with particular hazards or industries that have more specific duties. If these specific hazards are associated with your work, then information, instruction and training detailed by the specific regulations must be provided.

### **Information**

Providing factual material to people about health and safety measures.

### **Instruction**

Telling people what they will and will not do.

### **Training**

Helping people learn how to do a particular task. Everyone needs an awareness of health and safety and some degree of formal training is usually required.

#### *References/Further Guidance*

1. *IND(G)235L HSE – A guide to Information, Instruction and Training – Common Provisions in Health and Safety Law*

## **General Safety and Good Housekeeping**

Slips, trips and falls account for a large proportion of workplace accidents. Often they happen because of the condition of surfaces, floors, poor lighting and general untidiness.

General GOOD HOUSEKEEPING and the following points can avoid such accidents:

1. Do not allow cables to trail across the floor.
2. Repair or replace worn or torn floor coverings or other trip hazards
3. Do not block walkways, passageways, corridors or fire exits or fire equipment
4. Clear up any spills quickly.
5. Ensure the workplace is well illuminated.
6. Dispose of waste (as it is accumulated) in proper dedicated containers.
7. Do not overfill or overload racks, shelves, bins or storage areas.
8. Store materials in designated storage areas.
9. Store and label all chemicals and hazardous materials according to recommended procedures.
10. Close drawers of desks and filing cabinets after you finish and before opening another one.

Carrying out the simple points above helps make a more pleasant and much safer working environment.

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# **Health and Safety Records**

## Contents

- Employers' Liability Insurance (please insert)
- Electrical Equipment Inspection Records
- Fire Records
- PPE Records
- Training Records
- Inspection Records for Equipment (please insert)
- Visitor Register
- Staff Signing Sheet













## SHORT TRAINING SESSIONS

### Definition

A training session lasting for a minimum of 30 minutes and a maximum of half a day given on or off the job and presented by a supervisor on a health and safety environmental or technical subject. The training must have been prepared in advance of delivery. A record of the aims and attendance must be retained and made available for inspection

Title;

Subject Matter;

Purpose and Content of Training;

What will Audience do Differently;

Being the Director or employee of the Company, NCS OFFICE HOLDINGS LTD GLASGOW has provided Director or employee with a copy of the Company's Health and Safety Policy folder. I have read the documents and accept them unreservedly.