



# Health & Safety Policy

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# SECTION 1 GENERAL POLICY

## 1.1 H&S POLICY AMENDMENT SHEET

Issue number	Date	Index Reference	Brief description of amendment
001	8.2.19	Whole document	Full revision

## 1.2 INTRODUCTION

This policy was issued in February 2019 and reflects the requirements of H&S legislation. The document is divided into five sections:

- Section 1 – General Policy and Responsibilities
- Section 2 – Site Information and Contacts
- Section 3 – H&S Policies
- Section 4 – H&S Procedures
- Section 5 – List of H&S Forms

The Policy provides the basis for setting and reviewing management level H&S targets and policies, as well as the procedures by which all staff, volunteers, contractors and sub-contractors of the company are expected to achieve these.

The Policy will be documented, maintained and communicated to all employees, volunteers, contractors and sub-contractors and other interested parties. Copies of the Policy are available in the office in the policy folder and on the Team Drive.

The Policy will be periodically reviewed and updated, as a minimum annually, to reflect any legislative changes, changes in staff responsibilities or company activity.

### H&S Audit and Review

The organisation will ensure regular H&S audit reviews

and reviews of the Fire Risk Assessments to ensure that this policy remains relevant and is being implemented.

Reviews will assess whether employees:

- Understand and are carrying out all the responsibilities in the policy.
- Are following the procedures in the policy, which are still effective.
- Are keeping and compiling any necessary records.
- Are preparing all the necessary reports and sending them to the relevant people within IVE.

### The review will also assess:

- Management and employee attitudes to H&S.
- The effectiveness of any training carried out and the need for more training.
- The effectiveness of the policy to reduce the incidence of accidents or near misses, dangerous events and ill health in the workplace.

## 1.3 IVE LTD HEALTH & SAFETY POLICY OVERVIEW

IVE will comply with relevant H&S Acts and Regulations, together with industry standards and best practice relevant to IVE operations.

Occupational H&S policy and arrangements will be proportionate to the level of safety and health risks arising from IVE activities

IVE accepts the duty to prevent injury and ill health to employees, visitors, contractors and temporary workers, as well as any members of the public who might be affected by IVE operations.

This policy will be communicated to all employees and stakeholders who may be affected by IVE operations. In order to ensure that information about how risk will be managed reaches those exposed to risk, H&S policies and procedures have been developed for our activities.

The key H&S objective is to minimise the number of instances of occupational accidents and illnesses and ultimately achieve an accident-free workplace and activities.

All employees will be provided with relevant equipment, information, training and supervision.

Each individual is responsible for taking reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the well-being of any other person. Non-reporting of risk is subject to disciplinary procedures.

Finances and resources reasonable to implement this

policy will be made available.

All significant work-related injuries, incidents and near misses will be reported, investigated and recorded. Accident and investigation records are crucial to the effective monitoring and revision of the policy and must therefore be accurate and comprehensive.

IVE is committed to continual improvement in performance related to the way that safety and health risks are managed. Our H&S Policy will be continually monitored and updated every two years, or when there are changes in the nature and scale of IVE operations.

The specific arrangements for the implementation of the Policy and the personnel responsible are detailed in our H&S Policy and Procedures document.

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## 1.4 KEY LEGAL DUTIES

### Legal Responsibilities of Employers

The key responsibilities of employers under H&S legislation are to:

- Produce and maintain a written H&S policy
- Assess risks to employees, customers and others who could be affected by work activities
- Arrange for effective planning, organisation, control, monitoring and review of preventive and protective measures
- Ensure access to competent H&S advice
- Consult employees about their risks at work and current preventive and protective measures.

### Legal Liability of Directors for H&S failings

Further to the general responsibilities of employers, board members have the following legal liabilities:

- If a H&S offence is committed with the consent or connivance, or is attributable to the neglect of any director, manager or other similar officer of the organisation, then that person (and the organisation) can be prosecuted under Section 37 of the H&S at Work Act 1974
- Those found guilty are liable to fines, and in some cases imprisonment. In addition, the court can disqualify an individual under the Company Directors Disqualification Act 1986.
- Individual directors are also liable for the common law offence of gross negligence manslaughter, where the grossly negligent behaviour of individuals causes death.

### Corporate Manslaughter and Corporate

### Homicide Act 2007

The principal elements of the Corporate Manslaughter Act which came into force on 6 April 2008, are:

- It is an offence if the way in which an organisation manages or organises its activities cause a death amounts to a gross breach of a duty of care to the deceased.
- A substantial failure must have been at a senior level.
- Senior level means the people who make significant decisions about the organisation.
- An organisation found guilty will be subject to an unlimited fine.
- The courts may issue a publicity order (requires the organisation to publish details of conviction and fine) and a remedial order (requires the organisation to take steps to address the failures behind the death).
- The organisation and not individuals will be prosecuted.

Corporate manslaughter will normally be considered in the context of involuntary manslaughter by means of gross negligence. There are a wide variety of circumstances in which consideration may need to be given to indicting a company for manslaughter arising out of its operations. The victims of fatal accidents may be employees or customers of the company in question or members of the public. Common examples are:

- Fatal accidents resulting from the provision of unsafe goods or services.
- Fatal road traffic accidents in cases where company vehicles or working procedures are unsafe.
- Work-related fatal accidents arising out of unsafe systems of work.

A director or senior manager can be prosecuted both for what he/she knows might be a neglect of duty leading to a company committing an offence, and also for what he ought to have known would be neglect. Senior managers must understand their duties, and what they need to do to comply with H&S law. They need to be able to show that they have taken all reasonable steps to manage risks, and have effective H&S management systems in place, including arrangements for involving their workforce.

### Gross Breach

- The organisation's conduct must have fallen far below what could have been reasonably expected.
- Judges will have to take into account any H&S breaches by the organisation – and how serious and dangerous those failings were.

### Duty of Care

A duty of care exists for example in respect of the:

- Systems of work and equipment used by employees
- The condition of worksites and other premises occupied by an organisation
- Products or services supplied to customers.

The Act does not create new duties – they are already owed in the civil law of negligence and the new offence is based on these.

### Corporate manslaughter act in practice

- Although the Corporate Manslaughter Act should not make any difference for organisations like IVE, who are effectively managing risk, the recent rise in the number of cases filed for prosecution means that the implications of the Act need to be recognised as part of good H&S management practices.
- The police will certainly be carrying out more investigations under the Act and if they feel there are gross management failings they will consider prosecution, involving the HSE as appropriate.
- A particular area that may be tested in the courts will be occupational road risk and this could impact on otherwise low-risk organisations that have people who drive for work.

### Leading H&S at work

A Joint guide has been produced by the Institute of Directors and H&S Commission. It is likely that this new guide will be cited in the courts as best practice in future investigations and prosecutions under the Corporate Manslaughter and Corporate Homicide Act 2007. The fundamental principles of the guide are as follows:



#### Plan

*Core actions of the board*

- Establish a H&S policy.
- Own and understand the key issues involved.
- Decide how best to communicate, promote and champion H&S.

#### Good practice

- H&S should appear regularly on the agenda of advisory board meetings
- Appointment of a 'H&S Officer/Competent Person' who is on the board demonstrates strategic importance of H&S issues.

#### Deliver

*Core actions of the board*

- H&S arrangements to be adequately resourced
- Obtain competent H&S advice
- Ensure risk assessments are carried out
- Ensure that employees, or representatives are involved in the decision-making process

#### Good practice

- Leading by example
- Consider H&S when deciding senior management appointments
- Assess the H&S arrangements of contractors & suppliers
- Establish risk committee and/or H&S committee
- H&S training for some or all of the board.

#### Monitor

*Core actions of the board*

- Recognise importance or preventive information (e.g. training and maintenance) and incident data (e.g. accident and sickness absence)
- Ensure audit of risk management carried out
- Ensure impact of major H&S issues reported to the board

#### Good practice

- Collection of H&S data to benchmark against others in business sector
- Senior manager appraisals to include H&S performance

#### Review

*Core actions of the board*

- Examine whether the H&S policy reflects current business priorities, targets and plans
- Examine whether risk management issues have been effectively reported to the board
- Decide actions to address any weaknesses.

#### Good practice

- Include H&S in the company annual report where appropriate
- Advisory board members can make extra 'shop floor' visits to gather information for the formal review
- Good H&S performance is celebrated.

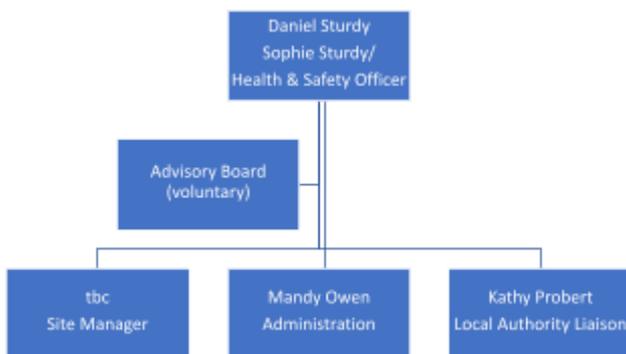
### Sources:

- The H&S at Work 1974
- The Management of H&S at Work Regulations 1999
- The Corporate Manslaughter and Corporate Homicide Act 2007
- Institute of Directors/HSE Guide INDG 147 – Leading H&S at Work.

## 1.5 HEALTH & SAFETY RESPONSIBILITIES

### 1.5.1 MANAGEMENT STRUCTURE FOR HEALTH & SAFETY

The following chart represents the management organisation and responsibilities for H&S within IVE.



### 1.5.2 THE DIRECTORS

The Directors are responsible for setting H&S policy. They make sure that all risks are properly managed and resourced (that is, where necessary, adequate funding is made available to reduce the risk) and that they have the support of advisory board members to provide guidance.

The Directors have outsourced H&S advice to Cass Stephens Insurers while keeping overall responsibility.

- H&S performance is reviewed regularly.
- The H&S policy statement reflects current priorities.
- They are kept informed about significant H&S failures and the outcome of the investigations into their causes.
- They address the H&S implications of all decisions.
- Adequate funds are made available to meet the requirements of the policy.
- The appropriate insurance cover is provided and maintained.

- The Advisory Board takes an interest in H & S and holds the Principal to account to report on any matters arising.
- There is time at all meetings, including Senior Management team meetings, to discuss H&S.

Throughout this policy, 'management' means the person in charge of the work area, no matter what their actual title. Also, the responsibilities outlined above should apply no matter whether the area of control is a department, division, team and so on.

### 1.5.3 STAFF

Staff's H&S responsibilities are to make sure that:

- Any H&S objectives highlighted through risk assessment are met and standards are monitored within their area of responsibility.
- Employees in their area of responsibility are provided with a working environment that is, as far as possible, safe and without risk to health, with adequate facilities and arrangements for welfare at work.
- Training, supervision, instruction and information is provided to employees in H&S procedures and policies, as necessary.
- Immediate and appropriate steps are taken to investigate and deal with any risks to H&S arising from work activities in their area of responsibility.
- Any H&S issues are brought to the immediate attention of senior management, as necessary.
- Understand the H&S policy and appreciate their responsibilities.
- Do not put themselves or other people at risk through their actions or failure to act.
- Warn new employees about known dangers.
- Act responsibly at all times.
- Do not abuse the welfare facilities.
- Co-operate on all aspects of health, safety and welfare.
- Tell management about any change to their state of health, either temporary or permanent, which might affect their working ability or their suitability to carry out any particular task or tasks.
- Work in line with the information and training provided by the line manager.
- Do not misuse or interfere with anything that has been provided for H&S reasons.
- Report any accident or near miss, however small, to their manager and fill in the accident book.
- Safe access to and from the workplace is maintained at all times.

## 1.5.4 SUBCONTRACTORS

- Subcontractors must follow all the requirements of this policy. They must also provide copies of their safety policies and any other documents relating to H&S that IVE may ask for. If they fail to do so, they may be asked to leave the site and they may be charged fees.
- All work must be carried out in line with the regulations relating to the work activity and take account of the safety of others on the site and the general public.
- Their employer must inspect scaffolding used by subcontractors employees (even when scaffold has been put up for other contractors) or a competent person appointed by their employer, to make sure that it is put up and maintained in line with the regulations and codes of practice (Work at Height Regulations 2005).
- All plant or equipment brought on to site by subcontractors must be safe and in good working condition. It must also be fitted with any necessary guards and safety devices, and have any necessary certificates available for checking. The subcontractor must give the Facilities Manager information and assessments on noise levels of plant, equipment or operations before work starts.
- All electrical equipment must meet the latest British Standards for industrial use, and be in good condition.
- Subcontractors must report any injury or damage caused by their employees to the Facilities Manager who will then inform the office.
- Subcontractor's employees must follow any safety instructions that the Facilities Manager gives them.
- Any material or substance brought on site, which has health risks, must be used and stored in line with regulations and current recommendations. Subcontractors must carry a risk assessment on any substance or process that could harm health, and give the risk-assessment report to the Facilities Manager before works start.
- Subcontractors must keep workplaces tidy and clear away all rubbish, waste materials and so on as work proceeds.
- Subcontractors carrying out high-risk activities must give us a detailed method statement. The method statement must be agreed with the Facilities Manager before work starts and copies must be available on site so that everyone can keep to the agreed method statement. In addition, for activities such as roof work, live electrical work, and hot work, a permit to work system must be used and this will be managed by the IVE nominated authorised person.

- Subcontractors whose work includes a design function will give those designs to the main contractor to send to the planning supervisor. The design team must have enough time to consider the designs before work starts. The details of the design work must be included as part of the health & safety file.
- The subcontractors, senior representatives must go to any safety meeting that the main contractor or planning supervisor asks them to go to. These meetings will be the main way of transferring information.
- The subcontractors must make sure that they follow IVE contractor safety procedures.

## 1.5.5 DRIVERS OF VEHICLES APPROVED BY IVE LTD

A driver's health & safety responsibilities are to make sure that:

- Checks are carried out on their vehicles each day to make sure that they are safe and roadworthy.
- They follow the road traffic regulations at all times.
- Vehicle maintenance is carried out as required by the manufacturer's instructions.
- They report all faults on vehicles (and any equipment) and carry out any extra maintenance as necessary.
- They do not drive any vehicle unless they have been fully trained and instructed in how it works.
- They follow the requirements of the safety policy.
- They tell management about any medical condition or legal problem that affects their driving licence, or about any possible prosecutions.
- They tell management about any change to their state of health, either temporary or permanent, which might affect their working ability or their suitability to carry out any particular task or tasks.

## 1.5.6 COMPETENT PERSONS, H&S Committee and Officers

Glenn Trafford from Cass Stephens Insurances Ltd is our competent person and available to give guidance and help where needed. He is the primary source of H & S advice.

### H & S Committee and Officers

- **Sophie Sturdy, Kathy Probert, Mandy Owen and Josie Brown** form the H & S Committee. Sophie Sturdy and Mandy Owen are also H & S Officers. The role of the officers may include:

- Co-ordinating IVE's risk assessment programme.
- Administering the accident investigation and reporting procedure.
- Liaising with Enforcement Authorities, IVE's insurers and other external bodies.
- Submitting reports as required by Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.
- Co-coordinating the H&S inspection programme.
- Identifying H&S training needs.
- Providing or sourcing H&S training.
- Providing H&S induction training to new employees.
- Identifying the implications of changes in legislation or HSE guidance.
- Preparing and submitting progress reports on an annual H&S action programme.
- Sourcing additional specialist H&S assistance when necessary.
- Displaying the H&S Law poster, a copy of IVE's H&S Policy Statement, Employer's Liability Certificate, H&S Responsibility Chart, and Reporting Procedure.
- Ensuring the site(s) has adequate fire marshals and first aiders at all times.
- Completing the Induction Checklist for new starters and long-term temporary employees.
- Coordinating display screen assessments for new employees or whenever there has been a significant change in the workstation.
- Keeping and maintaining the H&S Policy Manual and updating with any new procedures when given.
- Ensuring that any actions arising from the H&S audits are addressed.
- Working with the Facilities Manager (Committee member) to record any hazardous substances and materials and carry out workplace assessments where appropriate.

## Insurer (Cass Stephens)

The Insurer will support the committee in their duties. In particular they will:

- Carry out annual H&S and Fire Safety reviews.
- Be available to give expert advice on H&S issues as required.
- Assist in the investigation of serious accidents and incidents.

## Fire Marshals

Fire Marshals will:

- Participate in all required fire marshal training. As of Sept 2020 there are 4 fire marshalls. Certificates in the H & S folder. A & E carry out our fire safety inspection and services.
- Know who works in their allotted area.
- Ensure that all employees in their area are familiar with their assembly points, and nearest escape routes.

## First Aiders (see First Aid policy)

All first aiders must have the necessary training and qualifications, as evidenced by a current first aid certificate issued under a training course approved by the HSE.

It is the responsibility of all first aiders to maintain a valid certificate of competence and to advise their manager when it is due to expire. The first aider will also keep a record of training and qualifications. The list of first aiders and their locations are displayed on notice boards.

All information of a personal nature obtained in the course of first aid duties will be treated as confidential.

First aiders will:

- Act in accordance with their training at all times.
- Summon further medical help where necessary.
- Look after the casualty until recovery has taken place or further medical assistance has arrived.
- Ensure their own safety at all times.
- Record all treatments for which they are responsible, with specific details of the injury or other reason for treatment.
- Ensure that the first aid boxes are appropriately stocked and maintained in a clean, tidy condition, obtaining replacement items as necessary.
- Ensure that the first-aid room (if applicable) is kept tidy and well-stocked.
- Keep their manager informed of annual leave dates, wherever possible.

## H&S Committee

Committee representatives are selected from a cross-section of IVE's operations and therefore have a wide practical knowledge of the processes and activities undertaken within IVE.

- Identify and prioritise safety issues.
- Identify training requirements for employees.
- Review safety records including accidents and incidents.
- Agree changes in working practices, if required.
- Review the implications of any changes in H&S

	Owen		veuk.com
Site Manager	Proprietors		dan@iveuk.com, sophie@iveuk.com

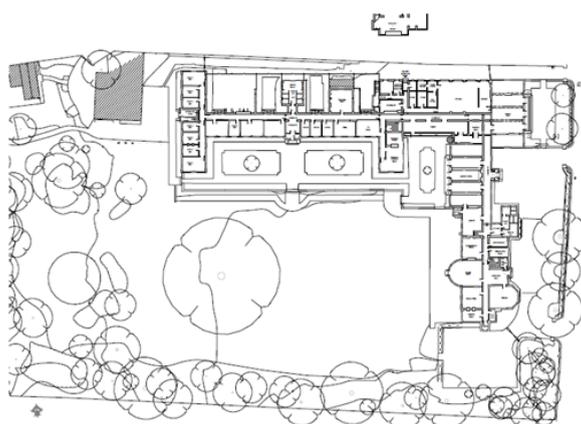
## SECTION 2 SITE INFORMATION & CONTACTS

### 2.1 HEAD OFFICE INFORMATION

Company Name	International Village EDUCATION
Address	Wotton House, Horton Rd, Gloucester GL1 3PR
Telephone No.	01452 764 248
Health & Safety Contact	Sophie Sturdy
E-mail address	sophie@iveuk.com
No of Locations	2
Total number of employees	20

### 2.2 SITE INFORMATION

The School is housed in Wotton House, an 18<sup>th</sup> Century Grade II listed building over three floors with an extensive garden at the rear of the property. The educational section of the property is accommodated in the section facing Horton Road with a few classrooms down the corridor parallel to Royal Lane.



### 2.3 H&S CONTACTS

Position	Name	Tel No/ Extn	E-Mail
Local Authority Liaison	Kathy Probert		As above.
Administration	Mandy		mandyowen@i

Area	Name	Telephone No/Extn
First Aiders	Names of site first aiders displayed on posters in the building.	
First Marshals	Names of site fire marshals displayed on posters in the building	

### H&S Committee

Name	Department
Daniel Sturdy	Directors
Sophie Sturdy	Directors
Mandy Owen	Administration
Sophie Sturdy	Facilities
Kathy Probert	LA

### 2.4 H&S DOCUMENTATION

Document	Location	Person Responsible	Document date/Comment
Accident book	Office	Mandy	
Asbestos records	Team Drive	Office	
Building maintenance records	Team Drive	Office	
Cleaning schedule records	cleaning stores	Cleaner	
COSHH Assessments/Material Safety Data Sheets	Office	Office	
Dimensional site plan showing Buildings & Plant	Team Drive and office	Office	
Electrical maintenance/PAT records	Team Drive	Office	
Emergency lighting records	Team Drive	Office	
Employee handbook	Team Drive	Office	
Employer's Liability Certificate	Team Drive	Office	
Enforcement/Improvement notices			
Fire alarm service records	By Fire Cupboard and in Office (Folder 3)	Office	
Fire alarm test records	As above	Office	
Fire evacuation records	As above	Office	

Fire extinguisher records	As above	Office	
Fire Risk Assessment	Team Drive and H&S Folder in Office		A&E report 8thSept 2020
Fire marshal list	In Folder and displayed in building	Sophie	Office
Fire/emergency evacuation procedure/training	Staff verbally advised on induction, see personnel sheets. Marshal procedures on wall in office	Office/ Firemarsh all team	Office
First aid procedure/facilities	Team Drive/H&S folder in Office	Office	
First Aiders/ Appointed Persons (qualified) list	In Office and on posters around the building	Mandy	
H&S at Work Act poster	Around the building	Office	
H&S inspection reports	H&S file	Office	
H&S policy/procedures	In this document	Office/team drive	
H&S training records	H&S folder		
Incident/near miss reporting procedures/records	H & S folder		
Lighting maintenance records	Facilities	Office	
Minutes of H&S meetings	Part of Regular staff meetings minutes	Office	monthly records
Planned Maintenance schedules		H&S folder	
Procedure for reporting safety concerns	Office/ weekly meetings	all staff	
RIDDOR	team drive		
Risk assessment protocol/records	Team Drive/ Blue Folder in the office		
Work equipment testing/records	H& S folder	office	
<b>Site utilities and distribution</b>			
• Electricity	cellar		
• Gas	cellar		
• Water	Kitchen		

## SECTION 3 POLICIES AND PROCEDURES

This section contains the management policy for specific health & safety topics. Some of the policies are explained in more detail in an associated procedure.

### 3.1 RISK ASSESSMENT POLICY

Removed to stand alone policy

### 3.2 ACCIDENT AND INCIDENT INVESTIGATION AND REPORTING POLICY

An **accident** is an unplanned and unwanted event that causes physical harm (injury or illness) to a person or damage to property (or both).

An **incident** is an unplanned or unwanted event that does not cause physical harm or damage, but could have done so, also called a near miss.

The employee must report all accidents and incidents to a supervisor or manager as soon as possible. All accidents, however small, must be recorded in the accident book and the internal accident and near miss form. If necessary, an investigation will be carried out before the relevant authority - the Health & Safety Executive are informed.

The regulations (Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)) set out the circumstances under which IVE must tell the relevant authority (normally by phone) and send them a written report using F2508 within 15 days of the event. These are:

- death at work;
- specified injury at work;
- a person who was injured at work but at the time of their death they were either at home or in hospital; and
- A dangerous occurrence.

**Over 7 Day Injury.** If an employee cannot return to normal duties as a result of an injury at work for more than seven days in a row (including weekends), IVE will send a report to the relevant authority on form

F2508A. The disease must only be reported if an H&S OFFICER has received a written statement of diagnosis of the employee from a doctor.

Records of accidents and injuries will be kept for three years from the date they were made. IVE will send extracts of the records to the enforcing authority (the Health & Safety Executive or local authority) if necessary.

#### Sources:

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

### **3.2.1 ACCIDENT REPORTING AND INVESTIGATION PROCEDURE**

The procedures set out below must be followed if any employees suffer any of the following types of injury:

- Injury that causes death.
- Specified injury (including fractures, amputations, loss of eyesight, hospitalisation for 24 hours or more and so on).
- An injury resulting in the employee being absent for seven days (including weekends) or more.
- Occupational illness or disease (including dermatitis, permanent cramp due to repetitive movements and carpal tunnel syndrome).
- Any other accident resulting in damage to property or injury to employees or members of the public.

Employees must report the accident to their manager as soon as possible. It must be recorded in the accident book BI 510 (which is held in the office) or the near miss form (which is held by the HR Officer).

The details that must be recorded in the accident book are:

- The name of the person suffering the injury.
- The date and time of the injury.
- The name of the person reporting the injury.
- The cause of the injury.
- Any action taken as a result of the injury.
- The nature of the injury (for example, which part of the body is affected).

The accident must be reported to the H and S Officer, who will decide if the accident or near miss should be reported to the enforcing authority. If so, the H and S Officer will fill in the necessary details on the official reporting form (F2508, F2508A, and so on) and send it to the enforcing authority within the time period set by law.

Seven-day accidents (accidents resulting in the injured

person being unable to work for seven consecutive days) must be reported (within 15 days) to the Health & Safety Executive (or to the local authority's environmental health department) that serves the area where the accident happened.

Serious incidents (those which can be reported immediately without waiting for three days) must be reported by phone or fax to the Health & Safety Executive without delay.

Management will take the appropriate steps to make sure that:

- the accident or near miss is investigated as soon as possible;
- the results of that investigation are recorded on the internal accident investigation form; and
- measures are put into place to prevent the accident or near miss happening again.

If there is no supervisor in the area at the time of the accident or near miss, the employee suffering the accident or injury must report the accident in the accident book and to management as soon as possible. A work colleague can do this for them if the injured person is unable to do this.

If a member of public (or other person who is not an employee) is injured as a result of a work activity by one of IVE employees (and that member of public is taken to hospital for treatment), the accident or near miss must be reported to the H and S Officer without delay.

If an incident has happened which is classified as a dangerous event, the incident must be reported to management without delay, even if no-one was injured.

#### Relevant H&S Form:

AF3.2A Accident and near Miss Report Form.

### **3.2.2 ACCIDENT MANAGEMENT PROCEDURE**

#### **Death or specified injury**

If there is an accident connected with work and an employee (or a self-employed person working on the premises) is killed or suffers a major injury, including as a result of physical violence, or a member of the public is killed or taken to hospital, the H and S Officer will tell the enforcing authority without delay (for example, by phone). The H and S Officer will send a filled-in accident report form (F2508) to the enforcing authority

within 15 days.

### Over-seven day injury

If there is an accident connected with work (including an act of physical violence) and an employee or a self-employed person working on the premises suffers an over-seven-day injury, the H and S Officer will send a filled-in accident report form (F2508) to the enforcing authority within 15 days.

An over-seven-day injury is one which is not a major injury but results in the injured person being away from work or unable to do their normal work for more than seven days (including non-work days).

### Occupational disease

If a doctor tells an employee that he or she is suffering from a work-related disease that needs to be reported, the H and S Officer will send a completed disease report form (F2508A) to the enforcing authority.

### Dangerous event

If something happens which does not result in an injury that can be reported, but clearly could have resulted in an injury, it may be a dangerous event which must be reported immediately (for example, by phone) to the enforcing authority. The H and S Officer should be contacted to get a full list of the events which should be reported.

### General

The H&S Officer will be responsible for making sure that accidents are reported to the relevant enforcing authority within the time periods set by law, and are investigated in line with standard IVE procedure. The H&S Officer will also be responsible for checking whether accidents or injuries need to be reported by referring to the list of injuries, diseases or dangerous events in the Schedules to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. (There is a list of these at the end of this section.) The H&S Officer will also be responsible for making sure that all employees have a copy of the IVE accident reporting procedures (and what can be reported). Aka RIDDOR

Records will be kept of any injury, disease or dangerous event that can be reported. This will include:

- the date and method of reporting;
- the date, time and place of the event;
- personal details of those involved; and
- a brief description of the nature of the event or disease

If action is needed to prevent the accident, injury, disease or dangerous event happening again, the Directors will be responsible for making sure that

measures have been put in place as well as monitoring the measures to check they are effective. Definitions of specified injuries, dangerous events and diseases that can be reported:

### Specified injuries

The list of 'specified injuries' in RIDDOR 2013 (regulation 4) includes:

- A fracture, other than to fingers, thumbs and toes.
- Amputation of an arm, hand, finger, thumb, leg, foot or toe.
- Permanent loss of sight or reduction of sight.
- Crush injuries leading to internal organ damage.
- Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs).
- Scalpings (separation of skin from the head) which require hospital treatment.
- Unconsciousness caused by head injury or asphyxia.
- Any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.

### Diseases

- Carpal tunnel syndrome.
- Severe cramp of the hand or forearm.
- Occupational dermatitis.
- Hand-arm vibration syndrome.
- Occupational asthma.
- Tendonitis or tenosynovitis of the hand or forearm.
- Any occupational cancer.
- Any disease attributed to an occupational exposure to a biological agent.

### Dangerous events

Dangerous occurrences are certain, listed near-miss events. Not every near-miss event must be reported. There are 21 categories of dangerous occurrences that are relevant to all workplaces, for example:

- The collapse, overturning or failure of load-bearing parts of lifts and lifting equipment.
- Plant or equipment coming into contact with overhead power lines.
- Electrical short circuits or overloads causing a fire or explosion, which results in the stoppage of the plant for more than 24 hours or has the potential to cause death.
- The accidental release of a biological agent likely to cause severe human illness.
- The accidental release of any substance that may damage health (not applicable offshore).

For a full list of dangerous occurrences applicable to all workplaces, and additional categories of dangerous occurrences applicable to mines, quarries, relevant

transport systems (railways etc) and offshore workplaces, see *A guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013*.

#### **Relevant H&S Forms:**

AF3.2A Accident and near Miss Report Form.  
AF3.2B Accident Investigation Form.

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### **3.3 ALCOHOL, DRUGS AND SUBSTANCE ABUSE POLICY (STAFF)**

IVE will refuse entry to the workplace to anyone who arrives at work under the influence of drugs or alcohol. For their own safety, and that of their work colleagues and members of the public, any employee who believes that another is under the influence of drugs or alcohol should report this to their line manager immediately.

IVE will help employees who acknowledge their addiction by offering advice and guidance and encouragement to help them overcome it. To heighten awareness, managers and employees will be made aware of courses and meetings and keep up-to-date on the subject.

#### **3.3.1 ALCOHOL, DRUGS AND SUBSTANCE ABUSE PROCEDURE (STAFF)**

##### **Recognition of an alcohol or drug problem**

The following signs or symptoms may provide an indication of an alcohol or drug abuse problem:

- unexplained absences, repeated short-term sickness absence;
- mood swings, depression, irritability, aggression;
- persistent lateness;
- irresponsibility or reluctance to accept responsibility;
- poor work performance;
- deterioration of general appearance;
- deterioration in relationships with colleagues;
- personal difficulties including marital and debt problems;
- unsafe working, proneness to accidents.

##### **Procedure**

The line manager will determine whether at any time an employee, under the influence of alcohol or drugs, is capable of carrying out their duties. If the line manager believes the employee is incapable of

performing their duties (e.g. use of tools, vehicles, care of clients, etc.) without risk of endangering themselves or others then they will be sent home immediately. The absence will be recorded as sickness. On return to duty, the employee will report to the line manager in accordance with IVE.'s absence policy.

##### **Self-referral**

Employees are encouraged to seek voluntary help, e.g. talking to their supervisor, Personnel, GP, or other agency. Line managers have the responsibility to act if attendance or work performance are affected and will be aware of employees experiencing difficulties. Line managers will initially raise the matter informally with the person concerned, thus giving the person opportunity to consider what they wish to do. An agreed timescale will allow the employee to decide on how to respond to concerns. If the line manager considers necessary further action, the employee will be referred to a counsellor for confidential discussion. A colleague, or friend may be present.

##### **Period of treatment**

The length of a course of treatment may vary considerably between cases. It is unlikely to be less than two weeks and, in some cases, could involve a period of absence of six weeks or more.

##### **Further action**

- If the employee declines help, the line manager will restate their concerns and monitor the situation with a further period of grace, say, two weeks.
- If the employee agrees that some concern is justified, they may elect to resolve it through their own arrangements. A further period will then be agreed with a further meeting planned around 2 months later.
- The employee may agree that the line manager's concerns are serious enough to threaten their or others safety at work. The employee will then be required to see an IVE appointed Doctor for an opinion on their fitness for work and approval of the appropriate treatment in conjunction with their GP.
- Following a course of treatment approved by their GP, the employee will be allowed normal sickness absence.
- If the employee does not acknowledge the problem, the line manager may invoke the normal disciplinary procedure.

##### **Sources:**

- The H&S at Work Act 1974
- The Management of H&S at work Regulations 1999
- The provision and use of Work Equipment

## 3.4 ASBESTOS POLICY

### Introduction

Asbestos is the collective name for a group of fibrous minerals which are mechanically strong and resistant to heat and chemicals. Asbestos has been used in a wide range of applications in the past because of its excellent thermal insulation, fireproofing and other physical and chemical properties. Inhaling asbestos fibres can lead to asbestos related diseases - these are mainly cancers of the lungs and chest. Asbestos does no harm provided it is in good condition and remains undisturbed. However, when it is disturbed or damaged it can release fibres into the air, which when inhaled can become a danger to human health. IVE has a duty under the Control of Asbestos Regulations to carry out a risk assessment on work with or near asbestos materials or any material suspected as, or likely to contain, asbestos.

### Responsibilities/Duties

In accordance with the Regulations, IVE will:

- Determine the location of materials likely to contain asbestos;
- Presume that materials contain asbestos unless there is evidence that they do not;
- Make a written record (the Register) of the location of asbestos and suspected asbestos material and keep it up-to-date;
- Keep a check on the condition of asbestos and suspected asbestos materials to ensure that they are not deteriorating;
- Assess the risk of exposure from asbestos and suspected asbestos materials and record the action necessary to ensure that:
- any material known or suspected to contain asbestos that may create a risk of exposure (because of its state and location) is repaired or, if necessary, removed. This can only be conducted by approved and licensed contractors who will be monitored by the enforcing authority.
- any material known or suspected to contain asbestos is maintained in a good state of repair;
- information about the location and condition of material containing asbestos, or suspected to contain asbestos, is known and is given to anyone likely to disturb it.
- Prepare and implement a written management plan to control these risks and ensure that information about the location and condition

## 3.5 CONTROL OF CONTRACTORS POLICY

When outside contractors (for example, employees from an electricity company, and maintenance employees) enter the premises to carry out tasks in areas where there may be a risk to their health or safety or IVE employees or visitors, IVE will take measures to reduce that risk to the lowest practical level under the circumstances. These measures may include any or all of the following:

- Induction training (to include the dangers and risks posed by IVE operations).
- Supervision by a competent representative who is aware of the danger in the area of work.
- Making sure that personal protective equipment has been provided and is being worn, as necessary.
- Checking that the outside contractor is competent and trained to carry out the proposed tasks.
- Making sure that outside contractor's employers have received safety information that is appropriate to their proposed tasks, and that outside contractor's employees have been told about the information before work starts.

The measures IVE will take will depend on the danger and the control measures as recommended by the risk assessment procedures. If outside contractors propose to carry out work that could put IVE employees at risk, they must give the H and S Officer a risk assessment before work starts on the premises.

Survey and management plan in team drive under certificates and records.

### Sources:

- The H&S at Work Act 1974
- The Management of H&S at work Regulations 1999

### 3.5.1 CONTROL OF CONTRACTORS PROCEDURE

#### Selection of Contractors

Section 3 of the HSW Act places a duty on IVE to ensure that any contractor is competent to carry out the tasks required. Cost will never be the main criteria for the selection of a contractor. Before commencing major works, a pre-contract meeting will be arranged by the Project Manager to discuss safety matters.

#### Safety Policy

Managers selecting contractors to carry out works must ensure that their safety policy, where appropriate, outlines their commitment to safety. A

copy of the contractor's Safety Policy will be requested during the tender process. IVE must also satisfy itself that a copy of the policy document has been distributed to the employees and self-employed employees of the contractor and that its procedures are understood by them.

### Risk Assessment

Contractors must provide IVE with risk assessments and detailed method statements on how the tasks will be completed and what tools/ equipment will be used. The commissioning manager must also investigate the following:

- Have the workers received training for the works to be carried out?
- To what extent is there supervision for the task?
- What is the competency of the contractors in the management of health & safety?
- What are the proposals for safe working?
- Has the contractor ever been subject to enforcement action?
- How does the contractor's accident record compare to that of other companies?
- Can the contractor's health & safety attitudes be checked with previous clients?

The investigations must be recorded and kept on file by the Project Manager for future reference.

### Control of Contractors on Site

Managers wishing to engage any contractor must send them a copy of IVE's Safety Requirements for Contractors on Site form for their signature prior to their engagement. This form identifies all of the safety requirements for contractors working on the site. Managers engaging contractors will be expected to monitor their compliance with this form.

### On-site Safety checklist

When the contractor arrives on site and prior to the commencement of any work, the commissioning manager will complete the Control of Contractors on Site Checklist.

## Safety requirements for contractors on Site

### Introduction

This procedure defines the health & safety criteria for any contractor, sub-contractor or their employees working on site. Table 7 summarises the control measures IVE will implement to control the potential safety and health risks arising from contractor activities.

### Table 7 Control of Contractors

Potential hazard/Issue	Control measure
Insurance	<ul style="list-style-type: none"> <li>• The contractor must have Public Liability Insurance.</li> </ul>
Security	<ul style="list-style-type: none"> <li>• All contractors will complete the sign in procedure appropriate to the time they arrive on site. The responsible manager, reserves the right to search all personnel, vehicles, containers or goods before entry to or exit from the site should this be required.</li> <li>• All persons leaving the site must sign out prior to leaving.</li> <li>• Property or scrap belonging to us must not be removed from site without proper authorisation. Permission can be obtained from the commissioning manager.</li> </ul>
Site H&S Procedures	<ul style="list-style-type: none"> <li>• All contractors must discuss any site-specific health &amp; safety requirements with their employees, advised to them by the commissioning manager.</li> </ul>
Protective Equipment	<ul style="list-style-type: none"> <li>• Protective clothing and equipment required under health &amp; safety legislation or Approved Code(s) of Practice for the particular work being undertaken, e.g. safety helmets, ear defenders, safety footwear and eye protection, must be provided by the contractor and worn or used by their employees/sub-contractors.</li> </ul>
Fire Protection	<ul style="list-style-type: none"> <li>• There is a strict no smoking policy within the building. Persons found in violation of this rule may be asked to leave the site.</li> <li>• Fire extinguishing equipment is available on site, however, should it prove necessary to use any of this media, the H and S Officer must be advised, who will ensure that the extinguisher is replaced.</li> <li>• The contractor and his employees or sub-contractors will be aware of the evacuation procedures in case of an emergency and follow any directions given by IVE personnel at this time.</li> <li>• The H and S Officer must be informed of any work, which requires the disconnection of part or all of the site fire alarm system. She must then make sure the Fire officer is aware.</li> </ul>
Use of IVE Equipment	<ul style="list-style-type: none"> <li>• Equipment belonging to IVE is not to be used or interfered with, in any way without prior authorisation by the relevant manager.</li> <li>• Connections must not be made to the site services distribution systems, e.g. compressed air, water, electricity or fire alarm without the written</li> </ul>

	<p>permission of the maintenance department. This permission will be withheld if the equipment to be connected to such services does not conform to Statutory Regulations of Codes of Practice and/or IVE's requirements.</p> <ul style="list-style-type: none"> <li>• All written permission issued in accordance with the above shall be produced for inspection by IVE management if requested.</li> <li>• Any connection/disconnection, which may affect the computer system, must be agreed in writing in advance with the IT Department</li> </ul>
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Potential hazard/Issue	Control measure
Equipment Supplied by Contractor	<ul style="list-style-type: none"> <li>• All tools and equipment shall conform to and be tested in accordance with Statutory Regulations, or Approved Code(s) of Practice. IVE shall have the right to inspect and reject equipment considered unsuitable at no extra contract price. Certificates of conformity must be produced on request.</li> <li>• Where portable equipment and tools are being used these shall, where practicable, be 110-volt type, or air operated equipment. Mains voltage (240 volts) may be used when a residual current breaker is fitted. The Contractor shall provide the necessary transformers which must be 240/110V winding provided with an earthed centre-tap and will ensure that appropriately protected cabling is used with such equipment and tools.</li> <li>• Lifting or hauling tackle, wrenches, ropes, etc., are not to be attached to any plant, equipment, pipework or building without written permission of the H and S Officer. All such tackle must be registered and have a current test certificate where appropriate.</li> <li>• The use of equipment which will expose either contractors' employees or IVE employees to noise levels in excess of 80 dB (A) must be agreed with the H and S Officer prior to commencing work and adequate protective measures taken.</li> <li>• Adequate guarding, extraction, shielding, etc., in accordance with Statutory Regulations or Approved Codes of Practice shall be provided.</li> </ul>
Facilities Available for	<ul style="list-style-type: none"> <li>• The Contractor must agree which of the site's facilities are to be made available to them with the Office/H</li> </ul>

Contractors Use	<p>and S Officer. The site standards must be adhered to. If the Contractor provides all facilities for the health, safety and welfare of their employees' good housekeeping as determined by the site rules must be adhered to.</p> <ul style="list-style-type: none"> <li>• Contractors, subcontractors and their respective employees are asked to eat and/or drink only in those areas defined for that purpose.</li> <li>• When using site facilities, the site standards for behaviour and dress must be adhered to.</li> </ul>
Materials to be Used on Site	<ul style="list-style-type: none"> <li>• Flammable liquids and liquefied petroleum gases must not be brought onto the site without the prior written permission of the H&amp;S manager. All such materials shall be stored and used in accordance with current statutory obligations.</li> <li>• A complete list of all hazardous substances (as defined by the COSHH Regulations) intended to be used on the site, with the quantities and hazards of each defined, must be supplied to the H&amp;S manager. IVE reserve the right to require additional protection at Contractors cost.</li> <li>• At all times all materials, whether hazardous or not, must be stored correctly and labelled appropriately.</li> <li>• COSHH data will be made available on all occasions necessary, for Contractors information.</li> </ul>
Permit to Work System	<ul style="list-style-type: none"> <li>• A permit-to-work system is a formal written system used to control certain types of work that are potentially hazardous. A permit-to-work is a document which specifies the work to be done and the precautions to be taken. Permits-to-work form an essential part of safe systems of work for many maintenance activities. They allow work to start only after safe procedures have been defined and they provide a clear record that all foreseeable hazards have been considered.</li> <li>• A permit is needed when maintenance work can only be carried out if normal safeguards are dropped or when new hazards are introduced by the work. Examples are, work at height, roof work, work on live electrical equipment, entry into confined spaces and hot work.</li> </ul>

Potential hazard/Issue	Control measure
Disposal	All materials brought on the site and

<b>of Materials</b>	<p>subsequently residual to the work, remain the property of the Contractor (unless already paid for by us) and must be disposed of by the Contractor, unless specific agreement is given in writing by the H&amp;S Manager to use the sites' disposal facilities.</p> <p>The disposal of all wastes and effluent generated by the contractor is the responsibility of the Contractor to remove from the site in accordance with current legislation. If required the H&amp;S Manager will advise on the disposal of specialised waste.</p> <p>For disposal of hazardous products, all disposal details, including authorised carrier, disposal site and method are to be supplied to us for IVE records.</p> <p>Contractors must take all reasonable steps to prevent spillages and leaks. Any which do occur must be dealt with immediately, every effort being made to contain any material involved.</p>
<b>Accidents and Dangerous Occurrences</b>	<p>The Contractor is responsible for notifying the H.S.E. of any injury, disease or dangerous occurrence on IVE property as per RIDDOR Regulations.</p> <p>All reportable accidents or dangerous occurrences must be notified to the H and S Officer.</p> <p>The Contractor must nominate a competent person to have specific responsibility for all matters relating to safety. This person will liaise with the H and S Officer on all matters as required.</p> <p>All injuries must be reported (minor injuries to first aiders.)</p>
<b>Occupational Health and Hygiene</b>	<p>The Contractor shall ensure that all employees are medically fit to carry out their duties on the site. IVE reserve the right to eject from the site, any contractors' employees considered to be acting under the influence of alcohol or drugs, etc.</p> <p>The Contractor shall provide us with assessments of potential health hazards for their workers on the site conducted in accordance with the COSHH Regulations.</p>
<b>Method Statements</b>	<p>The Contractor must provide method statements where required, for the work to be undertaken, prior to commencement.</p> <p>All records shall be kept in an easily retrievable management system for 3 years unless otherwise specified in current legislation.</p> <p>All records pertaining to work undertaken on the behalf of us will be made available upon request. The Contractor shall provide one copy of any drawings, manuals etc. as required for the files.</p>
<b>Long</b>	All contractors who provide an ongoing

<b>Term Contractors/Facilities Management Services</b>	<p>service(s) to us are defined as long term contractors/facilities management services.</p> <p>They will be subject to the terms and conditions of these guidelines in all respects.</p> <p>IVE will ensure that all appropriate risk assessments are made available to the contractor as required.</p> <p>An induction training package will be provided to all new Long Term Contractors, for the purpose of training all of their employees who will be employed on site.</p> <p>Contractors must liaise with the person managing their contract for Permit to Work instructions.</p>
<b>Meeting Statutory Obligations and IVE Guidelines</b>	<p>Contractors' operations shall comply with all relevant Statutory Obligations, Approved Code(s) of Practice, and with IVE procedures, guidelines and directions.</p> <p>The cost of meeting such requirements shall be deemed to be included in the contract price.</p> <p>The Contractor shall, adhere to these guidelines, and provide additional information as required.</p>
<b>Approved Contractors List</b>	Only those contractors who agree to the above terms and conditions will be included on IVE approved contractors list.

**Relevant H&S Forms:**

- F3.5A Contractor Assessment Form.
- AF3.5B Contract on Site Checklist.
- AF3.5C Permit to Work Form – Electrical Work.
- AF3.5D Permit to Work Form – Roof Work.
- AF3.5E Permit to Work Form – Work at Height.

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### 3.6 COMMUNICATION AND CONSULTATION POLICY

Under the Health & Safety (Consultation with Employees) Regulations 1996, IVE must consult employees in good time on matters of health & safety in the workplace. IVE will tell all employees about any substantial measures IVE may introduce which can affect health & safety in the workplace, including:

- Appointing or naming people to co-ordinate emergency procedures and help with health & safety;
- Planning and organising necessary health & safety training for employees and health & safety information;
- Providing any health & safety information IVE have to provide to employees, under any relevant

statutory provisions; and

- Assessing the health & safety consequences for employees of introducing (and planning) new technologies in the workplace.

By law, IVE must consult employees direct, or an elected representative of employee safety. If a representative of employee safety has been elected, management will tell employees the names of those representatives and the group of employees represented by those representatives. Details of IVE procedures on methods of consulting employees in the procedures section of this policy.

#### Sources:

- The H&S at Work Act 1974
- H&S (Consultation with Employees) Regulations 1996
- The Management of H&S at Work Regulations 1999

### **3.6.1 EMPLOYEE CONSULTATION PROCEDURE**

IVE is committed to consulting employees on matters that affect their health & safety in the workplace. Employees will be consulted in any of the following circumstances.

- Any change which may substantially affect their health & safety at work, for example in procedures, equipment or ways of working.
- Arrangements for getting competent people to help us meet health & safety laws.
- The information that IVE must give employees on the likely risks and dangers arising from their work, measures to reduce or get rid of these risks, and what they should do if they have to deal with a risk or danger.
- Planning health & safety training.
- The consequences on health & safety of introducing new technology.

#### **Availability of health & safety documents in the workplace**

All necessary health & safety documents must be in place and available for employees before any work starts. These will include health & safety policy, relevant method statements, plans of work, safe systems of work and risk assessments.

#### **Induction training**

Employees will have some induction training before work starts, to tackle the health & safety hazards associated with that particular area. Induction training will include the following.

- The policy for health, safety and welfare.
- Giving safety responsibilities to particular

employees.

- Rules on that place of work.
- Fire and emergency procedures.
- The names and locations of first aiders, and the position of first-aid boxes and rules for using them.
- Using and cleaning protective clothing such as aprons.
- General hazards in and around working areas.
- Specific hazards related to work, including the detail of the risk assessment of that task where relevant.
- Procedures for reporting accidents, injuries and damage to property.
- Safe systems of work, if these apply.
- Welfare, including for example the location of canteens and toilets.
- The importance of hygiene and health.

The H and S Officer will maintain the records of training where relevant. The supervisor will keep them at the place of work, together with any certificates from off-site courses that employees have attended. All new employees are given a tour of the school and are shown the relevant areas as part of their induction.

#### **Training**

Managers will make sure that all employees receive training on health & safety, to help them carry out their task safely and efficiently. IVE may use outside courses on specific subjects, along with internal training, as and when appropriate.

#### **General ways of communicating**

If necessary, managers can give health & safety information to employees using memos, notice boards, minutes of meetings, safety booklets and so on.

#### **Relevant H&S Forms:**

AF3.32A H&S Induction Form.

AF3.37A Induction Form for Young Persons.

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### **3.7 DISABLED OR TEMPORARY DISABLED EMPLOYEES POLICY**

If persons with disabilities are employed, or where existing employees become disabled, the workplace will be adapted for their needs including arrangements to ensure their health, safety and welfare. In the case of temporary disability such as a broken limb, it may be necessary to exclude the individual from the workplace if adaptations are not reasonably practicable in the short timescales involved. When individuals have been issued with a fit note by a doctor, they are not permitted to work unless either the date to which they have been signed as unfit to work has been reached. If

the fit note indicates they may be fit to work subject to certain conditions, relevant changes will be made, if necessary using occupational health advice. IVE ensures that the needs of disabled staff are taken account within risk assessments and if necessary, undertake an individual risk assessment for the work of the particular employee, taking into account their abilities and disabilities. A personal emergency evacuation plan (PEEP) to cover evacuation in the event of a fire emergency will also be carried out if necessary.

#### Sources:

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999
- The Disability Discrimination Act 1995

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## 3.8 DRIVING FOR WORK POLICY

The House of Lords confirmed in *R v Adomoko (1994)* that involuntary gross negligence manslaughter includes 'motor manslaughter'. IVE recognises that:

- A third of all deaths on the road are people driving for work.
- 53% of all crashes are people driving for work.
- 20 people are killed and 200-250 seriously injured every week.
- IVE is still liable if the employee is driving their own car whilst at work.
- IVE is responsible for the employee and the vehicle as the vehicle is seen as a piece of work equipment (PUWER).

IVE is committed to ensuring that:

- All at risk drivers are identified.
- Driving risk assessments are carried out, considering, the driver, their health and fitness, the vehicle, maintenance of the vehicle, management policies and procedures, hours spent driving.
- Safe driving policies and procedures are implemented.
- Risk minimisation is considered when choosing vehicles.
- The risk to employees who drive at/for work is minimised.

#### Driving for work

IVE will ensure that occupational road risk is controlled by ensuring that effective arrangements and procedures are in place for managing the risks associated with:

- The **DRIVER**– e.g. fitness to drive (including medical conditions that may affect driving, eyesight), driving license, appropriate

insurance/MOT if own vehicle, alcohol, drugs/medication, use of mobile phones etc

- The **VEHICLE** – Including ergonomics of the vehicle, N-cap rating, other safety features, daily maintenance and service maintenance.
- The **JOURNEY** – Including the need to drive, route planning and time pressures.

#### Sources:

- The H&S at Work 1974
- The Management of H&S at Work Regulations 1999
- The Corporate manslaughter and Corporate Homicide Act 2007

## 3.8.1 DRIVING FOR WORK PROCEDURE

Whether receiving a car allowance or using personal vehicles to drive on our business, these guidelines outline what needs to be done to manage the risk. This guidance is in support of a full driving policy available from the HR Officer.

#### Car insurance

Whenever employees undertake a journey for IVE they must make sure they have business car insurance. When buying insurance, the purpose of your business journeys will need to be clarified, together with estimated yearly business mileage and who'll use the car to the insurance company, so that the appropriate level of cover is obtained. Without the right business insurance employees won't be able to drive for IVE or claim any expenses.

#### Driving within the law

Vehicles should be driven within the requirements of the law and employees must not use the car in any way which could reflect badly on IVE. Employees should always:

- Have a full driving license.
- Display a valid tax disc.
- Observe traffic signs and statutory speed limits.
- Park sensibly and not breach any regulations.
- Make sure they are not under the influence of drugs or alcohol whilst in control of any car.

Employees need to pay for any fines, court costs, administration fees and excesses on the motor insurance policy.

#### H&S whilst driving

When planning any business journey, drivers should take into consideration the length of the journey and weather conditions. Drivers should also regularly check that:

- Tyre pressures are correct and tread depths are

within the legal limits.

- All fluid levels are topped up.
- Brakes, lights and radiator/washer/fuel/oil levels in accordance with recommendations as found in the manufacturer's guidelines.

On long journeys it is recommended that the journey is planned with regular breaks to avoid monotony and prevent tiredness. Ideally a 15-minute break should be taken for every two hours of driving. Whilst driving anything which may cause a lapse in concentration, or inability to maintain control of the car, should be avoided, such as reading a map, drinking, making/answering calls etc. Under the Road Safety Act penalty system, these all carry a mandatory three points and £60 fine.

### Smoking in vehicles

Vehicles used for work are covered by smoking in the workplace legislation. During working hours, a personal vehicle used for business purposes also becomes a workplace. If using cars for business purposes employees should:

- not smoke in the car during work hours (this includes travelling to meetings/customers) if there is any possibility that someone other than you might drive/be a passenger in the car;
- never smoke whilst carrying colleagues/customers or allow colleagues/customers to smoke in the car during work hours (even if all the occupants are smokers)
- be aware the legislation covers second-hand smoke – that's 'old' smoke produced prior to work hours.

Smoking in the car during work hours whilst on our business and carrying passengers or other colleagues, may result in a on the spot fine for the driver and IVE facing prosecution and liability for a fine of up to £2,500.

### Hand held devices

Hand held mobile phone or other mobile devices should not be used to make or receive calls or send text or email whilst driving. The penalty under the Road Safety Act for doing so is an on the spot fine and a three point endorsement on a driving license, or even prosecution for dangerous driving, which may lead to imprisonment. Whilst driving they should be turned off or put into 'flight' mode. If mobile phones or similar devices need to be used whilst driving, they must always be connected to an appropriate hands-free device. This includes times when the engine is on but the vehicle isn't moving. The use of a hands-free device whilst driving should be kept to an absolute minimum. Ideally, mobile phones and other devices should be turned off whilst driving and messages picked up later.

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## 3.9 DISPLAY SCREEN EQUIPMENT (DSE) COMPUTER WORKSTATION POLICY

IVE will meet the requirements of the Health & Safety (Display Screen Equipment) Regulations 1992 (DSE Regulations) by assessing health & safety risks, providing employees with suitable working conditions for working on DSE workstations (all alpha-numeric and graphic display screens, laptops, microfiche, process control screens and screens used to display line drawings, graphs, charts or computer generated graphics, but not television or film pictures) and to provide appropriate information and training.

In designing, selecting, commissioning and modifying software and in designing tasks using display screen equipment, IVE will ensure that:

- the software is suitable for the tasks,
- the systems display information is in a format and at a pace which is adapted to operators, and
- The principles of software ergonomics are applied.

### 3.9.1 DISPLAY SCREEN EQUIPMENT (DSE) PROCEDURE

Display screen equipment has been associated with a range of physical symptoms, such as tiredness, stress, and pains in the arms. The workstation assessment form should identify any possible problems with a person's workstation before their health & safety is affected. IVE will consider providing suitable working conditions in planning workstations for the computer use.

#### Posture and good practice

As each user is a different size and shape, they must help to organise their workstation by considering the following:

- Find the best working position, sit on the chair, then sit rigidly upright and relax a little. Now adjust the chair to support the back in this position.
- Use a footrest if that helps.
- Adjust the height of the chair so that when fingers are resting comfortably on the keyboard, the elbow is at an angle of about 90 degrees.
- Leave 10 centimetres of workbench in front of the keyboard for resting hands.
- Arrange the monitor in such a way that a window is not faced, or have a window as a background so the light does not reflect glare into the eyes.
- Adjust the screen height so that the top row of the characters on the screen is level with or just below eye level.
- When copy typing, use a copy holder or some

other device which allows you to look from the copy to the screen without having to move the head or neck too much. If the copy and screen are the same distance from the eyes, the eyes will not have to constantly change focus.

- Leave enough space to get access to the DSE for any maintenance that may be needed.
- Keep cables tidy at all times so they do not get in anyone's way.

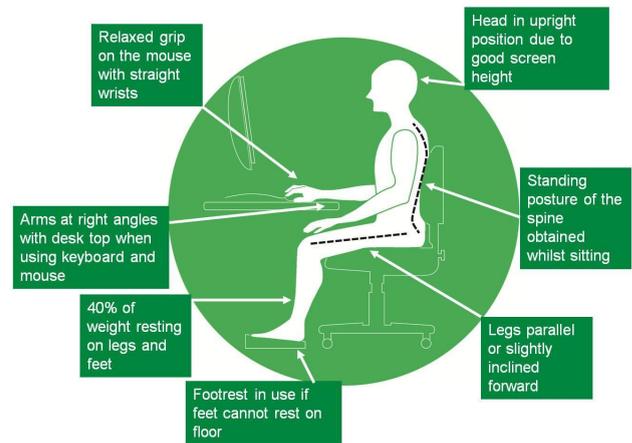
### Work patterns

DSE equipment should not be used continually. It is not the length of the break taken that is important, but how often breaks are taken. Work patterns should be broken with other tasks so that there are regular rests from DSE usage.

### Eye and eyesight tests

According to the guidance to the Display Screen Equipment Regulations 1992, there is no evidence that working with display screen equipment causes any permanent damage to eyes or eyesight. However, it may make users who already have eyesight problems more aware of them. This (and poor working conditions) may give some users temporary visual tiredness or headaches.

IVE recognises that eyesight problems that are not treated can make work at display screens more tiring or stressful than it should be, and that treating problems can improve comfort, job satisfaction and performance. In line with the Health & Safety (Display Screen Equipment) Regulations 1992, IVE will arrange for sight testing for employees who use display screen equipment.



### Correct posture

### DISPLAY SCREEN EQUIPMENT – THINGS TO LOOK FOR...

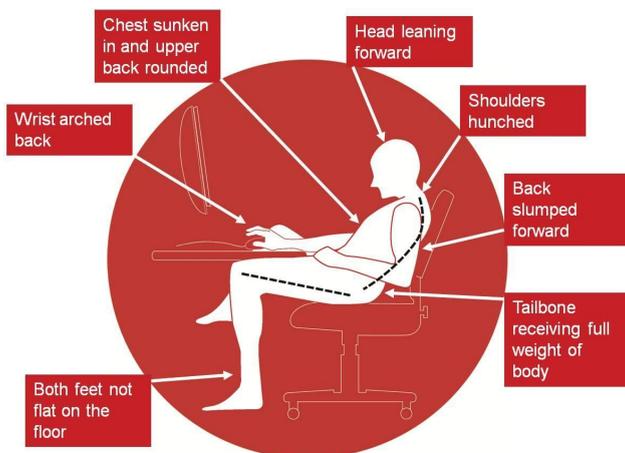
#### Workstation Equipment

##### 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 should 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.

##### 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 from the design working position.



### Incorrect posture

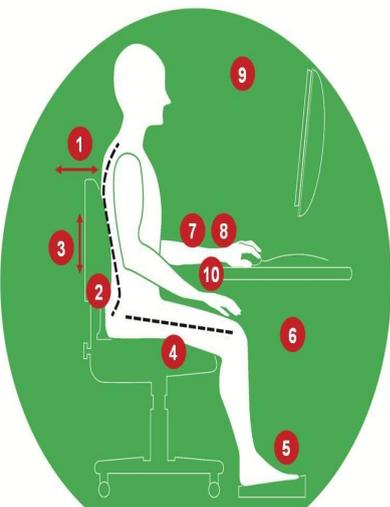
## Mouse

Many of the principles which apply to the setting up and use of a keyboard also apply to pointing devices. The following are particularly relevant:

- **Positioning.** In general, it is important to place the device so that it is fairly close to the midline of the user's body, not out to one side. The aim is to avoid the arm becoming stretched out from the shoulder as if reaching. The mouse needs to be positioned close to the keyboard, on whichever side suits the user.
- **Mouse mats.** These are often helpful. They should have a smooth surface and be large enough to be suitable for the task. An incorporated wrist rest may help encourage a relaxed wrist posture.
- **Buying new equipment.** In purchasing new pointing devices, consider the device size, shape, handedness, number and position of buttons, ease of operation and user comfort.

## 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.



- 1 Seat rake adjustability
- 2 Good lumbar support
- 3 Seat height adjustability
- 4 No excessive pressure on underside of thighs and backs of knees
- 5 Foot support if needed
- 6 Space for postural change, no obstacles under desk
- 7 Forearms approximately horizontal
- 8 Minimal extension, flexion or deviation of wrists
- 9 Screen height and angle should allow comfortable head position
- 10

## Correct Computer workstation setup

### Footrest

- A footrest shall be made available to any operator or user who wishes one.

### Workstation Environment

#### Space

The workstation should be of sufficient size and designed so as to provide sufficient space for the user to change position and vary movements.

## Lighting

- Room lighting or task lighting should provide satisfactory lighting conditions.
- There should be 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.
- Unwanted glare and reflections on the screen or other equipment should be prevented by co-ordinating workplace and workstation layout with the positioning and technical characteristics of the artificial light sources.

## Reflections and Glare

- Workstations should be designed so that sources of light, such as windows and other openings, transparent walls, and brightly coloured fixtures or walls cause no direct glare and no distracting reflections on the screen.
- Windows should be fitted with a suitable system of adjustable covering to attenuate the daylight that falls on the workstation.

### Relevant H&S Form:

AF3.9A DSE Self-Assessment Form.

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## 3.10 ELECTRICAL SAFETY POLICY

Employees, unless adequately trained, will under no circumstances attempt to install or repair sockets, plugs and tools or interfere with plant, appliances or electrical installations. These jobs will be undertaken by an authorised and competent person, either employed by IVE or by contractors, agents or manufacturers called to the building.

IVE will ensure, through planned preventive maintenance, that:

- mains supplies are inspected and checked for breaks, clean and tight connections and loading;
- plant and equipment is maintained according to the manufacturers and installers guidelines;
- appropriate warning and safety signs will be posted alongside plant, equipment or supplies.

In view of the dangers represented by electricity, it is extremely important that electrical work is undertaken only by those with the expertise (in the form of technical knowledge, experience, skills and competence) to do so, in all aspects of the job or task. Such work is often assigned to electrical engineers, and work must conform to the Regulations in every respect.

### Sources:

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999
- Electricity at Work Regulations 1989

### 3.10.1 ELECTRICAL SAFETY PROCEDURE

All work on electrical equipment will be carried out by qualified engineers only. The engineers understand the terms used in this procedure, so this procedure is for information only for all other employees. Under the Electricity at Work Regulations 1989, IVE must develop procedures for protecting the Health & Safety of employees. It is essential that these regulations are followed.

All possible risks that might arise from using, or being near, electricity must be identified.

To show that IVE is following these regulations, it is necessary to tag each electrical tool, device, distribution box and cable. Each must have a unique number (or other way of identifying it) and a corresponding maintenance record.

All devices must be visually checked by a competent person for damage to the cable, and all cable connections to the device and plug must be secure.

IVE will assess how often devices need to be checked. A computer which does not move might only need checking every 2-3 years. However, an electric drill which is handled by its cable may need to be checked every shift.

#### Installation

Only a competent electrician may install an electricity supply.

#### Authorised person

All temporary electrical installations should be the responsibility of an authorised person who will accept the responsibility for the safety and use of the installation (and for any alteration or addition to it). That person's name must be displayed near to the main distribution board. All electrical installations must be inspected and tested by a competent electrician before they are used.

**Table 8 - Portable appliance testing**

Equipment	User Check	Formal Visual Inspection	Combined Test and Inspection
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Equipment hire	N/A	Before issue/after return	Before issue	
Battery operated (less than 40 volts)	No	No	No	
Extra low voltage (below 50V AC) e.g. telephone equipment, low voltage desk lights, etc.	No	No	No	
Construction	110V equipment	Yes, weekly	Yes, Monthly	Yes, before first use on site, then 3-monthly
	230V equipment	Yes, daily/every shift	Yes, weekly	Yes, before first use on site, then monthly.
	Fixed RCDs	Yes, daily/every shift	Yes, weekly	Yes, before first use on site then 3-monthly (portable RCDs – monthly)
	Equipment site offices	Yes, Monthly	Yes, 6-monthly	Yes, before first use on site, then monthly.
Heavy industrial/high risk of equipment damage (not construction)	Yes, daily	Yes, weekly	Yes, 6-12 months	
Light industrial	Yes	Yes, before initial use, then 6-monthly	Yes, 6-12 months	
Office information technology rarely moved, eg desktop computers, photocopiers, fax machines	No	Yes, 2-4 years	No, if double insulated, otherwise up to 5 years	

#### Permits for live working

For work on live equipment and conductors, a 'Permit to Work' system must be prepared and used. The system must give details of:

- the equipment to be used for testing the live conductors within the work area;
- the precautions that must be taken to prevent any unauthorised people from entering the area while people are working;
- the limits on the permit to work, giving the particular plant or item that work will be carried out on and the nature of the operation; and
- how long the permit will last, and the date it runs out.

When the permit is made out, it must clearly show the precautions to be taken before and during work on live

equipment. This system is to make sure that the correct procedures have been used.

### General electrical Safety

- Mains operated electrical equipment must not be used unless the use and operation is fully understood.
- Light sockets should not be left without a bulb even if the circuit is known not to be live.
- Electrical equipment should not be handled with damp hands
- Electrical equipment should not be repaired by unqualified persons.

On discovering damage to electrical equipment or services, the damage should be isolated first by removing the apparatus, closing the room or area, and then reporting the damage.

### Relevant H&S Form:

AF3.5C Permit to Work – Electrical Work

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## 3.11 EMERGENCY POLICY

To protect the safety of employees, and any other person, IVE will put procedures in place to tackle situations that could be, or are, dangerous. The individual emergency procedures in the procedures section set out clear guidance on when employees and others at work should stop work and how they should move to a place of safety. In some cases, the whole workplace will need to be evacuated. In other cases, it might mean some or the entire workforce moving to a safer part of the workplace.

IVE will appoint a number of competent people within the workplace to introduce those procedures which relate to evacuating any part of the workplace.

### Sources:

- The H&S at Work Act 1974
- The management of H&S at Work Regulations 1999
- 

### 3.11.1 EMERGENCY PROCEDURES

Suitable and adequate fire and emergency procedures must be in place to make evacuation safer and to make sure that employee's Health & Safety is not put at risk. IVE has the following procedures in place.

**Lockdown - there is a Lockdown policy that is under constant review. All staff are kept updated and there is a copy at the front of the H and S folder which all staff are asked to read when they join.**

### Bomb (real or hoax)

If a bomb (real or hoax) is discovered or threatened, the following action must be taken.

- Evacuate the area and go to assembly point at ST Peters Junior School, Horton Road. GL1 3PY
- Tell the appropriate area co-ordinator and phone the police.
- Employees must report to the incident coordinator at the assembly point.
- Give full details of the incident to the H and S Officer as soon as possible.

### First Aid

There are appointed first aiders located throughout the site and they have close access to the first aid boxes.

### Medical emergencies

If an employee is injured or becomes ill, the following action must be taken:

- Get medical help if appropriate.
- The injured or ill person must be taken to hospital as soon as possible, or an ambulance should be called (giving the correct address).

The full details of the injured or ill person, and the details of the injury or illness, must be given to the First aid officer who will alert the H and S Officer as soon as possible. If appropriate.

### Relevant H&S Form:

AF3.11A Emergency Response form

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## 3.12 ENVIRONMENTAL POLICY

- Under Control of Pollution and Environmental Protection legislation, IVE must prevent pollution to the environment. As a result, all work activities will be assessed by taking account of the level of risk to the environment.

## 3.13 ENVIRONMENTAL POLICY STATEMENT

- IVE will work to conserve natural resources (and use them responsibly) and to reduce environmental pollution in all IVE activities. All policies, services and activities will be reviewed and IVE will act wherever necessary to meet this commitment.
- IVE will consider replacing polluting substances with 'greener' alternatives wherever possible. All waste disposals will be carried out by registered carriers and removed to registered

disposal sites. IVE will keep documents to show that this has been done. Wherever possible, IVE will recycle, reclaim or reuse waste.

- IVE will not allow liquid pollutants to get into streams, and so on. This will require the specific instruction to control identified pollution risks. All liquid storage will be bundled wherever there is a risk. (A bund is a general term for containing any liquid from leaks or spills from the original container.)
- This policy will apply to all IVE functions, including travel and design functions. Management will enforce this policy and will audit and review it regularly.

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## 3.14 FIRE SAFETY POLICY

1. Statement of General Policy
  1. We are committed to ensuring so far as is reasonably practicable that we:
    1. Safeguard employees in respect of health, safety and welfare (HSW) at work.
    2. Ensure that pupils and members of the public are not exposed to avoidable HSW risks during the course of their business.
    3. As Directors of IVE we recognise our collective responsibility for providing, so far as is reasonably practicable, a safe and healthy environment for all of our employees, pupils, contractors, visitors (including parents) and others who could be affected by our activities.
  2. This policy has regard to: The Regulatory Reform (Fire Safety) Order 2005 (RRFSO)

1. Duty. The Regulatory Reform (Fire Safety) Order 2005 (RRFSO) places responsibility on a 'responsible person', which in the case of an independent school is the proprietor. Under the order the 'responsible person has a duty to:
  - a. carry out a fire risk assessment (formally recorded and regularly reviewed so as to keep it up to date); produce a fire risk policy which includes the elimination or reduction of risks from dangerous substances; develop fire procedures and provide staff training (repeated periodically where appropriate);
  - b. ensure the safety of staff or anyone else legally on the school premises; carry out fire drills and contact emergency services when necessary; appoint one or more competent persons (with sufficient training, experience and knowledge) to assist in taking preventive and protective measures (including

firefighting and evacuation); have a suitable system for the maintenance of: clear emergency routes and exits (with doors opening in the direction of escape), signs, notices, emergency lighting where required, fire detectors, alarms and extinguishers (the maintenance should be by a 'competent person' (for example, ISO9001 certified or BAFE approved); provide staff and any others working on the school site with fire safety information.

c. Ensure the safety of staff and visitors on site.

1. Aim: to reduce risks from dangerous substances by careful maintenance and storage, daily site checks by the Estate Manager, and the removal of all extraneous sources of flame whenever found. Additionally, careful management of wastes is carried out to prevent piles of flammable material accumulating.

### 3.14.1 FIRE EMERGENCY PROCEDURE

Suitable and adequate fire and emergency procedures must be in place to make evacuation safer and to make sure that employee's health & safety at risk is not put at risk. IVE has the following procedures in place.

#### Action if you discover a fire

- Raise the alarm (if you are not near an alarm device, shout 'fire' and give the location). The fire alarms are break glass call units, which sound alarm bells.
- Contact the office and they will phone the fire brigade and/or check that they have been notified through an automatic call out system.
- Put the fire out if that is possible without putting yourself in danger.

#### Action if you hear the alarm

Leave the premises quickly and quietly. Do not wait to finish a phone call or to collect personal belongings. Report to the assembly point.

Do not go back into the building until the fire coordinator says that it is safe to do so. (Tom Bell)

#### Fire Marshals

There are 4 fire marshals as of this policy review on 16/05/20 and 17/09/21. Fire marshals take charge of evacuation procedures within their areas. Sophie Sturdy, Mandy Owen, Kathy Probert, Keri Griffiths

#### Fire precautions

The Fire coordinator will make sure that:

- adequate firefighting equipment is available within the premises and it is inspected at least once a year;
- employees have training and instruction on escape routes, using the firefighting equipment and the fire-drill procedure;
- the fire-drill procedure is tested regularly;
- records are kept of the testing of fire equipment and fire evacuation drills;
- electric, gas and oil equipment not needed overnight is switched off;
- equipment being used overnight is safe;
- no cigarettes are left smouldering (smoking areas only);
- fire doors and smoke stop doors are closed; and
- windows are closed, outside doors are locked and the premises are secure against intruders.

### Fire or explosion

You must take the following action if there is a fire or explosion on IVE premises.

- Evacuate the area.
- Use portable fire extinguishers to try to put the fire out or to contain it. You should only do this if it will not put anyone at risk.
- Give full details to the H and S Officer as soon as possible.
- Employees must report to the assembly point.

### Relevant H&S Forms:

AF3.14A Fire Safety Inspection Checklist

AF3.14B Personal Emergency Evacuation Form

Fire Risk Assessment

## 3.15 1st Aid Policy removed to stand alone policy

## 3.16 HAZARDOUS SUBSTANCES POLICY

- IVE recognises that the hazardous substances we use in our workplaces include all substances (liquid, solid, gas or biological) that may pose a risk to health to our employees or others who may be affected by our activities.
- All substances used by employees or affecting employees will be assessed, taking account of the health risks. Where possible, hazardous substances will be replaced with less harmful ones. We will also ensure that we store hazardous substances in a safe and appropriate way.
- Risk assessments for hazardous substances will be recorded and we will ensure that employees are made aware of the preventive and

protective measures for eliminating or reducing any associated health risks.

### Sources:

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999
- The Control of Substances Hazardous to Health Regulations 2002 (as amended 2004).

### 3.16.1 HAZARDOUS SUBSTANCES PROCEDURE

The Control of Substances Hazardous to Health Regulations (COSHH) aim to control the exposure of employees to hazardous substances encountered at work, therefore requiring employers to assess the risks from hazardous substances and take appropriate precautions.

COSHH was introduced to produce a systematic means of information on health and hazards to workers and to also place a general responsibility on employers to do all that is 'reasonably practicable' to ensure the H&S of employees. To meet these regulations IVE will:

- Identify which substances are used in everyday operations.
- Establish how each substance is used, the work practices and the method of handling, storing, etc.
- Assess the exposure and risk to health of employees that may be affected by the process, either from one exposure, short-term or long-term exposure.
- Agree upon the action required to reduce the exposure where an assessment indicates an unacceptable exposure or risk. Suggestions are:
  - The removal the substance from use.
  - Making changes to working practices.
  - Using a less hazardous substance.
  - Using a less hazardous form of the same substance.
  - Improvement of the environment by ventilation or exhaust extraction.
  - Introducing other control measures such as containment and the wearing of Personal Protective Equipment.
- Complete the initial assessment and assessment reports. These must be retained on site for viewing by the Environmental Health Officer/H&S Executive.
- Where it is appropriate for the protection of the health of employees who are, or are liable to be, exposed to a substance hazardous to health, IVE will ensure that such employees are under suitable health surveillance.

## 3.17 HOME WORKER POLICY

The risk management process for hazardous substances is shown in figure 2. This includes a review of the risk assessment if there are any changes in the work process that may affect the risk. In following this process, managers will ensure that:

- Material safety data sheets (MSDS) are provided for all hazardous substances used in their areas.
- A COSHH inventory of hazardous substances will be held and updated.
- All containers are clearly labelled.
- If there is any doubt about the contents of a container, the contents are to be disposed of in accordance with current legislation.
- Should there be deterioration or evidence of adulteration by impurities the material is to be disposed of in accordance with current legislation.
- All personnel using hazardous substances are provided with sufficient instruction and advice to ensure their safe use.
- Appropriate personal protective equipment is provided and used.

Figure 2 COSHH Assessment Process



### Relevant H&S Forms:

A COSHH Inventory Form is kept and updated by the office. Rosie Panks who provides catering also keeps a COSHH form.

Working from home is becoming more common. There are now many circumstances where tasks that used to be carried out in an office environment are now carried out at home. Despite being at home the person is at work and health & safety at work legislation still applies. This means that all equipment must be safe to use, and the environment must be safe to work in. The employee should carry out risk assessments and follow preventive and precautionary measures as appropriate. Emergency procedures must be in place and checked regularly.

Sources:

- The Management of H&S at Work Regulations 1999
- The H&S at Work etc Act 1974
- The Provision and Use of Work Equipment Regulations 1998
- Electricity at Work Regulations 1989

### 3.17.1 HOME WORKING SAFETY PROCEDURES

#### Introduction

The H&S at Work etc. Act 1974 requires IVE to ensure, so far as is reasonably practicable, the health, safety and welfare of its entire workforce including homeworkers.

#### Definition of homeworker

A homeworker is an employee who works at home, instead of their normal place of work. This arrangement normally involves an agreement to work a set number of days a week or month. It does not apply to those members of staff who may work at home on an ad-hoc basis, e.g. to make it easier to meet a particular deadline.

#### Legal Obligations

The H&S Regulations require:

- The maintenance of equipment provided for use at home.
- Ensuring a safe system of work is adopted.
- The provision of adequate and appropriate information, instruction, training and supervision.

The Regulations do not apply to:

- maintenance of the workplace (i.e. the home);
- access to the workplace;
- the environment (e.g. heating and lighting);
- means of escape.

Homeworkers also have legal obligations, which include:

- Taking reasonable care for their H&S.
- Co-operating with IVE on H&S issues.
- Not interfering with anything provided for their

health, safety or welfare.

- Using correctly all work equipment in accordance with their training.

Under the Management of Health & Safety at Work Regulations 1999, IVE is required to carry out an assessment of the hazards to which homeworkers are exposed. Those hazards may include:

- Work equipment
- Electricity
- Display Screen Equipment
- Hazardous Substances
- Manual Handling

IVE will also consider the suitability of its arrangements for:

- First Aid
- Accident Reporting

### Homeworker Procedure

- Prior to the commencement of any home working, the activity should be reviewed and this could involve the completion of a 'Homeworker Assessment Form' which should be returned to the relevant line manager before permission is given to work at home.
- IVE relies on honesty in completing this checklist and retains the right to revoke any home working arrangements given, should any information prove to be inaccurate.
- The manager will review the assessment form and provide such equipment, software, etc., as considered appropriate. This assessment will be reviewed on an annual basis or when something significant changes.
- If using display screen equipment all sections of the Homeworker Assessment Form should be completed by the homeworker as this includes the DSE Self-Assessment, and returned to the relevant line manager.
- HR and the relevant line manager must be informed of the homeworkers' location and availability in order that they may be contacted in an emergency.
- Accidents and near miss incidents that may be sustained as a result of the work activity must be reported to the relevant line manager who will ensure that details are entered into the accident book.
- If an employee is in any doubt about safety issues in their home, this must be referred back to the relevant line manager prior to the commencement of work.
- IVE is responsible for the insurance and maintenance of all equipment that they supply for use by the employee on the school premises.
- Should the employee use his or her own equipment, they will be responsible for the

insurance and maintenance of this equipment.

- All equipment used must meet current industry standards.
- Any equipment or software provided by IVE must be returned when it is no longer necessary for their duties, when the employee is no longer based at home or when their contract of employment ends.
- IVE software and files are confidential and remain the property of IVE.
- Arrangements must be in place for back-up arrangements to ensure that information is not lost in the event of fire, equipment failure, or the equipment being stolen.
- It is anticipated that any waste generated by the work activity, such as paper, may be disposed in normal household waste.
- Identification details of any visitors must be scrutinised before being allowed into the premises.
- The homeworker must ensure that the work area remains free of trip and slip hazards and is maintained in a safe manner.

### Relevant H&S Form:

AF3.17A Homeworker Assessment Form

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## 3.18 LEGIONELLA POLICY

IVE has implemented arrangements to prevent the growth of legionella bacteria in water systems in accordance with the HSE's 'Approved Code of Practice (L8) – Legionnaires Disease: The Control of Legionella Bacteria in Water Systems'.

These arrangements include the:

- Assessment of Legionnaires' disease risk and preparation of a scheme for preventing or controlling the risk, conducted by a competent contractor.
- Appointment of the Catering Manager as the 'responsible person' with authority and responsibility for day to day implementation of the universal precautions and testing specified in the HSE's ACoP and any specific precautions specified in the risk assessment.
- Maintenance of records of all applicable maintenance and testing which are held in the H and S folder and by the Catering Manager together with a copy of the risk assessment and details of the competent person who conducted it.
- Monitoring by the catering Manager and through regular H&S Audits to check the records and confirm that the precautions have been implemented.

In the event of difficulties in implementing the risk control programme, or test results falling outside of the required limits, the catering manager reports this immediately to the H and S Officer and to the Directors and additional resources, water treatment contractors or plumbing specialists are employed as necessary to resolve the causes.

All plumbing alterations are carried out by trained plumbers in order to ensure compliance with water regulations and byelaws.

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## 3.19 MANUAL HANDLING POLICY

‘Manual handling’ means any transporting or supporting a load by hand or bodily force (including lifting, putting down, pushing, pulling, carrying or moving).

In line with the Manual Handling Operations Regulations, IVE will work to avoid the need for employees to carry out manual handling tasks that involve a risk of injury. If this is not reasonably practical, IVE will make a suitable and sufficient assessment of the task and reduce the risk to the lowest level that is reasonably practical. This will include, where possible, providing information and general indications on the weight of each load and the heaviest side of any load whose centre of gravity is not positioned centrally.

IVE will record the assessment and review it if it is no longer valid or if there is significant change in the matter it relates to.

IVE will make sure that all employees know about their responsibility to make full and proper use of any system of work IVE provide to reduce the risk of manual-handling operations.

Where the risk of manual handling injury cannot be avoided, IVE will arrange manual handling training for employees at risk.

### Sources:

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999
- The Manual Handling Operations 1992.
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### 3.19.1 MANUAL HANDLING PROCEDURE

#### Introduction

The Manual Handling Operations Regulations 1992 apply to any manual-handling operation that may cause injury at work. These operations will be identified by the risk assessment carried out under the Management of Health & Safety at Work Regulations 1999.

They will include not only lifting, but also lowering, pushing, pulling, carrying or moving loads by hand or other bodily force.

IVE should take three important steps as follows.

- Avoid dangerous manual-handling operations if possible.
- Adequately assess any dangerous operations that cannot be avoided. An ergonomic assessment looks at the weight, shape and size of the load, the handler’s posture, the working environment, and the individual’s capability. Unless the assessment is very simple, IVE will need to make a written record.
- Reduce the risk of injury as far as possible.

#### Working Principles

The correct method of lifting makes the job easier, less tiring and less likely to lead to back injuries. Lifting should be done using the correct muscles, back and abdominal muscles are weak, whereas the leg and thigh muscles are strong. The spine has a natural shape when a person is standing. When that person bends over, the back becomes arched and weaker. So, if a person can keep their back straight and use the muscles of their legs and thighs, with the load kept close to their body, they can lift far heavier loads with far less effort.

There are five important points in manual handling as follows.

- Grip – a good grip uses the palm of the hand, the ball of the thumb and the base of the fingers. Considerable damage can be caused by using the sensitive fingertips, and continued use of them can cause strained fingers and forearms.
- Back – keep the back straight to maintain its natural and strongest position. This means bending at the knees and ankles to get close to the load and then to raise it, pushing upwards with the leg muscles.
- Chin – keep the chin well in so that it is near the chest. This helps to keep the spine in its natural position
- Feet – the correct position of the feet is roughly the width of the hips apart, with one foot slightly in front of the other. This position provides a stable base as the load is lifted.
- Arms – keep arms as close to the body as possible so that the body does not become unbalanced.

### Other precautions

- You should always be able to see where you are going.
- It is good practice to look over the route before lifting the load, to make sure that there are no obstructions in the way.
- You should only carry stacked objects if you can still tuck elbows in.
- If loads are difficult to get a grip on, you should use hand hooks or other lifting aids.
- If you are not sure how heavy the object is, or whether you are able to lift it, you should get help.

### Relevant H&S Forms:

AF3.19A Manual Handling Assessment Checklist Form.  
AF3.19B Manual Handling Risk Score Form.

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## 3.21 NOISE AT WORK POLICY

Excessive noise in the workplace is a potential risk to all employees, and may lead to serious hearing damage. However, in the office environment, under normal circumstances, exposure to harmful noise levels is unlikely.

Under regulations on noise at work, IVE must protect employees from levels of noise that could damage their hearing.

IVE will keep to the Noise at Work Regulations 2005, in so far as they affect employees. If necessary a noise survey will be carried out to identify the actual levels if IVE are not sure whether any machinery or plant IVE own or use has a noise output of more than 80dB (A) decibels, or a peak output of more than 135dB.

If the level is less than 80dB (A), no further action will usually be necessary, although IVE will keep all noise to a minimum level that is consistent with good commercial practice.

If the level is more than 80dB (A), but less than 87dB (A), IVE will tell all the people affected about the survey results, instruct them about industrial hearing loss, and advise them to wear hearing protection. IVE will supply, maintain and replace protection free of charge.

If the survey reveals levels of over 87dB (A), or peak levels of over 140dB, IVE will do everything possible to reduce these levels as far as is reasonably practical. IVE will mark identified areas as ear protection zones in line with British Standard 5378. All employees must wear hearing protection.

Under the regulations, employees have a responsibility to wear the protection provided. IVE will keep records of all surveys and any action taken.

### Sources:

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999
- The Noise at Work Regulations 2005.

### 3.21.1 NOISE ASSESSMENT PROCEDURE

The Control of Noise at Work Regulations 2005 require us to carry out noise assessments of the noise levels within work (including work away from the office) and take appropriate action to reduce exposure where necessary.

The noise regulations<sup>1</sup>, apply noise action levels as follows:

- **Lower exposure action values (LAV):** daily or weekly noise exposure of **80dB(A)** and a peak sound pressure of 135 dB(C).
- **Upper exposure action values (UAV):** daily or weekly noise exposure of **85dB(A)** and:
- **Exposure Limit Values (ELV):** daily or weekly noise exposure of **87dB(A)** and a peak sound pressure of 137 dB(C).

All exposure measurements are in  $L_{epd}^2$  or  $L_{epw}^3$ . At the LAV exposure levels, employees are entitled to hearing protection if requested and at the UAV exposure levels, hearing protection must be worn. The ELV exposure level must not be exceeded.

### Working Practice

As a broad guideline, any circumstance that causes someone to speak loudly to another person two metres away shows a potential problem.

You can use basic techniques (such as listening) to identify noise hazards, and must introduce appropriate measures to reduce noise wherever these show a problem area.

There are four main ways of limiting noise as follows.

**Reducing noise at source.** Good maintenance and work

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<sup>1</sup>Control of Noise at Work Regulations 2005.

<sup>2</sup>Daily Personal Noise Exposure Level (based on 8-hour working day)

<sup>3</sup>Weekly Personal Noise exposure level (based on 8 hour working day)

practices can achieve equipment noise reductions of up to 15 dB (A) and must be part of any plan to reduce noise. Reducing noise levels by using mufflers and encasing systems may be helpful.

**Isolating the noise at source.** Includes the following techniques.

- Enclose the source of the noise.
- Enclose the source of the noise and the operator.
- Screen bystanders from the source.
- Reduce noise by using a material to absorb noise.
- Remove the source of the noise to another location.

**Ear protection for workers at risk.** The quickest way of reducing noise is to use personal protective equipment. However, an attempt to reduce noise at the source should be tried first. By law, ear protection must be accompanied by an information campaign and training programme for operators at risk and supervisory employees.

**Reducing the amount of time that employees are exposed to noise** – It may be possible to plan for noise control. Organise work so that the number of employees exposed to that noise is reduced, the employees rotate between more and less noisy functions, or other systems of work replace the noisy process completely.

#### **Noise assessments**

If it is suspected that there might be a significant noise hazard, then a noise assessment can be arranged with a competent noise assessor.

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## **3.22 OCCUPATIONAL HEALTH POLICY**

If a need for a health check as a result of assessment procedures is identified managers will put health checks and monitoring requirements into action.

If a member of staff requires support for an occupational health matter IVE will take the necessary steps required.

IVE reviews assessment procedures regularly to take account of new technologies, new information about products IVE use (and their effects on health) and legislative requirements. IVE also use the services of an external independent health & safety consultancy to advise on such issues.

#### **Sources:**

- The Management of H&S at Work Regulations 1999
- The Control of Substances to Health Regulations 2002 (as amended 2004).

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## **3.23 OFFICE SAFETY POLICY**

Whilst the office environment is less dangerous than some other working places, IVE are committed to ensuring that accidents and incidents are avoided.

To this end:

- All employees must keep their areas tidy at all times to enable IVE to fulfil its health & safety obligations.
- Employees must familiarise themselves with the content of the health & safety posters displaying advice on various topics in the office.
- Office equipment, e.g. photocopiers, guillotines, etc., must only be operated according to the manufacturer's instructions.
- Any fault, accident or dangerous occurrence must be immediately reported to line managers who will take appropriate action.

### **3.23.1 OFFICE SAFETY PROCEDURE**

Whilst IVE understands that the office environment is less dangerous than some other working places, it is committed to ensuring that accidents and incidents remain at a low level as practicable. To this end, regular housekeeping checks will be undertaken by employees' safety representatives.

All employees must keep their areas tidy at all times to enable IVE to fulfil its health & safety obligations.

Employees must familiarise themselves with the content of the health & safety posters displaying advice on various topics in the office.

Office equipment, e.g. photocopiers, shredders, etc., must only be operated according to the manufacturer's instructions.

Any fault, accident or dangerous occurrence must be immediately reported to the line manager who will take appropriate action.

#### **Preventing accidents in the office**

The six main categories of serious injury to office workers are:

- 1 falls from a height, for example, down a staircase or from overreaching;
- 2 contact with electricity, for example, from damaged

- cables or badly-wired repairs;
- 3 being struck by falling objects, for example, goods from a shelf;
- 4 repetitive strain injuries, and
- 5 contact with moving parts of office machinery, for example, shredders or guillotines.

There are two direct causes of accidents, unsafe acts and unsafe conditions.

**Unsafe acts may include:**

- using faulty equipment;
- using equipment incorrectly;
- failing to use, or incorrectly using, personal protective equipment; and
- leaving equipment in a dangerous state.

Employees must report any unsafe condition to their immediate superior for action.

**Unsafe conditions include:**

- bad floor conditions, for example, a slippery or uneven floor;
- faulty equipment;
- excessive noise;
- exposure to radiation or other pollutants;
- fire hazards;
- inadequate fire warning systems;
- lack of or inadequate guarding;
- untidy conditions; and
- poor lighting or ventilation.

**Safe office best practice**

- Furniture and equipment must be arranged so as to avoid injury from sharp corners.
- Upper drawers of filing cabinets must not be overloaded causing them to become top-heavy.
- Only one drawer of a filing cabinet must be opened at a time so as to avoid a tipping hazard.
- Wall storage racks must be securely anchored to prevent their movement or tipping, and must not be overloaded.
- Access to high upper storage shelves must only be gained by using the steps or safe access provided.
- Loads which are heavy enough to be likely to cause injury, must not be lifted, carried or moved. If in doubt seek help or mechanical assistance.
- When carrying files, you must not carry so many that vision is obscured.
- Close desk and filing cabinet drawers after use.
- Paper guillotines are not to be operated without their guards.
- Cables from electric fires, telephones and leads to office electrical equipment are not to be laid across the floors so as to cause a tripping hazard.
- ‘Daisy chaining’ of electrical sockets (e.g. 4-way

blocks off 4-way blocks, etc.) is potentially dangerous and must be avoided. Extra wall sockets will be installed.

- Floor coverings must be held down securely and kept flat and free from wear in places where a person could trip.
- To avoid spillages and slips, take care when carrying liquids, e.g. hot drinks. Spillages must be cleared up immediately.
- At the end of each working day, non-essential electrical appliances will be switched off and their wall socket plugs removed.
- All electrical appliances such as kettles, coffee makers, etc. destined for use around the building must be inspected by a competent electrician prior to use.
- Any electrical fault must be reported to the Site Maintenance Engineer.
- Any adjustments to electrical equipment must be made with the power switched off except where authorised.
- Electrical repairs or maintenance are to be carried out only by a competent electrician.
- Electrical heaters or fires may only be used if properly guarded in accordance with British Standards.
- Only properly trained and authorised personnel are permitted to operate specialised machinery and equipment.
- Good housekeeping must be maintained by keeping floors and working areas tidy, ensuring that fire exits and passageways are not blocked and taking care when using extension cables so they do not cause an obstruction.
- Fire doors must be kept closed at all times and must not be permanently wedged open. Fire exits must be kept clear at all times.

**Relevant H&S Form:**

AF3.27A Working Environment Checklist Form.

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**3.25 OUT OF HOURS AND LONE WORKING POLICY**

Lone working is defined as working with no other person within visual or normal audible range. The availability within range need not be on a continuous basis, but the adequacy of non-continuous coverage must be assessed in relation to the hazards of the work concerned, in determining if the work will be considered as ‘lone-working’.

Whilst employees have responsibilities to take reasonable care of themselves, IVE have a duty to

organise and control working patterns. Safe systems of work will be instigated after the identification of hazards and the assessment of risk.

Although lone working at International Village Education is not the norm it does occur particularly at the beginning and end of the working day and during school holiday periods. Furthermore, staff may find themselves working in isolated sections of the building. In these circumstances both the individual staff member and managers have a duty to assess and reduce the risks which lone working presents.

Lone workers face the same risks as anyone else, as well as those directly related to their work. Within IVE's overall policy relating to safer working practices, support for lone workers is an essential part, and the same principles apply, particularly:

- a commitment to supporting staff and managers both in establishing and maintaining safe working practices
- recognising and reducing risk
- a commitment to the provision of appropriate support for staff a clear understanding of responsibilities
- the priority placed on the safety of the individual over property
- a commitment to providing appropriate training for staff
- Equipment such as mobile phones, personal alarms and torches will be made available as appropriate.

### Personal Safety

- Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.
- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- Before working alone, an assessment of the risks involved should be made in conjunction with the line manager
- Staff must inform their line manager or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed.
- Managers must ensure that there is a robust system in place for signing in and out, and that staff use it.
- Arrangements for contacts and response should be tailored to the needs and nature of the team. Issues to take into account include:

- staffing levels and availability
- the identified risks
- measures in place to reduce those risks
- Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.

### Assessment of risk

- In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:
  - the environment – location, security, access
  - the context – nature of the task, any special circumstances
  - the individuals concerned – indicators of potential or actual risk history
  - any previous incidents in similar situations, health conditions
  - any other special circumstances
- All available information should be taken into account and checked or updated as necessary
- Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.
- While resource implications cannot be ignored, safety must be the prime concern.

### Planning

- Staff should be fully briefed in relation to risk as well as the task itself.
- Communication, checking-in and fallback arrangements must be in place.
- The team manager is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the team.

### Reporting

- Should an incident occur, the reporting and de-briefing should follow standard company guidance, which can be found in the accident book or near miss form
- The identified person should debrief in the first instance; if this is not the staff member's line manager, that manager should be informed as soon as practicable, and continue the process.

### Known Risks and Procedures

Working at height and the operating of certain

machinery should not take place whilst lone working.

### Monitoring and Review

- The ongoing implementation of the Lone Working Policy will be monitored through the supervision process.
- Lone working and risk assessment will be regular agenda items for team meetings.
- Any member of staff with a concern regarding these issues should ensure that it is discussed with their supervisor or with the whole team, as appropriate.
- The policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review.

### Sources:

- The Management of H&S at Work Regulations 1999

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## 3.26 PERSONAL SAFETY AND VIOLENCE POLICY

It is recognised that there is always the potential for the personal safety of employees to be placed at risk.

Whilst evidence suggests that the risk to employees from acts of violence or the threat of violence is very low IVE are committed to minimising that risk, so far as is reasonably practicable, in accordance with its legislative obligations and its common law 'duty of care'.

The creation and maintenance of a working environment, which presents a minimum risk to the personal safety of all employees, is mutually beneficial and conducive to the efficient and effective delivery of services. IVE will take all reasonable steps to establish a safe working environment, which protects and provides support for all employees, ensuring their dignity and treating them with respect.

The underlying principle is that violence, in all its forms, is unacceptable, irrespective of the reasons for that violence. This includes the physical act of violence, threats of violence, aggressive or abusive behaviour, harassment, bullying or other persistent antisocial behaviour.

IVE is committed to the continued development and implementation of a range of measures and procedures, to protect and support the individual whilst engaged in IVE business, including:

- Robust security systems and procedures which have the capacity to prevent and control situations

which may lead to the threat of violence

- Provision of adequate and relevant information and training to employees
- Reporting and recording systems for incidents, near misses and suspicious activity
- The provision of all necessary medical and professional support to employees who are victims of violence whilst at work
- Periodic monitoring and review of performance and provision

The measures undertaken to provide a safe and secure environment will be determined by a risk assessment, undertaken by appropriate persons, which considers:

- The individual
- The location
- The activities
- The existing controls
- The identification of additional measures that further minimises the risk.

### 3.26.1 PERSONAL SAFETY AND VIOLENCE PROCEDURE

Assessing and managing the potential risk to personal safety can be broken down into 4 stages:

#### Stage 1

The first step in a risk assessment is to identify the hazard. This can be done by:

- Asking employees: they may have knowledge that assessors are not aware of.
- Reviewing accident/incident report forms. There may be a pattern that events happen in a particular location, at certain times of the day or by a particular group of the public.

#### Stage 2

Deciding on what action to take. Factors that will be considered in the risk assessment include:

#### Training and information

- Train employees to identify early signs of aggression so they can avoid or deal with it.
- Make employees aware of any systems set up for their protection e.g. systems for calling for assistance, personal alarms, etc.
- Provide employees with information they may need to identify people with a history of violence or to anticipate factors that might make violence more likely.
- Details of appropriate courses are available from the HR Officer.

#### Environment

- Provision of better seating and its arrangement to enable employees a safe escape.
- Better décor and lighting in public waiting rooms.
- Physical security measures such as adequate illumination, video cameras or alarm systems, coded security locks on doors to keep the public out of employees' rooms/areas.

### Stage 3

Taking action, implementation.

Take action to ensure the risk assessment is being implemented by employees and all procedures and practices are being followed. This can be done by:

- Discussion at team meetings
- Supervision of the work;
- Monitoring by line managers
- Carrying out inspections.

### Stage 4

Checking that actions are in place and are effective: review

Line managers and risk assessors will check that the arrangements put in place are working and are effective. This can be achieved by:

- Consulting with employees
- Supervision of work activities
- Conducting inspections
- Monitoring and reviewing the practices/procedures in place
- Reviewing incidents and accidents rates to establish improvements.

If violence is still a problem then other measures will be tried.

Withdrawal from potentially physical violent attacks:

- Employees, who feel that circumstances are developing that may result in physical violence, have every right to withdraw from the situation or hand over any money or property.
- Employees are advised not to resist robbery or operate attack alarms unless this can be done covertly without escalating the risk.
- All such actions are supported by IVE's Management and the HSW Act. Employees will then report the circumstances to their line manager for guidance, assistance, direction and support. Such practices of when to hand over money and property and when to withdraw from a situation will be recorded in the risk assessment.

## Counselling of Victims

Employees who have experienced violence will need counselling soon after the event to avoid any long term distress. They will contact their line manager who will consider the following possibilities:

### Debriefing

Victims will need to talk through their experience as soon as possible after the event. Remember that verbal abuse can be just as upsetting as a physical attack. The victims will be assured of support from their managers.

### Recording the incident

A "Violent Incident Report Form" must be completed following the incident by both the victim and line manager.

### Time off Work

Individuals will react differently and may need time to recover. In certain circumstances they might need special counselling. Line managers may be able to advise on counselling services. Time off for counselling, treatment or representation will be regarded as sickness absence or special leave.

### Legal Help

In serious circumstances, legal help may be appropriate. The advice of Legal Services will be sought in deciding on whether to proceed with the case.

### Further Training

This will be considered for other employees who could be victims, as well as the victims themselves.

The Home Office leaflet "**Victims of Crime**" gives more useful advice if one suffers an injury, loss or damage from a crime, including how to apply for compensation. This leaflet is available from local police stations or by going to the following website:

<http://www.homeoffice.gov.uk/docs/victimsofcrime.pdf>

Advice may also be available from the following:

Citizens Advice Bureau

<http://www.citizensadvice.org.uk/>

Victim Support Schemes

<http://www.victimsupport.org/>

The Suzy Lamplugh Trust

<http://www.suzylamplugh.org/home/index.shtml>.

### Relevant H&S Form:

AF3.26A Violent Incident Report Form.

## 3.27 SAFETY AUDITS AND INSPECTIONS

## POLICY

IVE can only improve health & safety by constantly developing policy, how IVE put policy into practice, and techniques of controlling risk. IVE will regularly carry out a systematic audit of all safety arrangements.

IVE will carry out regular inspections of work areas. How often will depend on the level of risk imposed by the activity within that area.

IVE will keep records of safety inspections and audits so that management can monitor performance and improve the overall safety culture within the workforce.

### Sources:

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999
- The Manual Handling Operations 1992.

### 3.27.1 SAFETY MONITORING AND AUDITING

Monitoring the workplace is vital to maintaining safe and healthy conditions at any site of work.

#### H&S Audits

These audits will be carried out by an authorised IVE representative, such as an IVE Consultant, who will carry out a formal audit and inspection of the workplace. This gives us external professional verification that IVE are complying with H&S legislation and best practice.

Audit findings and recommendations will be listed in audit reports in priority order for action. The H and S Officer will coordinate the compilation of actions which may involve participation by managers and/or employees.

Also, the H and S Officer will monitor how prepared employees and the workplace would be to cope with an emergency against the requirements of health & safety legislation, through regular training.

#### Workplace inspections

In addition to the H&S audits, staff members carry out regular inspections of their classrooms and staff members of their allocated areas: The checklist includes the following:

- Passageways and walkways being kept clear of obstructions.
- Trailing cables presenting trip hazards.
- First aid boxes. (by first aiders)
- Accident book. (as above)
- H&S notice board.
- Nominated first aiders and fire marshals. (by first aiders)
- Portable electrical equipment. (by Facilities)
- Lighting. (by Facilities)
- Cleanliness.
- Temperature and ventilation.
- Toilet and washing facilities.
- Computer workstation Assessments. (Office)
- Drinks and food preparation facilities.

Copies of completed checklists should be sent to the H and S Officer for information and/or action.

If significant hazards are identified, you must take immediate action to tackle hazards and problems to get rid of or reduce the risk of an accident or injury, without putting yourself in danger. The H and S officer and Directors must be informed.

### Relevant H&S Form:

AF3.27A Working Environment Checklist Form.

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## 3.28 SLIPS, TRIPS AND FALLS POLICY

The workplace has been reviewed for slip, trip & fall hazards & action taken to resolve the issues identified. Housekeeping standards and the condition of floors are reviewed continually and where necessary results are actioned immediately.

The prevention of slip and trip accidents in the workplace relies on the involvement of all staff and everyone is encouraged to deal with hazards when noticed. Staff are instructed in the importance of storing equipment in designated locations and in particular keeping walkways free from obstructions and trailing cables. They are also encouraged to report hazards, seeking assistance with any which they cannot personally resolve.

IVE will ensure that storage areas are of sufficient capacity, are well managed and are under the control of an identified person. When specifying hard flooring, IVE ensures that it meets the surface roughness requirements suitable for the activities taking place and, as part of the risk assessment process IVE undertakes assessments of the slip risk from hard floored areas in line with HSE guidance taking specific account of the use of the area.

Cleaning regimes are designed to ensure that dust, grease and other slip hazards are well controlled, with all hard flooring cleaned at least once per week. If there is a spillage, staff are responsible for ensuring that it is cleaned up promptly and any wet floor is clearly highlighted. Wet floor signs are used where floors remain wet after cleaning or as a result of other causes such as wet weather. However, floors which people are expected to use whilst wet, will be dried so far as is reasonably practicable.

Cleaning staff also remove waste on a daily basis to ensure that it does not accumulate and cause a trip hazard.

Staff are encouraged to wear sensible footwear.

Suitable and sufficient lighting is provided for normal tasks, and emergency lighting is provided to aid escape in case of lighting failure. All lighting is routinely checked.

Arrangements are in place for dealing with ice, snow and the accumulation of leaves on a timely basis to reduce the slipping risk in external areas.

#### **Sources:**

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992.

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### **3.29 SMOKING POLICY**

This policy has the aim of protecting non-smokers from the effects of passive smoking and other smoking related hazards. As a result, a total ban on smoking applies in the workplace.

It is appreciated that the policy may cause inconvenience to some employees, but IVE believes that in the long term the policy will be to the benefit of all employees by minimising risks to health and maintaining a clean and safe working environment. All employees, visitors, contractors and sub-contractors must comply with the terms of this policy whilst on IVE premises.

- With the exception of designated smoking areas outside, all IVE premises are no smoking areas.
- Employees are not permitted to smoke in the entrances (or adjacent to the entrances) of any IVE buildings.

- Employees are also requested to refrain from smoking, if asked to do so by another member of employees, whilst travelling together on business in a car.
- All new employees are to be informed of this policy.
- Line managers will be responsible for the compliance with this policy by Employees under their control. Noncompliance is to be dealt with under normal disciplinary procedures having regard to individual circumstances.

#### **Sources:**

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999
- The Health Act 2006.

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### **3.30 STRESS AT WORK POLICY**

Stress is defined as 'the adverse reaction people have to excessive pressure or other types of demand placed on them'. IVE recognises that workplace stress is a H&S issue and acknowledges the importance of identifying and reducing workplace stressors. IVE recognises that every role and job function has the potential to cause stress and that everyone has the potential to suffer from stress. As a result, IVE has implemented a set of strategies to reduce the impact which excess work pressure can have on our staff. These strategies include:

- comprehensive inductions for new staff
- staff buddying system
- half-termly one-to-one meetings for all staff with their line manager to manage workload and identify potential sources of stress
- return to work interviews following all instances of sick leave
- annual 360° appraisals to identify required training
- on site Mental Health First Aiders
- referral to occupational health services if required

IVE encourages a supportive culture where colleagues assist each other to ease peaks in work load. The nature of our work demands regular communication between managers and staff and plenty of opportunities for staff to share problems and seek additional support if needed. IVE discourages staff from working excessive working hours and has implemented HR procedures to ensure compliance with the Working Time Regulations. IVE offers support through managers and where necessary professional

counsellors, where individuals experience excessively stressful situations or stress related ill health.

IVE intends that all staff will be properly resourced and trained to undertake their role. Our thorough selection processes assist us in matching individuals to the demands of each job function. Through ongoing management reviews via half-termly one-to-one meetings, new starter induction procedures and annual staff appraisals, IVE identifies and manages training and development needs. IVE believes in offering developmental opportunities to staff where possible and where the member of staff desires it.

Management and supervisory staff receive training in good staff management practices using a 360o appraisal system. If the business is intending to implement organisational or procedural changes, IVE ensures that managers communicate and consult with staff at an early stage.

Poor performance and attendance is actively managed through back to work interviews to identify causes and solutions, including providing additional training or moving individuals to more suitable roles where necessary. This approach also reduces the burden on other staff who would otherwise have an additional workload.

Bullying, harassment and discrimination are not tolerated and IVE has a whistleblowing policy. This is found on the Team Drive and a hard copy is kept in a red Statutory Policy Folder in the office. All new staff are directed to read these policies when they join.

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### 3.31 TEMPORARY WORKERS POLICY

IVE recognise that the health & safety of employees who are temporary workers must be protected, or employees from an employment business. IVE must do the following:

Give any temporary worker or employee from an employment business, information on:

- any special occupational qualifications or skills they need to have if they are to carry out their work safely; and
- any health checks IVE have to give them under legislation.

Give the employment business information on:

- any special occupational qualifications or skills the worker needs to have if he or she is to carry out his or her work for us safely; and
- the specific H&S features of the jobs in IVE that

employees from the employment businesses will carry out.

Check that the information IVE provides to an employment business is passed to the worker (although IVE appreciates that the employment business has a legal obligation to pass this information on once they receive it from us).

Tell the people responsible for helping us with health & safety that IVE have employed temporary workers or employees from an employment business.

Sources:

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999

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## 3.32 TRAINING POLICY

So that our employees can work safely and efficiently, it is important that each person receives training that is appropriate to the job they have to do. While people need appropriate qualifications before IVE can employ them, IVE will still continue to train them during the course of their employment, ranging from outsourced courses to on-the job instruction.

All employees will receive appropriate induction training that will include the standard introduction programme, making them aware of their statutory duties, the emergency procedures and an explanation of our health & safety policy. An awareness of safety issues at all levels is an important feature in promoting this safety policy. As a result, the safety requirements related directly or indirectly to the task or work area will be a central part of occupational training. IVE will also give appropriate training to anyone who carries out a new task.

All training will be compulsory, and IVE will keep records of courses and qualifications.

Sources:

The H&S at Work Act 1974  
The Management of H&S at Work Regulations 1999  
The Provision and Use of Work Equipment Regulations 1998.

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## 3.33 VISITORS POLICY

IVE employees are responsible for the health & safety at all times of visitors and customers they invite onto IVE's premises.

When making arrangements with visitors, IVE will:

- Consider any special requirements or disabilities that require specific arrangements to be made e.g. ramps for wheelchair access, allocated car parking, etc.
- Explain the location and layout of the building, and the facilities available, including disabled toilets.
- Ensure that reception are aware of the date and time of the visit, name of the visitor, and specific arrangements to be made and that this information is recorded in the visitors book.

#### Sources:

- The H&S at Work Act 1974
- The Management of H&S at Work Regulations 1999
- The Disability Discrimination Act 1995

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### 3.34 WASTE MANAGEMENT POLICY

Whenever IVE create waste during the course of activities, IVE will get rid of that waste in a controlled, safe and proper way. If IVE need to use special control measures to reduce dangers (such as contamination, dust or risk of environmental pollution) IVE will follow procedures to get rid of the waste as safely as possible. These procedures are set out in the procedures section of this safety policy, or are covered separately in the safe systems of work section of this policy.

#### Sources:

- The Environmental Protection Act 1990
- The Control of Substances hazardous to Health Regulations 2002 (as amended 2004).

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### 3.36 WORK AT HEIGHT POLICY

All work completed at height on behalf of IVE will be undertaken in compliance with the Work at Height Regulations. The first consideration will always be to seek an alternative means of completing the work where at all possible.

Any work at height activity where there is a significant risk of injury will be undertaken by subcontractors. IVE will ensure that subcontractors:

- Complete a risk assessment to identify all the hazards associated with the task.
- Implement any remedial actions where possible arising from the above risk assessment.
- Using the risk assessment, plan the safest possible method of completing the job.

- Provide appropriate work equipment selected to suit the task.
- Provide suitable personal protective equipment.
- Are competent to undertake work at height.
- Use Permits to Work at Height to control the activities of contractors when necessary.

Only contractors who are able to provide evidence of competence will be used.

#### Sources:

- The Management of H&S at Work Regulations 1999
- The Work at Height Regulations 2005.

#### 3.36.1 WORK AT HEIGHT PROCEDURE

The main principle of the Work at Height Regulations 2005 is to avoid working at height where there is danger of falling and receiving an injury.

Every employer 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.

People should only use a ladder or stepladder if:

- They are competent – users should be instructed and trained in the safe use of equipment.
- The ladder or stepladder is strong enough.

#### For ladders

- Don't use the top three rungs
- Ladders for access should project at least 1 metre above the landing point and be tied.

#### For stepladders

- Don't use the top two steps of a stepladder
- Don't use the top three steps of swing-back or double-sided stepladders.
- The ladder or stepladder rungs or steps are level.
- The weather is suitable
- Robust sensible footwear is worn
- They are medically and physically fit
- They know how to tie a ladder or stepladder properly.

#### On a ladder or stepladder DO NOT

- Move them while standing on the rungs/steps
- Support them by the rungs or steps at the base
- Slide down the stiles
- Stand them on moveable objects, such as pallets and chairs.
- Extend a ladder while standing on the rungs.

### On a ladder

Where you must carry something, you **MUST** have one hand free to grip the ladder.

### On a stepladder

Where you cannot maintain a handhold (e.g. putting a box on a shelf), the use of the stepladder will have to be justified by taking into account:

- The height of the task
- A safe handhold still being available on the stepladder
- Whether it is light work
- Whether it avoids side loading
- Whether it avoids overreaching
- Whether the users feet are fully supported
- Whether you can tie the stepladder.

### Relevant H&S Form:

AF3.1A Risk Assessment Form.

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## 3.37 WORKERS UNDER THE AGE OF 18 POLICY

IVE will carry out risk assessments on any risks to workers under the age of 18 before they start work, in line with legislation. The risk assessments will follow the same procedure as that for other risk assessments described in the procedures section of this policy, but will specifically take account of the following.

- Their workplace and workstation.
- Any exposures to physical, chemical or biological agents.
- Any work equipment used.
- The work activities and processes to be carried out.
- Any training provided, and any risks from specified agents and processes (listed in the Management of Health & Safety at Work Regulations 1999).

IVE will follow the legal restrictions on the work that a young person does.

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## 3.38 WINTER CONDITIONS POLICY

Whilst IVE makes every effort to ensure that temperatures within internal work areas are reasonable, it is foreseeable that heating systems may fail due to breakdown or power disruption. Should this occur, IVE may authorise the use of portable heaters where it is safe to do so.

In the event of snowfall within the commuting routes of employees, managers will monitor weather

conditions and release staff early if necessary, to avoid them being trapped at work. Managers will also contact staff if the workplace is to be closed and/or they are not expected to come to work e.g. during a period of prolonged freezing conditions.

Unless directed by management not to attend, employees are expected to make reasonable efforts to come to work without taking personal risks. Travel warnings should be heeded.

Line managers are responsible for ensuring that additional communications and other precautions are taken as necessary to safeguard those who are lone working

If due to low staff numbers, our first aiders are not available, the most senior manager present will take the role of appointed person i.e. for the purpose of managing any first aid incident and obtaining medical treatment.

Procedures will be implemented to control the additional slipping hazards presented by the weather. In particular all external walkways and steps on our premises will be regular cleared of snow and gritted to reduce ice. IVE will follow the government's snow code in our approach to clearing snow and ice.

IVE will also pay particular attention to building entrance areas to minimise the risks from wet floors. Employees will be encouraged to wear footwear with a good tread when walking outside e.g. between the car park and the buildings.

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## 3.39 WORK EQUIPMENT POLICY

The objective of this policy is to ensure that equipment used at work does not result in H&S risks regardless of its age, condition or origin.

IVE are required by law under the Provision and Use of Work Equipment Regulations (PUWER) to ensure that all work equipment provided for use is suitable for the intended use; safe for use, maintained in a safe condition and, in certain circumstances, inspected to ensure this remains the case; used only by people who have received adequate information, instruction & training; & has suitable safety measures such as protective devices, markings & warnings.

### Definition of Work Equipment

The definition of work equipment is broad & ranges

from simple tools to complete installations, e.g. hammers, knives, ladders, drills, photocopiers, floor polishers, shrink-wrap machines, man-riders, lifting equipment (including lifts), fork lift trucks & vehicles.

The term 'installation' includes a series of machines connected together such as a conveyor system, a fire sprinkler system, or even scaffolding.

Private cars are not considered to be work equipment. However, cars which are not privately owned are considered to be work equipment but they will fall within the remit of road traffic legislation i.e. they must have a current MoT certificate & be in a roadworthy condition. Where cars used at work are on private roads, they will be governed by the PUWER and this policy will apply.

Where employees provide their own work equipment then it is the duty of IVE to ensure it complies with the Regulations, otherwise it will not be authorised for use.

The definition applies to all new, second hand and existing work equipment

### **Scope**

This policy applies to all IVE employees with responsibility for purchasing or approving work equipment for use at IVE's sites.

It also applies to all employees with a responsibility for the provision and use of work equipment and those with a managerial responsibility for employees using the work equipment to ensure they have the appropriate levels of training and supervision.

Where IVE employees are required to use or operate work equipment owned by or leased from a third party or another employer, it will be the duty of their line manager to ensure that the work equipment is safe for use and complies with the general requirements of this policy.

### **Sources:**

- The Management of H&S at Work Regulations 1999
- The Provision and Use of Work Equipment Regulations 1998.

## **3.39.1 WORK EQUIPMENT PROCEDURE**

### **Introduction**

The Provision and Use of Work Equipment Regulations

1998 (PUWER) apply to all items of work equipment provided for use, or used by employees or the self-employed.

The following definitions are relevant:

- Work equipment covers all machinery and tools.
- Use includes cleaning, repairing, altering, maintaining and servicing work equipment.

### **General requirements and duties**

IVE must make sure that equipment IVE provide for our employees, and self-employed people working for us, meets the regulations.

The regulations also apply to employers who choose to allow their employees to provide their own equipment.

Equipment must be suitable for the particular work it is provided to do (both for the operation concerned and for the conditions under which it will be used). Maintenance equipment must be maintained in safe working order and in good repair.

### **Information and instruction**

All relevant health & safety information, and written instructions on using work equipment, will be made available to the workforce at all levels.

### **Isolation from sources of energy**

Where appropriate, work equipment must be provided with a clearly identifiable and readily accessible way of isolating it from all sources of energy. Reconnecting any energy source must not expose a user to risk. Isolating equipment from its energy source is often necessary for maintenance, or when an unsafe condition develops. Isolation means breaking the energy supply in a secure way (that is, so the equipment cannot be reconnected by accident). The procedure would normally involve some type of permit to work system.

### **Maintenance operations**

If there is any risk to health or safety, you must take measures (as far as possible) so work equipment can be maintained while it is shut down. If this is not reasonably possible, you must take precautions to prevent risks to health or safety of those carrying out maintenance work. In this context, maintenance includes cleaning and repair.

### **Markings and warnings**

All work equipment must be marked with the appropriate health & safety warning signs and notices. Examples of markings are hazard symbols on dangerous substances.

Warnings are normally in the form of notices or signs. Signs should meet the Health & Safety (Safety Signs and Signals) Regulations 1996.

### Inspection requirements

The owner or supplier should decide what the inspection should involve, based on the manufacturer's information and other statutory obligations. The user of the equipment will identify other inspection requirements.

An inspection may include visual checks, and functional tests. The manufacturer's instructions should be for guidance on what an inspection should include for each piece of equipment.

### Responsibility for inspection

A number of people will be responsible for making sure that the work equipment is safe to use and that it has been inspected in line with the owner's or supplier's instructions. A hire company must make sure that equipment they hire out meets PUWER 1998. IVE or a self-employed person must make sure that equipment IVE use, or provide for use, meets PUWER 1998. That includes making sure that inspections are carried out by a competent person.

### Visual check

Low-risk equipment (such as a computer or printer used to input or print data) used for low-risk activities will not need a formal inspection. The user may need to make visual checks before each use to make sure the equipment is in good condition. But they must be competent. There is no need to record the results of the visual check.

Higher-risk equipment and equipment with moving parts (such as electrical generators or lifts) should have a visual check before each use, and may need a more formal check at certain intervals. A competent person should identify how often these formal checks should take place.

### Recording inspections

Records of inspections must be made and a record should be kept of the last inspection. Records can be kept in a register, be attached to the equipment, or stored electronically in a tamper-proof format. They must be easily accessible by the people who use the equipment or who need the information.

If equipment has been received from another user, or if IVE provides equipment for use by another user and it has to be inspected, the equipment must come with evidence of the last inspection. For future reference, it

is good practice to keep all records of inspection and maintenance, as they may be useful.

### Marking

The equipment may have a CE marking stamped on it. This shows that there is a European product directive and the equipment has been manufactured to a certain standard. However, it does not guarantee that it meets UK health & safety standards.

So, it must be ensured that all equipment, whether CE marked or not, meets UK health & safety requirements and is safe to use.

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## 3.40 WORKPLACE TRANSPORT POLICY

Our premises include areas where there is a mixture of moving vehicles and pedestrians. The area is our car park and delivery area.

IVE are undertaking a risk assessment to cover these activities and have identified the risk control measures required. The control measures include the segregation of pedestrian routes, 5 mph speed limits, and speed reducing ramps.

All staff will keep to pedestrian routes when walking and obey speed limits when driving in car park areas. Delivery companies will be monitored to ensure that they obey speed limits and that they make deliveries in a safe way without putting our staff at risk.

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## SECTION 4

# H&S GUIDANCE

This section gives more information on managing health and working time.

## 4.1 MANAGING HEALTH

### The hazards

More people die from work-related diseases than from workplace accidents. This chapter deals with health risks in general, stress, drugs and alcohol, and smoking.

The two biggest causes nationally of work-related ill health are pain due to back problems, upper limb damage (or 'dodgy knees') and stress.

## Managing sickness absence and return to work

Sickness absence can have a big impact on the performance of your business and the health and well-being of your employees. Most is short-term but it can turn into long-term absence if action is not taken early enough to support their return to work.

By putting in place a policy to manage sickness absence and return to work you can minimise the effects on both your business and your workers.

Regular recording of sickness absence will enable you to keep up to date with who is off sick and why. This will also tell you about trends in your workplace and where there are particular hotspots that may need your intervention.

Keep in contact with those who are off sick to let them know what is happening at work and plan cover for their absence. This needs to be handled sensitively as some people may see this as a way to press them to return to work.

Plan and carry out workplace adjustments to return your employee to their existing job or to an alternative if possible, to retain valuable skills and to remove barriers that would make return to work difficult. Take professional advice if discussions with your employee do not provide solutions. Your employee's GP may be able to help but do not contact them without your employee's consent.

If your employee is or becomes disabled, the law requires us to make reasonable adjustments to enable them to continue working. IVE may need to seek professional advice where appropriate.

A return-to-work interview is enough for most employees to discuss any concerns they may have. However, for those in danger of becoming long-term sick, a return-to-work plan is important. These plans should be kept under close review.

IVE will appoint someone to co-ordinate the return-to-work process to make sure the plan proceeds smoothly and everyone involved knows what is expected. Whoever is chosen should be familiar with the employee's work, be able to negotiate at all levels and be sensitive to the needs of the employee.

### The law

Under the H&S at Work etc Act 1974 (the HSW Act), you have a legal duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of your employees.

The Management of H&S at Work Regulations 1999 (the Management Regulations) require us to assess and control risks to protect employees.

### How to make it happen

Senior managers need to be committed to implementing and supporting a policy for managing sickness absence and return to work.

Line managers need the skills and confidence to manage sickness absence and return to work.

Line managers, employees and their representatives need to work together to ensure sickness absence is tackled fairly and consistently.

### Work-related stress

#### The risks

Pressure is part of all work and helps to keep us motivated and productive. But excessive pressure can lead to stress, which undermines performance, is costly to employers, and can make people ill.

#### What you must do

As an employer, under the HSW Act, IVE have a 'duty of care' to protect the health, safety and welfare of all employees while at work. IVE also have to assess the risks arising from hazards at work, including work-related stress, in accordance with the Management Regulations.

An effective risk assessment approach to tackling stress includes the following:

Measure the current situation (using surveys and/or other techniques).

Have discussions with employees and their representatives.

- Work in partnership with employees and their representatives to make practical improvements.
- Agree and share an action plan with employees and their representatives.
- Regularly review the situation to ensure it continues to improve.

### Management Standards for Work-related Stress

HSE's Management Standards for Work-related Stress covers six key areas of work that, if not properly managed, are associated with poor health and well-being, lower productivity, and increased sickness absence. These are:

- **Demands** – workload, work patterns and the work environment.

- **Control** – how much say the person has in the way they do their work.
- **Support** – the encouragement and support provided by the organisation, managers and colleagues.
- **Relationships** – working to avoid conflict and dealing with unacceptable behaviour.
- **Role** – whether people understand their role within the organisation and whether the organisation ensures they do not have conflicting roles.
- **Change** – how change is managed and communicated in the organisation.

The Management Standards approach provides a framework and process against which to develop an effective risk assessment, and is supported by a toolkit designed to help organisations measure and improve their performance in tackling stress.

### Is stress a problem in the workplace?

There are a number of ways to identify the causes of stress in your workplace:

- Use existing information to see how your organisation shapes up. Sickness absence or staff turnover data could help, as well as employee surveys.
- Conduct a stress survey of employees to find out potential problem areas as part of an overall strategy to identify and address the sources of stress. (See [www.hse.gov.uk/stress/standards](http://www.hse.gov.uk/stress/standards) for free Stress Indicator and Analysis Tools.)
- Have discussions with employees to assess what causes stress in the workplace and identify relevant problems and solutions.

### Developing solutions

- Continue to talk to employees to identify issues that affect them at work and discuss practical solutions.
- Record what you decide to do in an action plan, share it with staff and stick to it.
- Include a review of the risk assessment in your action plan, to check how effective the actions are.

## 4.2 WORKING TIME REGULATIONS

### Introduction

The Working Time Regulations 1998 deal with workers' rights in relation to hours of work, night-time working, breaks from work and paid holidays. IVE can amend some of these rights if IVE have a 'collective' or a 'workforce' agreement with workers.

There are two types of agreement.

- A collective agreement is one that has been negotiated through a trade union.
- A workforce agreement is one that IVE have agreed with workers or their representatives.

In general, a worker is classed as someone an employer provides work for, and controls when and how the work is done, and who pays tax and National Insurance contributions. Most agency workers and freelance workers are likely to be workers, but not the genuinely self-employed, who are paid on the basis of an invoice rather than with wages.

The regulations apply to trainees over school-leaving age, who are on work experience or on training for employment, other than that provided on courses run by educational institutions or training establishments. However, different working time provisions apply to workers who are under 18.

### Hours of work

IVE must make sure that workers do not work more than an average of 48 hours a week (including overtime), in any reference period that will normally be 17 weeks.

An individual worker may agree to work more than the 48-hour average weekly limit. Any agreement, which must be in writing, may relate to a specified period or apply indefinitely. A worker has the right to end any agreement he or she has made, but only after giving us due notice in writing. An agreement may set the period of notice a worker has to give us if he or she wants to end the agreement. This period must not be more than three months.

### Night-time working

The term 'night-time' is defined in the regulations as a period of at least seven hours, including the period between midnight and 5am. If there is no agreement, 'night-time' is the period between 11pm and 6am.

A 'night worker' is a person who normally works at least three hours of his or her daily working time during night time, but this arrangement can be altered through a collective or workforce agreement.

A night worker's normal hours of work must not be more than an average of eight hours in each 24 hours over a 17-week period. They cannot work the average if their work involves special hazards or heavy physical or mental strain. There is a limit of eight hours on the worker's actual daily working time.

The work of a night worker must be classed as involving special hazards or heavy physical or mental

strain if it is identified as such in a collective or workforce agreement, or if it is recognised in a risk assessment as involving a significant risk. The night-time limits and the reference period may be altered or not counted by a collective or workforce agreement.

IVE must offer free health assessments to any workers who are to become night workers. IVE must also give night workers the opportunity to have more assessments at regular intervals. How often these repeat assessments take place will vary between individuals according to the type of night work, how long it lasts, and the age and health of the individual worker.

Workers under the age of 18 are entitled to a health and capacities assessment if they work during the period between 10pm and 6am. The issues IVE need to include in this assessment are build, skills and competencies. IVE must also take account of the type of work that the young person will do.

### Rest periods

In each 24-hour period, a worker is entitled to a rest period of at least 11 hours in a row. A worker under the age of 18 is entitled to a rest period of at least 12 hours in a row.

As well as their daily rest periods, workers are entitled to weekly periods of rest. Workers are normally entitled to 24 hours uninterrupted rest in each seven-day period.

Workers under the age of 18 are entitled to rest periods of at least 48 hours in each seven-day period. If a worker works for more than six hours a day, he or she is entitled to an uninterrupted rest break of at least 20 minutes. Workers under the age of 18 are entitled to a rest break of at least 30 minutes if they work for more than four-and-a-half hours a day.

A collective or a workforce agreement may alter the rest breaks of adult workers. The rest breaks of workers under the age of 18 must not be altered.

### Records

IVE must keep adequate records to show whether IVE are achieving the limits on weekly hours of work and night time work for each of our workers.

IVE must identify workers who have chosen to work more than 48 hours in their working week. IVE must record the terms on which they are working more hours and set out the hours they work during each reference period. IVE must also keep, where

appropriate, records showing that IVE are following the requirements on health and capacity assessments. IVE may decide what type of records to keep, but must keep all records for two years from the date IVE make them.

A record is kept in the office.

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## SECTION 5 H&S FORMS

This section lists the H&S forms which are available as separate documents for manual completion or as files for electronic completion.

AF3.1A	RISK ASSESSMENT FORM
AF3.1B	RISK ASSESSMENT REVIEW FORM
AF3.1C	RISK ASSESSMENT SHORT FORM
AF3.2A	ACCIDENT REPORT FORM
AF3.2B	ACCIDENT INVESTIGATION FORM
AF3.5A	CONTRACTOR ASSESSMENT FORM
AF3.5B	CONTRACTOR ON-SITE CHECKLIST
AF3.16A	COSHH ASSESSMENT FORM
AF3.16B	COSHH INVENTORY FORM
AF3.9A	DSE SELF ASSESSMENT FORM
AF3.8A	DRIVING RISK ASSESSMENT FORM
AF3.11A	EMERGENCY RESPONSE FORM
AF3.6A	EMPLOYEE H&S FEEDBACK FORM
AF3.24A	FOREIGN TRAVEL CHECKLIST FORM
AF3.32A	H&S INDUCTION FORM
AF3.17A	HOMEWORKER ASSESSMENT FORM
AF3.25B	LONE WORKING RISK ASSESSMENT FORM
AF3.19A	MANUAL HANDLING ASSESSMENT FORM
AF3.19B	MANUAL HANDLING RISK SCORE FORM
AF3.20A	NEW AND EXPECTANT MOTHERS FORM
AF3.21	NOISE ASSESSMENT FORM
AF3.5C	PERMIT TO WORK FORM - ELECTRICAL
AF3.5D	PERMIT TO WORK FORM – ROOF WORK
AF3.5E	PERMIT TO WORK FORM – WORK AT HEIGHT
AF3.14B	PERSONAL EMERGENCY EVACUATION FORM

AF3.26A VIOLENT INCIDENT REPORT FORM  
AF3.40A VISITOR CHECKLIST FORM  
AF3.27A WORKING ENVIRONMENT CHECKLIST

FORM  
AF3.37A YOUNG PERSONS INDUCTION FORM