



Health and Safety Policy

Business Launchpad/Tooting Works



CONTENTS

1. POLICY STATEMENT

2. RESPONSIBILITIES

- 2.1. Chief Executive
- 2.2. Operations Director
- 2.3. Employees

3. Health and Safety at Work Act 1974 (HASWA)

4. ARRANGEMENTS AND CONTROLS

- 4.1. COSHH Regulations
- 4.2. Risk assessment
- 4.3. First Aid
- 4.4. Accident and near miss reporting
- 4.5. Personal Emergency Evacuation Plan
- 4.6. Potentially violent incidents
- 4.7. Fire precautions
- 4.8. Emergency Lighting
- 4.9. Electrical Safety
- 4.10. Equipment safety
- 4.11. Manual Handling / Musculoskeletal issues
- 4.12. Slips, trips and falls
- 4.13. Computer workstations
- 4.14. Pregnant and Nursing Mothers
- 4.15. Contractors
- 4.16. Training
- 4.17. Communication and consultation
- 4.18. Working with group of young people
- 4.19. Lone Working

Appendix 1 Risk assessment – office activities

Appendix 2 Risk assessment – caretakers



- Appendix 3 Fire procedures – employee instructions
- Appendix 4 Fire extinguishers, blankets and fire doors logbook
- Appendix 5 Manual handling guidance
- Appendix 6 Musculoskeletal disorders guidance
- Appendix 7 Display screen equipment guidance
- Appendix 8 First Aid box checklist
- Appendix 9 Nominated contractors
- Appendix 10 Workstation assessment form
- Appendix 11 Safe use of laptops and iPads guidance
- Appendix 12 Safe use of ladders



1. POLICY STATEMENT

1. Together with the Board of Trustees of Business Launchpad (BLP) and its subsidiary, Trident Business Centre Limited consider staff to be our most valuable resource. Business Launchpad accepts in full its responsibilities under the Health and Safety at Work 1974. Their health, safety and welfare are of paramount importance and key to delivering quality services. The statutory requirements are regarded as the minimum acceptable and we will seek to improve on these whenever possible.

Our aim is to provide a working environment whereby no one is exposed to any greater level of risk than they would be if not at work. Achieving high safety standards is necessary for three main reasons:

- To minimise the risk of anyone being harmed
- To minimise the financial losses caused by poor safety standards
- To comply with legal requirements.

We will, so far as is reasonably practicable, achieve these objectives by:

- Encouraging you to talk about any safety concerns
- Providing information, instruction and training
- Liaison with service providers, suppliers and contractors to co-ordinate health and safety systems and procedures
- Undertaking risk assessments and taking action to reduce risk
- Providing adequate resources, (finance, people and time)
- Ensuring that you have suitable equipment to do your job, including as a last resort, personal protective equipment.
- Minimising the use of potentially harmful materials
- Encouraging you to report accidents so that we can take action to minimise recurrence
- Monitoring working practices regularly

The Board of Trustees and health and safety officer takes ultimate responsibility for safety and will authorise the employment of additional resources, for example a qualified and independent safety advisor to complement in-house expertise. The safety of our employees is a management responsibility equal to that of any other function.

No safety policy can be successful without the full involvement and co-operation of everyone. Health and Safety is everyone's responsibility. Please follow the spirit of this safety policy and ensure that you follow safe practice and apply safe working procedures at all times. For example, you should:

- Stop and think about what could go wrong before starting any task, **ask if uncertain.**
- Keep your own workplace free of all unnecessary hazards.



- Comply with all safety rules that may be in force.
- Report to your supervisor any hazards, any injury, accident or dangerous occurrence which you may encounter.

All employees will be given equal treatment in safety matters and a copy of this policy statement will be given to everyone who works with us on their first working day.

The policy will be reviewed annually and revised or amended from time to time as necessary. It will be supplemented by further policies or information relating to our arrangements.

Felicia Mattis-Rome, Chief Executive Officer

March 2023

On behalf of the Board of Trustees

2. Responsibilities

2.1. Chief Executive

The Chief Executive is responsible for:

- 2.1.1 Ensuring that sufficient resources are allocated to meet Health and Safety requirements
- 2.1.2 Ensuring that the policy is observed throughout the organisation, is communicated to all employees and that it is implemented and reviewed.
- 2.1.3 Promoting a safety culture so that people integrate health and safety into their daily working practices.
- 2.1.4 Ensuring that items from safety documents (e.g. reports, safety meeting minutes) are promptly brought to the attention of employees.

2.2. Operations Director

The Operations Director is responsible for:

- 2.2.1. Liaising with the Senior Management Team to ensure that they are aware of their health and safety responsibilities.
- 2.2.2. Arranging for all employees to be told about the emergency procedures and other relevant safety information on their first day of employment.



- 2.2.3. Ensuring that employees are provided with sufficient training to allow them to undertake their tasks effectively.
- 2.2.4. Ensuring that employees have opportunities to raise any safety concerns.
- 2.2.5. Ensuring that there are sufficient numbers of Fire Marshals and Appointed Persons.
- 2.2.6. Arranging an inspection and maintenance programme for plant and equipment.
- 2.2.7. Organising competent contractors to undertake maintenance tasks.
- 2.2.8. Liaising with the landlord, tenants and relevant authorities, e.g. London Borough of Wandsworth and the London Fire and Emergency Authority.
- 2.2.9. Monitoring that accident reports are made and, if necessary to report these to the enforcing authority in compliance with the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR).

2.3. Employees

Employees are required to:

- 2.3.1. Take care for their own health and safety by following safe working practices.
- 2.3.2. Contribute and co-operate with risk assessments being carried out.
- 2.3.3. Report defects and any short comings they identify in the health and safety systems and procedures to their supervisor.
- 2.3.4. Complete an Incident Form (or to seek help to do so) if they are harmed or involved in an incident.

3. Health and Safety at Work Act 1974 (HASWA)

Under the Health and Safety at Work Act 1974, Business Launchpad and its subsidiary are fully aware that we have a legal duty to protect the health, safety and welfare at work of all their employees, as well as others on their premises, including temps, casual workers, the self-employed, clients, visitors and the general public.

It is also the responsibilities of anyone working under Business Launchpad/Tooting Works to follow our health and safety procedure and familiarise themselves with our health and safety policy.

In order for Business Launchpad/Tooting Works to remain up to date with the health and safety regulations, we will annually review this policy as well as review or amend

any health and safety regulations. We will ensure that staff and volunteers receive regular health and safety training and induction. In addition, the Health and Safety Officer will ensure to have regular meetings with the Facilities Manager to remain updated with any health and safety concerns within the premises.

4. Arrangements and controls

In order to achieve the objectives, set out in our safety policy statement, Business Launchpad understands that suitable procedures must be in place so that everyone works consistently towards the aim of eliminating hazards and reducing risk. We comply with the Regulatory Reform Fire Safety Order 2005 to ensure the safety of everyone. This section sets out the procedures and arrangements.

4.1. COSHH Regulations

Under the Control of Substances Hazardous to Health Regulations 2002, we aim to protect our staff and volunteers from exposure. Business Launchpad will ensure to assess the risk associated with the use of chemicals, solvents and other agents, and take all necessary steps to prevent exposure to risks. This includes, providing adequate training to staff and volunteers.

All staff and volunteers have the responsibility to ensure that their daily tasks are conducted safely to ensure no harm comes to them and others.

4.2. Risk assessment

Although we mainly work in a low risk environment, no matter what tasks are being done, hazards may be present. The extent to which employees are exposed to the hazard depends on particular circumstances.

We provide written risk assessments for our activities (Appendix 1 and 2). Risk assessments are not a one-off paper exercise and employees who actually do the job are involved because they will often be able to make a valuable contribution towards a safer workplace.

We review our assessments at least annually and revise them if necessary; certainly when new procedures are implemented and after a near miss or accident. We appreciate that employees may have individual and specific needs and that their abilities may affect the risks associated with the tasks that they undertake. The

Operations Manager will review the generic risk assessments to take into account those needs to ensure that additional control measures are implemented if required.

4.3. First Aid

Having sufficient numbers of people to help if there is an accident is important. At least two employees will be trained to be Appointed Persons so that at least one is present during normal working hours.

First Aid boxes are located.

- Maintenance Team's workshop
- Reception
- Trident & BLP main office

The Receptionist and Operation Manager are responsible for checking the contents quarterly, and arranging for replenishment of supplies.

The names of Appointed Persons are displayed with each First Aid box.

Whenever anyone is hurt or it appears that they may harm themselves, First Aid must be given.

An Appointed Person will take charge and assess the situation. If necessary, they will arrange to call the emergency services by dialling 999.

After the injured person has been treated and/or made comfortable, an incident form should be completed.

Appendix 7 is a contents checklist for First Aid boxes.

4.4. Personal Emergency Evacuation Plan (PEEP)

Under the Health and Safety at Work 1974, the Management of Health & Safety at Work Regulations 1999 and the Disability Discrimination Act 1995, we implement effective arrangements for emergency evacuation for all our employees including those who may need some assistance to manage their escape to a place for safety.

4.5. Accident and Near Miss Reporting

Incident forms are kept in Reception and are used to report accidents, job related illness or a near miss. Employees are encouraged to report all incidents, no matter how small or apparently insignificant. Trends such as unsuitable or defective equipment being used can then be identified before someone is seriously hurt.

Accidents to visitors and contractors must also be recorded on an Incident Form.

Wherever practicable, the person who was injured should complete the form in their own words. If this is not possible, another employee should help to write down the information, making sure that they do not influence the interpretation of events.

All incident reports should be signed as a true record by the injured person and then be sent to the Operations Manager who reviews them and investigates underlying causes. If necessary she reports them to the enforcing authority via <http://www.hse.gov.uk/riddor> and/or seeks additional advice from the Safety Consultant.

Incident reports contain confidential information and are kept securely by the Operations Manager.

Where the accident results in a major injury or a person not in BLP's employment is taken to hospital by ambulance, the Operations Manager or CEO should be notified by telephone. If legally required, the enforcing authority will then be notified.

Whenever a 'sickness absence self-certification' form indicates the absence is work related, this will be investigated by the Operations Manager. Any report of ill health that is alleged to have arisen from a work activity will also be recorded on the employee's personal file, even if it does not directly result in a period of absence.

4.6. Potentially Violent Incidents

There may be occasions when an employee has felt intimidated, either by a colleague or a visitor. Examples include inappropriate sexual behaviour, threat or physical attack. In these circumstances the Operations Manager will investigate and take action to reduce the ongoing risk.

4.7. Fire Precautions

A fire risk assessment has been undertaken. All employees are informed on their first day of employment:

- How to raise the alarm if a fire is discovered?
- What to do when the alarm is raised.
- Where escape routes are located.
- Who is responsible for telephoning the Fire Brigade?
- The location of the fire assembly point.

An automatic fire alarm and detection system has been installed in 2014 and a specialist contractor undertakes annual maintenance.

Weekly fire alarm sounder testing is organised by the Maintenance team.

Everyone is responsible for keeping their working areas clean and tidy. This includes a daily check to ensure that escape routes are kept clear.

Fire evacuation drills are organised every six months by the Operations Manager.

Evacuation procedures are shown on notices throughout the building.

Although our policy prioritises safety of people, there may be occasions when the use of an extinguisher may control a small fire.

N.B. Employees may be trained to use fire extinguishers but will not be required to use them if it puts their personal safety at risk.

Employees must not consider using an extinguisher unless:

- The emergency services have been called
- The fire is small
- They have been trained
- There is a second person present who could assist
- They can position themselves between the fire and a safe exit.

A specialist contractor maintains the firefighting equipment annually.

Although there is an automatic link to the fire brigade, if there is a fire at the Trident Business Centre and it is safe to do so the receptionist will dial 999 **from a place of safety** to call the fire brigade, saying:

“There is a fire at Trident Business Centre, 89 Bickersteth Road, Tooting, SW17 9SH”

The receptionist will wait for the address to be repeated back to them before terminating the telephone call.

Employee actions in case of fire are shown in Appendix 3

4.8. Emergency lighting

Emergency lighting is installed and tested and maintained by a specialist contractor.

4.9. Electrical safety (PAT testing)

A five-yearly programme of inspection for the electrical distribution system is organised and carried out by an external contractor.

Employees are informed that they should visually inspect electrical equipment before connecting them to the electricity supply for:

- Damage to the cable sheath
- Damage to the plug
- Inadequate joints, (the coloured insulation of internal cable cores showing;
- Damage to external casing of equipment;
- Evidence of overheating;
- Equipment having been exposed to unsuitable conditions (water etc.)

Portable electrical appliances are given an initial inspection by a competent contractor. The frequency for repeat inspections will be determined by the equipment usage. Typically, inspection frequencies will be:

Type of equipment	Inspection frequency	
	Formal visual inspection	Combined inspection and testing
Equipment that is seldom moved such as computers, monitors, and photocopiers, refrigerators, desk fans, table lamps etc.	Every three years	Not if double insulated, otherwise up to five years
Electric kettles, vacuum cleaners and mains voltage maintenance tools	Between six months and one year dependent on usage.	Between one and two years

Mains voltage extension leads and battery charging equipment	Between 6 months and 4 years depending on the type of equipment it is connected to	Between 1 and 5 years
--	---	-----------------------

Employees are not permitted to connect any personal electrical equipment to the ECU supply unless it is less than 12 months old or has been tested within the previous year.

4.10. Equipment safety

The risks from photocopiers and other office equipment are controlled by purchasing CE approved items and entering into a contract maintenance agreement with qualified organisations.

Tools and equipment used by the Maintenance team are visually inspected prior to each use.

There is a schedule of equipment used for work at height. In addition to individuals checking for defects before use, a formal recorded inspection is done every six months.

4.11. Manual handling / Musculoskeletal issues

There are few significant manual handling tasks and these occur infrequently. Business Launchpad does not expect employees to lift people in any circumstances. If a colleague falls, they should only be helped to their feet.

General advice about how to reduce the risk of injury, including those musculoskeletal problems that could occur as a result of repetitive actions is provided in Appendix 4.

No employees will be asked to undertake significant lifting or handling tasks unless they have received appropriate training.

We provide manual handling aids, e.g. trolleys where necessary.

All employees will be reminded to seek medical advice if they feel that the work they do is causing any aches or pains.

Appendix 4 gives employees' guidance about safe lifting

4.12. Slips, trips and falls

Management of slip, trip and fall risks will be managed by:

- Making everyone responsible for the tidiness of their work areas.
- Arranging office cleaning during non-working hours.
- Specifying slip resistant surfaces for any new projects
- Reminding employees to take care and not to rush about.
- Encouraging tenants to keep external areas tidy

4.13. Computer workstations

If employees are “users”, i.e. use their computer more or less continuously on most days or;

- Normally use it for continuous spells of an hour or more at a time; and
- Use it more or less daily; and
- Have to transfer information quickly to or from the screen

We will:

- Provide advice about how to avoid musculoskeletal problems, Appendix 6
- Undertake workstation assessments. If necessary, we will make adjustments or provide alternative equipment.
- Inform them that they can arrange for an eyesight test that we will pay for.
- Pay for a basic pair of single vision spectacles if the employee requires glasses solely for use at their workstation (contribution maximum £50).
- Encourage them to take breaks away from their computer for at least 5 minutes every hour.
- Remind them to report any problems to their supervisor.

4.14. Pregnant and Nursing Mothers

Women who may become pregnant and women who have recently given birth or who are breast feeding may be more vulnerable to accident, ill health or injury. Therefore, as soon as anyone reports that they may be pregnant, their manager will talk through any concerns with them and complete a risk assessment (Appendix 11 includes notes for managers). They will review the assessment throughout the pregnancy.

4.15. Contractors

Where we do not have sufficient specialist knowledge, we will employ competent contractors. As a minimum, we will expect them to provide a copy of their health and safety policy (where legally required) and / or seek references about their safety performance.

Nominated contractors are shown in Appendix 8.

4.16. Training

The Operations Manager provides Induction training to all employees and employees sign the form to confirm that they have understood their responsibilities. All Health and Safety related training will be renewed annually. All staff including senior management are required to complete all compulsory and mandatory training. Health and Safety Officer must complete the Health and Safety for Directors and Senior Managers Training Course.

We have our general health and safety online training annually using the business Launchpad learn upon platform. All certificates are provided by Marshall e-learning consultancy. The online module includes the following:

- Display Screen Equipment
- Fire Safety awareness and emergency procedures
- Workplace hazard awareness

First aid training is organised via an HSE approved organisation, which staff receive every 3 years.

Every three years we have our refreshers evacuation chair training for current and new staff.

Employee training records will be kept in personnel files.

4.17. Communication and Consultation

The Health and Safety Law poster is displayed in Reception.

Employees are encouraged to discuss health and safety concerns in their work units.

The Operations Manager provides health and safety advice and if necessary requests further specialist advice or information from a specialist consultant.

4.18. Working with group of young people

In line with the Management of Health and Safety at Work Regulations 1999, Business Launchpad takes full responsibility to ensure that young people employed by us are not exposed to risk due to:

- Lack of experience and/or
- Being unaware of existing or potential risks

All group of young people will be inducted before carrying any work by BLP. It is the responsibility of each individual to follow the Health and Safety procedure instructed by the Facilities Manager.

We will consider the following:

- If the work is beyond their physical or psychological capacity
- If it involves harmful exposures
- If it involves risk of accidents and/or
- Has a risk of health from extreme cold, heat, noise or vibration?

4.19. Lone Working

Lone workers can be classified as those who work in any situation or area without other persons nearby. As a guide if a person called for help and it could not be heard by another member of staff, then that person would be classed as a lone worker.

The setting up of safe working arrangements for lone workers is no different to organising the safety of other staff. The risk which lone workers face should be reduced to the lowest level that is reasonably practicable.

We provide our lone workers with a separate lone working risk assessment guideline and remote/home working guideline policy. This is made available in the company shared and HR platform. We encourage our lone workers to familiar themselves with the policy and guideline.

Policy Name	Version	Doc ref
Health and Safety	5	

Policy Owner	Felicia Mattis-Rome
--------------	---------------------



Approval status

Date adopted by Trustees	07/03/2023		
Date published	07/03/2023	Date for next review	07/03/2025

Document Control

Reviewers

Name	Position
Felicia Mattis-Rome	CEO
Hareg Tamiru	People and Insights Manager

Change history record

Issue	Description of Change	Approval	Date of Issue
1	N/A	N/A	N/A

2	N/A	N/A	N/A
3	N/A	N/A	N/A
4	N/A	N/A	N/A
5	<p>Added specific info about what training/ level of training and when/how often lead staff receive it, in formal health and safety training, and also how often staff receive training in using Display Screen Equipment</p> <p>Included a section lone working policy.</p>	FMR	24/01/2022



APPENDIX 1 Risk assessment – office activities

Describe the hazards	What has been done already to reduce the risk?	What needs to be done, if anything to improve safety standards?	Who by?	When?
Bodily strain when using display screen equipment	Staff provided information about risks and how to set up their workstation. Staff encouraged to take breaks (5 minutes every hour) on alternative tasks.	Issue workstation assessment forms to all users and implement changes if needed Remind employees about poor posture if observed.	Director of Operations	
Eye strain	Adequate lighting provided...	Offer employees regular eye tests	Director of Operations	
Lifting and handling injury when moving files, etc.	Limited quantities of paperwork moved by employees and only in small units. Water cooler bottles only installed by capable employees.	Provide employees with manual handling guidance	Director of Operations	
Being hit by falling objects e.g. from high level cabinets,	Adequate, tidy, limited high level storage Cabinets fitted with anti-tilt devices	Monitor that employees continue to stack tidily.	Director of Operations	
Slips, trips or falls, e.g. from trailing cables, boxes around floor, etc.	Cables routed under desks and away from thoroughfares.	Monitor that cables for portable appliances, e.g. fans are installed safely. Remove unnecessary clutter on floor.	Director of Operations	





Electrocution from faulty electrical installation or portable appliances	Main electrical distribution system checked on a 5 yearly programme Portable electrical equipment tested	Remind employees to check cables and plugs for physical damage prior to plugging in and to report any defective items for repair.	Director of Operations	
Exposure to cleaning chemicals, toners, etc.	Printer and photocopier cartridges minimise amount of dust released into atmosphere.		Director of Operations	
Exposure to ozone from photocopiers	Equipment installed in open plan offices and regularly maintained	Monitor that maintenance is undertaken at the recommended frequency.	Director of Operations	
Stress N.B. Stressors are not only in the workplace. Employees may have family or other external pressures.	Employees work together as a team. The Operations Manager is aware of potential stressors and alert to any significant work demands, encourages employees to voice any concerns and to work towards a joint solution.	Monitor reasons for absence and any patterns.	Director of Operations	
Fire	Electrical system and portable appliances tested regularly. All staff receive induction training Regular paper clearance system. Bi-annual fire evacuation drills	Progress installation of fire alarm and detection system	Director of Operations	





Lack of knowledge or perception of risk (New or Work Experience employees)		Ensure that people are informed about workplace hazards and have adequate supervision.	Director of Operations	
Unwanted visitors	Secure working environment with coded entry doors.			





APPENDIX 2

Risk assessment – Caretaker's activities

Describe the hazards	What has been done already to reduce the risk?	What needs to be done, if anything to improve safety standards?	Who by?	When?
Unfamiliarity with the site and/or uncertainty about the job	Maintenance team have worked in the building for many years only			
Working at height	Ladders are stored in the workshop and inspected by the maintenance team before use. Ladders are only used for short duration tasks. Contractors with specialist equipment are employed for high risk activities	Make a ladder schedule and record 6-monthly inspections Remind staff about safe use of ladders – HSE booklet provided		
Working in untidy or cluttered workspaces	Generally good housekeeping Floors generally in good condition. Staff wear safety shoes with a good grip			
Lifting or moving heavy or awkward objects	Staff know that they should ask for help and use trolleys where practicable	Remind staff about safe manual handling techniques		
Exposure to chemicals	So far as reasonably practical, solvent free paints are used. When solvent based products are used, good ventilation and containers kept closed			





Exposure to electricity	Maintenance Supervisor is a qualified electrician. Circuits isolated and locked off before work starts. Liaison with other contractors working on site. No live working	Ensure that any major changes to the installation are certified by certificate obtained.		
Exposure to hot items or fire				
Use of hand tools	Employees check tools prior to use and report defective items. Eye and hand protection worn, particularly when sharpening			
Use of portable power tools	Employees encouraged to visually inspect before use and to report defective equipment.	Purchase battery operated equipment when replacements needed.		
Exposure to noise and vibration	Short duration tasks and ear defenders worn	Ensure that replacement equipment is specified with low noise / vibration		
Vehicles in yard	Maintenance team aware and look out for moving vehicles	Ensure that hi-viz is worn when working. Improve road markings		
Working in confined space	No confined space working			
Exposure to asbestos	Asbestos survey done - none present			



APPENDIX 3

Fire Procedures – Employee Instructions

All fires, however small, are a threat to our safety and that of our visitors.

From day one, we expect our employees to be aware of:

- The location of their nearest fire exit.
- The action they need to take when they hear the fire alarm.
- What to do if they discover a fire.

ON DISCOVERING A FIRE

On your way out of the building sound the fire alarm at a break glass point.

Leave the building quickly and calmly by the **nearest available** exit. These are:

- External metal fire escape
- Main internal staircase

Go to the Assembly Point **in the car park** and wait for further instructions.

ON HEARING the FIRE ALARM

- Stop what you are doing, making equipment safe.
- Leave quickly and calmly by the / escape route
- Do not stop to collect personal belongings
- Where possible assist in the evacuation of anyone with limited ability. (Do not put your own life at risk)
- Go to the Assembly Point **in the car park**.
- Remain at the Assembly Point and wait for further instructions
- Keep well away from the building in case of explosions or flying glass

N.B. If you are not at your normal workplace, do not go back against the flow of people leaving the building.

If you are the last out of a room, ensure that the doors are closed.

Closing windows can reduce the risk of fire spread. Only do this if it will not affect your safe exit.

In the event of an emergency listen to the Fire Warden's instructions, they are trained to handle these situations.

APPENDIX 4

Fire extinguishers, blankets and fire doors logbook

Continued ... **Fire Extinguishers - Location register & Data**

Ext ID No.	Location	Next Test Due	Ext ID No.	Location	Next Test C
45	BW/B004		73		
46	BW/B009		74		
47	Bowler House		75		
48	COMPUTERS.		76		
49	Main ENT.		77		
50			78		
51			79		
52			80		
53			81		
54			82		
55			83		
56					

Fire safety monitoring														
Inspect internal fire doors, checking for damage and obstructions (Clifton to sign off)														
Check fire extinguishers and blankets														
Check indicator on fire panel showing normal														
Check all final exit doors														
Check all redlam (panic) bolts														

Call exits and escape routes are clear																				
Check all fire equipment is present and correctly placed																				
Check emergency lighting charging indicators are green.																				

APPENDIX 5

Manual Handling Guidance

Even light items can cause a strain or injury if incorrectly lifted or carried.

Always think **LITE** before lifting or carrying anything



Load: assess the weight to be lifted by gently pushing it. If it moves easily it should be within your capability to lift it. If you find it difficult, seek assistance, do not lift alone!

Individual: if you are pregnant or have a health condition which you feel prevents you from lifting, speak to your supervisor.

Task: Follow these simple rules:

- feet apart and well balanced
- knees bent to allow use of leg muscles
- back straight, but not necessarily vertical
- grasp using whole fingers and palm
- elbows close to your body
- chin tucked in

Environment; before you lift, ensure the floor is clear of any rubbish or tripping hazards. Open all necessary doors prior to lifting, and make sure you can easily see over the load.

REMEMBER – everyone has different abilities. If you are in any doubt about whether you can lift or move anything without harming yourself, then ask for help and/or use a trolley.



APPENDIX 6

Musculoskeletal Disorders Guidance

What are musculoskeletal disorders?

Musculoskeletal disorders affect the bones and muscles of the body and the tissues which hold them together. Most often they develop in the joints of the neck, back and limbs, particularly the hands and arms. Symptoms range from aches and pains to severe disability.

Could I Suffer from these Disorders?



If you work for long periods at a keyboard and/or use a mouse, you are at greater risk, particularly if you do not sit properly and / or do not take breaks of at least 5 minutes every hour on alternative tasks.

So What Causes Them?

Broadly the causes fall into three categories:

- **Manual handling and lifting**

Poorly designed tasks and incorrect lifting techniques and posture all increase the risk.

- **Repetitive Work**

Where work is done too quickly. This can be a particular problem if you are positioned badly; where the hand/limb is used inefficiently; or if you do not take enough breaks.

- **Unsuitable Posture**

Often caused by poor seating arrangements or reaching and stretching awkwardly.

What are the Symptoms?



Symptoms include pain, numbness or 'pins and needles', restricted movements and inability to perform tasks. Headaches, neck or back aches may be the only evidence of problems.

Can these disorders be prevented?

Mostly yes. Corrective action is often relatively simple, a case of modifying how a job is done, repositioning parts of your workstation or adapting your seating position.

Who must take action?

ECU has a legal duty to safeguard your health and safety and should identify tasks which could cause problems and take steps to improve the situation.

You must exercise care and follow good training practices, particularly where lifting and carrying are involved. Also, ensure your workstation is correctly adjusted.

What treatment is there and can a full recovery be expected?

For many disorders involving muscles and ligaments a full recovery can be expected.

Many conditions respond to simple treatment. Sometimes the problem is remedied by the sufferer changing to another job within the organization or by adapting the way they work and the relative time spend on different duties.

What should I do if I think I have developed a musculoskeletal disorder?

If you suffer from symptoms which you think may be attributable to work, particularly if they recur, then it is important to tell your doctor and your employer. You may also want your union representative to know that you think your job is affecting you. If you are off sick for more than seven days your doctor will inform your employer of the cause via a sick note. Early reporting of such problems will enable employers to take action to prevent further complaints and reduce the likelihood of long-term disability.

You can also contact a doctor or nurse from your local Employment Medical Advisory Service. They can be found at your local office of the Health and Safety Executive.



Whatever you do, don't suffer in silence, so often a solution is all so easy.



APPENDIX 7

Display Screen Equipment Guidance

Problems are not normally directly from VDU's but from the way they are used!

Many problems can be avoided by good workplace and job design.

Eyesight / Tired eyes

No indication that VDU's cause disease or permanent damage to eyes

No strain from overuse. Visual fatigue can occur

Many people suffer natural change in vision as they get older

Glare and flickering can cause eyestrain.

WHAT CAN YOU DO?

- ☞ Take breaks; remember that frequent short breaks are best
- ☞ Look away and focus in the distance
- ☞ Remember to blink
- ☞ Try to have your screen at right angles to the window
- ☞ If the screen flickers, tell your supervisor
- ☞ Adjust the lighting to reduce any glare
- ☞ Adjust the monitor so that it is about 600 - 700 mm away from your eyes
- ☞ Adjust the Windows desktop settings (colour, size of the image, etc.)

Aches and pains

Aches and pains in hands, wrists, shoulders or back, especially after long periods of uninterrupted VDU work.

Fatigue of intensive VDU work can cause discomfort.

WHAT CAN YOU DO?

- ☞ Adjust your chair so that your back is supported, your forearms are approximately level and your eyes at the same height as the top of the VDU
- ☞ Try different arrangements of keyboard, screen, mouse and documents to find the best arrangement for you
- ☞ As well as on your desk, keep under your desk clear of obstructions so you can move your legs easily
- ☞ Avoid pressure on the back of your legs by using a footrest if your feet do not touch the ground
- ☞ Adjust your keyboard, making sure that you do not rest your arms on the edge of the desk when keying

Finger tingle

If you press too hard on keys or mouse, can damage nerve endings

WHAT CAN YOU DO?

- ☞ Touch-typing is better than slamming away at keyboard
- ☞ Don't grip the mouse tightly
- ☞ Don't leave your hand constantly resting over the mouse buttons

Headaches and/or a stiff neck

Headaches can be caused by many things – not simply from working at a Display Screen.

Sitting badly can put extra strain on neck

Concentrating for long periods can increase tension

WHAT CAN YOU DO?

- ☞ Sit squarely in front of the screen

- ☞ Position the telephone and other things you need to use regularly close to you
- ☞ Don't wedge the 'phone under your chin
- ☞ If you work from paper copy, check its position in relation to the screen. Think about whether a document holder would help and position it so you don't have to constantly move your neck up and down
- ☞ Take regular breaks away from screen work
- ☞ Make sure that your eyes are approximately level with the top of the screen

Swelling and pain in hand joints

Excessive keyboard work can aggravate joints

Occurs if continuous hand and arm movements are made as a regular pattern of work.

WHAT CAN YOU DO?

- ☞ Take breaks away from the keyboard and mouse
- ☞ Sit properly, making sure that your arms are approximately horizontal and elbow joint is at a right angle
- ☞ Don't rest your wrists on the edge of the desk

Back pain

Important that the small of your back is supported.

WHAT CAN YOU DO?

- ☞ Sit right back in the chair
- ☞ Learn what the controls on your chair do and adjust them
- ☞ Sit squarely to the screen

If you get any symptoms that you think might be caused by your work or simply if you are uncertain or worried ask your supervisor.



APPENDIX 8

FIRST AID BOX CHECKLIST – Full box

Year

	Date of Check											
List of Contents	Jan	Feb	Mar	April	May	Jun	July	Aug	Sep	Oct	Nov	Dec
One Guidance Booklet												
20 individually wrapped sterile adhesive dressings												
2 sterile eye pads with attachments												
4 individually wrapped triangular bandages												
Six safety pins												
6 medium sized sterile un-medicated dressings												
2 large sized sterile un-medicated dressings												
1 pair of scissors												





Disposable sterile gloves												
Mouthpiece for resuscitation												
Checkers initial												

If the First Aid box is fully stocked and does not require items to be replaced, then the checker should just sign the bottom box.

If items do need to be replaced, then the checker should enter the number of replacements necessary next to the item on the list and should not sign the sheet off until the replacements have been made.



APPENDIX 9

Contractors used to assist in maintaining high safety standards

Health & Safety	HR Services Partnership	Quadrant House North Heath Lane Horsham, West Sussex RH12 5QE	01403 240 205
Computer workstation advice	HR Services Partnership	Quadrant House North Heath Lane Horsham, West Sussex RH12 5QE	01403 240 205
Fire risk assessment	Phoenix Fire	Birchwood, Rectory Lane West Sussex, RH20 3QJ	01903 893 491
Fire Safety Awareness	In house		
Fire Alarms	JLG	5-7 Palmerston Road Sutton, SM1 4QL	0208 642 8996
Fire Extinguisher maintenance	FCF	Power House, 1 Linkfield Road, Isleworth, Middlesex, TW7 6QG	0208 568 6611
Emergency Lighting testing	FCF	As above	As above
Boilers + Gas Check	Maintracts	Trident Business Centre 89 Bickersteth Rd, SW17 9SH	0208 516 7715



Portable Appliance Testing	UK Safety Management	Unit 5, Temple Point, Finch Drive, Bullerthorpe Lane, Leeds LS15 9JL	0113 8231767
Electrical Safety	CN Electrical	CN Electrical Services 89 Bickerteth Road, London SW17 9SH	0800 085 0775
First Aid Training	British Red Cross		0844 871 8000

Liaison / Enforcing Authorities

Health and Safety	London Borough of Wandsworth	The Town Hall Wandsworth High Street London SW18 2PU	020 8871 6000
Fire Safety	London Fire Brigade	169 Union Street London SE1 0LL	020 8555 1200



APPENDIX 10

Workstation assessment form

Name (PLEASE PRINT):		Date form issued:						
Is the computer that you normally use a laptop?		Yes				No		
If you have a laptop, does it have a separate keyboard and mouse?		Yes				No		
How many days a week do you use it?		1	2	3	4	5	6	7
How many hours, on average do you spend using the keyboard or mouse each day?		0	2	4	6	8	10	
How many hours per week do you use your computer for work related matters?		> 40 hours						
		30 - 39 hours						
		20 - 29 hours						
		10 - 19 hours						
How long do you normally work at your screen without taking a break?		> 4 hours						
		2 - 4 hours						
		1 - 2 hours						
		< 1 hour						
Have your eyes been tested within the past two years?		Yes				No		
Do you have any problems with glare or reflection on the screen?		Yes				No		
Do you know how to adjust the brightness, contrast and colour controls on the screen?		Yes				No		
Do you know the best way to sit at your workstation?		Yes				No		
Do you sit squarely in front of your screen?		Yes				No		
When you sit at your screen, do your feet touch the floor or a footstool?		Yes				No		
Does your chair prevent you from sitting close enough to your screen?		Yes				No		
Do you know how to adjust your chair?		Yes				No		
Can you adjust your chair?		Height		Yes		No		
		Back		Yes		No		
		Swivel		Yes		No		
Can you adjust your screen		Height		Yes		No		
		Tilt		Yes		No		
		Swivel		Yes		No		
Are your forearms approximately horizontal with a right angle at the elbow when typing?		Yes				No		

When typing, are your eyes approximately in line with the top of the screen?	Yes		No	
How much space do you have in front of your keyboard?	None			
	< 75mm (3")			
	> 150mm (6")			
Do you have a desk space that allows you to work comfortably?	Yes		No	
Are the cables out of the way, without trip hazards, etc?	Yes		No	
Do you have to stretch to reach commonly used items, e.g. mouse, telephone, etc.?	Yes		No	
Do you regularly use the keyboard or mouse whilst answering the telephone?	Yes		No	
Do you regularly type from documents on your desk?	Yes		No	
If you type regularly from documents, do you have a document holder or writing slope?	Yes		No	
Is the height of the desk suitable and with sufficient space below the workstation to allow you to sit comfortably?	Yes		No	
What percentage of the total input time involves using the mouse?	Less than 10%			
	>10 and < 25%			
	More than 50%			
Do you utilise keyboard functions in preference to using the mouse?	Yes		No	
Do you have any difficulty or problems when using the mouse?	Yes		No	
Do you have a wrist rest for the mouse?	Yes		No	
Describe any problems you have when using the keyboard or mouse?				
Do you have any medical condition that you feel might be affected by your work?	Yes		No,	
Do you suffer from neck ache, back ache, headaches or eyestrain?	Yes		No	
Do you have any pains, numbness or tingling in your fingers or arms?	Yes		No	



Please use this space to expand on any of your answers, particularly about any aches or pains that you feel might be aggravated by your work.

After you have completed this form it will be reviewed by your manager. Sometimes it may be necessary to seek further advice or share information with other specialists such as occupational health advisors. This will only be done after discussion with you and only where necessary to ensure that we make changes so far as reasonably practicable to protect your health.

Please remember to let your manager know if there are any changes to your medical condition or health. We can then review if any additional health and safety precautions are needed.

If you hot desk, remember that you should adjust your chair and other equipment so that your temporary workstation is set up properly. If you cannot make appropriate adjustments, please report any difficulties to your manager

Always complete a new assessment if you get any concerns or aches or pains that you think may be affecting your health.

Thank you for your help in completing this questionnaire. Please return it to your Manager as soon as possible.

Signed:

Date:





Completed Workstation Checklist reviewed by (PLEASE PRINT):

Action needed	Who by	Date for completion

We have reviewed the workstation self-assessment and agreed the actions listed above			
	Name	Signature	Date
User			
Assessor			
Manager			



APPENDIX 11

Safe use of Laptops and iPads

Laptops and iPads form an important function in enabling improved efficiency for people who need to access information whilst away from their normal workplace. These devices have smaller keyboards and screens and this makes them less comfortable to use, especially over longer periods.

Therefore, unless fitted with a separate keyboard, mouse and/or monitor, laptops and iPads should not be used as the primary device if there is a need to enter significant quantities information.

They can however be used to read information, for example at a meeting. The ability to resize the document via simple finger movements, together with the use of retina displays means that the possibility of eyestrain can be minimised.

iPads can also be used for short communications such as an e-mail. If there are any difficulties with the small keyboard, dictate instead. Dragon voice activated software is available as a free download and it does not take long for it to get accustomed to a new voice.

Helpful hints

- Use a desktop PC or laptop with a separate keyboard and mouse when:
 - Writing long reports
 - Reading large documents for the first time
 - Marking up large documents
- Use a laptop or iPad if:
 - The work is intermittent
 - You need to work away from home
 - To refer to (preferably marked up) documents at a meeting
 - To write short e-mails

Aches and pains are caused by poor posture; eyestrain and headaches from looking at a poor contrast screen or from sitting in one position for too long, and arm and finger strains caused by poor keyboard technique. Additional hazards exist when working away from a properly designed workstation, for example on public transport, or in a hotel or on the sofa where it is difficult to adopt good posture. Follow these points to reduce the health hazards:



1. Avoid using laptop computers or iPads for long periods; use a full-sized PC if one is available or consider using a docking station with a plug-in full size mouse and keyboard. If the monitor is small, consider a larger and separate monitor.
2. When you use a laptop or iPad make sure you are sitting comfortably with good posture, and adjust the screen to give the best viewing position without screen reflections. It is better to use the laptop on a table rather than on your lap.
3. Take regular breaks from using the laptop if the work is prolonged. As a guide, do something else for five minutes every thirty minutes of laptop use.

Finally, please remember that excessive use of your mobile phone to send messages (where there is a tendency for many people to only use a couple of fingers) is likely to give you musculoskeletal problems in the future.



APPENDIX 12

Pregnancy – a manager's guide on how to conduct a risk assessment

Certain life events require a modification of the duty of care afforded by an employer to their employees. Pregnancy and Maternity may be adversely affected by the work that people do. It may also cause disruption at home that could indirectly affect the health safety and welfare of work life.

There is a requirement to conduct a risk assessment. This should be simple and straightforward and should involve the manager and the individual in a discussion as to how work may be affected by the change in personal circumstances and vice versa.

It is important to encourage people to look after themselves; employees are required to notify their employer of any changes to their personal circumstances that may affect their health and safety. The employee is the person who knows how her body reacts. Encourage her to tell you about any concerns as her pregnancy progresses.

To conduct the assessment the topics overleaf have been drawn up to use as a basis for this assessment. Below each heading is a space to make notes. It is important to note if things are acceptable as they stand or if changes are required. The review process will then be consistent.

The risk assessment for their normal work should be considered. There is no need for additional paperwork if temporary changes are recorded here.

The employer needs to make reasonable adjustments for an appropriate time to assist the employee through the pregnancy and on their return to work. Whilst personal life need not be discussed it makes sense to establish the whole picture so that this can be achieved.

Review the assessment again whenever she suggests that any work factors are affecting her health. This is most likely to be during the later stages of pregnancy. Review the assessment if manual handling tasks are undertaken when breast feeding and/or after a Caesarean section. Reviews can be as simple as a conversation every few weeks that would probably occur in any case.

Notes:

Lifting and handling - Consider the handling of objects, e.g. office equipment, stationary supplies, post, etc. Can the handling task be avoided? Softening of the ligaments and increasing size increase the risk in an activity that already has great potential for injury.

Travelling - Medical opinion is the deciding factor. Generally, if an employee drives to work, then they will be able to undertake driving duties as part of their work activities.



Work pressures - Individuals may be under pressure to complete a project before going on maternity leave. Discuss and agree a realistic work programme, as soon as you know the person is pregnant.

Mental stress - Uncertainty about job security. Discuss the options regarding return to work and agree level of contact during maternity leave, including what information will be forwarded during maternity absence.

Dealing with the public Although the risk of being physically attacked may not be any different when pregnant, the psychological impact of the potential threat must be considered with each individual. Discuss situation with employee to review whether existing lone worker policies and procedures are adequate or whether additional measures are needed.



Please give a brief job description

1. Is this the 1st or subsequent child? – Consider the risk factors of pregnancy and effects on home life such as care for other family members.

Comments

Actions required

2. How is the mother's health and well-being during pregnancy? – Consider if work will be affected by morning sickness, antenatal visits, fatigue, stress and sleeplessness.

Comments

Actions required

3. How convenient are facilities? – Consider toilets, quiet room, lifts, and First Aid room.

Comments

Actions required

4. Does the journey to and from or during work need to be changed?

Comments

Actions required



5. Are there any maternity issues to address following childbirth? Consider requirements for a change in hours to facilitate post-natal healthcare visits, arrangement for childcare, breast feeding and storage of milk, fatigue and increased stress.

Comments

Actions required

6. Is there a need to modify work topics due to changed ability, appointments and concentration level? Consider physical and mental issues such as sleep disturbance/medical visits

Comments

Actions required

7. Is there a requirement to work out of the office or where the employee cannot leave their position?

Comments

Actions required

8. Are there any work related risks? Review the work task risk assessments and determine if there are any issues that need to be addressed with the change in circumstances. Consider carefully any lifting/carrying, bending stretching or work requiring physical effort.

Comments

Actions required





Manager's signature:

Employee's signature:

Date:

Date:

Reviewed date:

Further action to be taken:

Reviewed date:

Further action to be taken:

Reviewed date:

Further action to be taken:

