

Health & Safety

Distance Learning Workbook

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1. Introduction and background

A key evaluation criterion in any public sector tendering process is information relating to Health and safety. For your company to meet the required standards it will involve you developing and implementing policies that demonstrate that you have created a safe working environment for your employees and customers.

This workbook has been written to ensure that you understand the typical Health and safety questions. In many tendering processes the failure to meet the required Health and safety questions and standards can result in you not being allowed to progress in the tendering process. This is due to the public sector purchasers' responsibility for minimising the risks presented by suppliers and sub-contractors in their dealings with the general public.

Whilst each workbook covers a particular topic, they are interlinked. For example, aspects relating to Health and safety are linked to your ability to deliver and to the quality systems within your organisation.

Throughout the main part of the workbook, there are opportunities to reflect on what you have read and what this may mean to your business. It is important that you complete as many of the activities as you can, as they have been designed to help you move towards successfully competing for public sector contracts.

The material and activities should be thought provoking and challenging. If you have a procurement mentor, they can help you to plan how best to address the issues that the text and activities have identified.

One of the challenges is getting to grips with some of the jargon. This is explained throughout, and in a 'jargon buster' at the end.

We recommend that you spend a total of at least half a day (3.5 hours) working on this workbook.

2. Aims and objectives of workbook

The aims and objectives of this workbook are to:

Raise the general awareness of the importance of Health and safety and to assist you in fulfilling your Health and safety requirements as an employer.

Review the Health and safety requirements in a typical public sector tendering process and to ensure that these issues are understood and reflected when you are bidding for work.

Assist you in carrying out a risk assessment which can be presented as part of your Health and safety policy.

Assist you in developing a Health and safety policy that will meet the requirements of any public sector evaluation panel.

In working with you to develop a Health and safety policy that reflects your industry and company practices, it is hoped that you will not see the Health and safety requirements in the tendering process as an additional bureaucratic burden placed on you as a small business, but as a useful exercise that helps you create a safe working environment.

3. Your legal requirements

The Health and safety at Work Act of 1974 obliges:

- ❑ Employers to look after the health, safety and welfare of their employees.
- ❑ Employees and the self-employed to look after their own health and safety.
- ❑ Everyone to take care of the health and safety of other people such as members of the public who may be affected by their work activity.
- ❑ Good working practices to be developed that prevent accidents and work-related ill health .
- ❑ Firms with five or more people to have a written Health and safety policy and to bring it to the attention of all employees.

As an employer you have a legal obligation for the health, safety and welfare of your employees even if you employ less than five people! This needs to be carried out in accordance with the above Act.

Those companies employing five or more employees need to acknowledge this responsibility in a written policy and be able to demonstrate the steps taken by the company to ensure its compliance with key obligations.

Whilst you do not need to have a detailed understanding of the Act, your policy must reflect your general approach to health and safety and the arrangements that you have in place for implementing and monitoring it.

Obviously, some industries need to give greater attention and provide a more detailed approach to health and safety than others.

For example: A recruitment agency does not carry the same risks relating to health and safety as a construction firm. As such, greater attention and emphasis will be given to the Health and safety policy of a construction firm than to a recruitment agency during the tendering process.

Relevant statistic: Construction in Britain is the biggest industry and one of its most dangerous. In the last 25 years, 2800 people have been killed on constructions sites or as a result of construction activities.

Whilst it is a legal requirement for firms employing five or more employees to have a written policy, it is good practice for all companies to develop a formal approach for dealing with the Health and safety requirements of their employees.

This can be in the form of a combination of the following:

- ❑ A formal policy

- ❑ Written guidance and advice
- ❑ Notices
- ❑ A suitable qualified person who provides guidance and advice
- ❑ Procedures to follow in the event of an emergency.

All information relating to Health and safety must be brought to the attention of employees, and it is good practice for this information to be on display in the office and/or in a place that is easily accessible to all employees.

It is, however, the law for all employers to either display the Health and safety Law Poster or supply employees with individual copies of the same information in the leaflet, "Your Health and safety – A Guide for Workers."

4. Importance of Health and Safety

Health and safety Statistics for 2008/09 show that in the UK:

- ❑ 180 workers were fatally injured
- ❑ There were 94 fatal injuries to members of the public
- ❑ There were 3,286 'major' injuries
- ❑ 29.3 million days were lost overall (1.24 days per worker), 24.6 million due to work-related ill health and 4.7 million due to workplace injury.

Consider the cost of these lost days to employers!

You do not want your company to be responsible for adding to the statistics. Besides generating bad press health and safety breaches impact on the company's bottom line as the real costs of accidents in the workplace are rarely fully covered by insurance: lost production and management time.

Activity 1

How many working days do you think are lost in your company every year due to the ill health of your employees?

Could this be reduced by greater attention being given to their health, safety and welfare?

Relevant statistics

It is estimated that work-related stress alone cost employers in Britain between £353 million and £381 million per year and that the cost to society is about £3.7 to £3.8 billion annually.

5. What businesses need to do

It is important that all employers:

- Register the business
- Undertake a risk assessment
- Develop a Health and safety Policy
- Produce a Health and safety Statement
- Display/distribute Health and safety information
- Ensure appropriate insurance, facilities, equipment and training.

Attention is drawn to the following points:

Register your business.

- If you employ anyone it is likely that you need to register your business. Contact the HSE Infoline on 0845 345 0055 for further information.
- Any organisations involved in the handling of food need to register the business with the local authority. This includes offices where tea and coffee are prepared for visitors.

You are legally obliged to assess the risks in your workplace.

- By 'risk' we mean the chance, high or low, that someone can be harmed by a hazard (e.g. chemicals, electricity, equipment, ladders, etc.).
- All work-related accidents and injuries need to be reported.

If you have employees it is a legal requirement for you to have employers' liability insurance.

- It is compulsory for this certificate to be displayed.

For additional assistance see: "Five Steps To Risk Assessment"

<http://www.hse.gov.uk/pubns/indg163.pdf>

Information and publications.

<http://www.hse.gov.uk>

HSE Infoline – 0845 345 0055

6. Health and Safety in public sector tendering processes

In all public sector tendering processes there will be some questions around Health and safety. For high-risk purchases (e.g. construction) the questions will be detailed and you will be required to provide significant and in-depth answers.

6.1 Questions in Pre-Qualification Questionnaires

Some Pre-Qualification Questionnaires (PQQs) differentiate between businesses of:

- Under five employees.
- Five or more employees.

This is because businesses of five or more employees are legally obliged to have a written Health and safety policy. However, it is often easier to answer the questions in a PQQ if you have a written policy. It is, therefore, recommended that all companies have a written policy, which can be referred to in each question. In the long run you will be saving time and energy!

The following are examples of Health and safety questions that have been asked in recent public sector PQQs:

Organisations with 5 or more employees (including managers).

Please provide:

E.6 An up-to-date, signed and dated copy of your health and safety policy and arrangements.	YES / NO (please delete)
E.7 An example risk assessment covering significant risks that relate to the area of work you would be carrying out for Haringey Council i.e. Display Screen Equipment, Manual Handling, Hazardous Substances, Lone Working, Working at Heights.	YES / NO (please delete)

All organisations with more than 5 employees.

<p>E.8 Name and position of the senior manager operationally responsible for health and safety within the organisation.</p> <p>Name:.....</p> <p>Position:.....</p>	<p>YES / NO (please delete)</p>
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<p>E.9 Have you received any prosecutions/notices served (or pending) by the HSE or EHO for health and safety offences and actions taken as a result of any notices?</p> <p>If 'yes', please provide brief details.</p>	<p>YES / NO (please delete)</p>
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<p>E.10 Have you had any fatalities over the past three years? If 'yes' please enclose the actions taken as a result of any fatalities.</p>	<p>YES / NO (please delete)</p>
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<p>E.11 Details of how employees are trained in relation to Health and safety and welfare aspects of their work activities.(This should be supported by the provision of copies of example training records etc.)</p>	<p>YES / NO (please delete)</p>
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<p>E.12 Please enclose (if applicable) the number of incidents reportable under the Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1995 over the past three years</p>	<p>YES / NO (please delete)</p>
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Health and safety Policies

Any business employing five or more people has, by law, to prepare and bring to the attention of employees a written Health and safety Policy Statement.

A Health and safety Policy usually consist of three distinct sections:

General Policy Statement: a short statement outlining the company's commitment to health and safety signed and dated by the senior company official (e.g., the Managing Director).

Organisation: how the company is organised for health and safety; lines of communication; and any specific duties/responsibilities assigned within the organisation - this should be relatively straightforward for smaller companies.

Arrangements: the systems and procedures in place for ensuring employees' health and safety at work.

Activity 2

How would you respond to all of the questions in the example above?

Identify any that would cause you difficulty, so that you can address them as you work through this workbook.

Do you have a Health and safety Policy? If so, re-read it and keep it with you as you work on, so that you can develop and build on it as appropriate to your business.

If you don't have a policy, take this opportunity to begin developing one now.

7. Health and Safety accreditation schemes: CHAS

The London Boroughs' Health and safety Forum (of which Haringey Council is a member) of the Greater London Employers' Association has introduced a Contractors' Health and safety Assessment Scheme (CHAS).

This is a Health and safety accreditation scheme initially designed for the construction industry, but now being extended into other business sectors. Full details about it can be found at www.chas.gov.uk

Businesses who wish to join CHAS are asked to complete an evaluation questionnaire. There are two evaluation questionnaires, one for businesses with fewer than five employees, and a more detailed questionnaire for businesses with five or more employees.

Businesses who are accepted onto CHAS are saved time and effort when bidding for work with public sector organisations who are members of the scheme.

Once accepted onto the scheme, businesses' health and safety policy and arrangements now only need to be assessed once in a period of three to five years when applying to member councils.

Once accepted by any participating council, a certificate of health and safety policy acceptance will be issued to you and your details placed on a central database. Other London councils have access to this information, avoiding the need for you to repeat this process when applying to other member councils.

7.1 CHAS evaluation questionnaires

Businesses working in the high-risk construction industry are required to answer all questions. Businesses in other business sectors are not evaluated on any questions that are not relevant to them. Full details on what is required of non-construction businesses can be obtained from CHAS.

7.1 CHAS standards

CHAS publishes details of what standards they expect when responding to each question. This includes details of all the relevant health and safety legislation.

This list is quite daunting to businesses not working in the construction sector. However, any business could pull some useful elements from it.

For example, there are standards relating to workstations and display screen equipment, which are relevant to all offices. A full list of the CHAS standards can be found at: www.chas.gov.uk/Downloads/AssessmentStandards.doc

8. Developing, implementing and monitoring a Health and Safety policy

As mentioned previously, having an effective Health and safety policy is an essential basis for responding to all of the questions in a tendering process. Here we begin to take you through the stages involved in effectively developing, implementing and monitoring a policy.

Remember: If you work in a high-risk sector, particularly construction, it is likely that you will require additional specialist advice and support. If you have a procurement mentor, they will be able to help you with this.

8.1 Undertaking a risk assessment

A risk assessment clearly identifies hazards to your staff in delivering their core operations, as well as the procedures you have in place for either removing or reducing these risks. It is the first step in developing a Health and safety policy and needs to be incorporated into it.

Common company hazards include:

- Slips, trips and falls
- Asbestos
- Hazardous substances
- Falls from heights
- Display screen equipment
- Musculo skeletal disorders
- Noise
- Vibration
- Electricity
- Work equipment and machinery
- Maintenance and building work
- Workplace transport
- Pressure systems

- Fire and explosion
- Radiation
- Stress.

The risk assessment needs to be reviewed and updated on a regular basis.

The following steps are involved in a risk assessment:

- Identification of company hazards
- Identification of who might be harmed and how
- Evaluation of risk (high, medium or low)
- Assess if existing procedures for reducing risk and/or removing risk are sufficient. If not, develop procedures for reducing/removing risk
- Set a date to review the risk assessment, as it needs to be continuously monitored and updated.
- Record findings. For example

Risk	Risk Level	Procedure for Reducing Risk	Last Reviewed
Slips and trips	High, when wet	Floor to be dried every hour	1 May 2004

Further assistance and guidance can be obtained from the HSE publication An Introduction to Health and safety <http://www.hse.gov.uk/pubns/indg259.pdf>

8.2 Developing a Health and Safety policy

Having assessed all of the risks in your business you are now in a position to begin developing a Health and safety policy.

The degree of detail that you provide in the policy is largely dependent on the size of your business and the sector in which you operate. If you are planning to bid for public sector contracts, however, it is recommended that you go into greater depth than you might otherwise have planned.

Haringey Council has provided the following Health and safety template. You can use this template as a framework to develop your Health and safety Policy. It needs to be carefully reviewed and adapted to the issues relevant to your company and industry,

as issues covered in the policy will vary enormously from company to company, and from industry to industry.

Bear in mind that evaluators in a public sector tendering process can spot an 'off-the-shelf' template policy immediately. You need to make sure that your policy has been applied specifically to your business and industry, or you are likely to be scored very low and/or failed in a tendering process.

Activity 3

Work through the following template framework, developing or modifying your own Health and safety policy.

- Identify unique Health and safety issues relevant to your industry.**
- Identify unique Health and safety issues relevant to your company. Ensure that issues relating to your risk assessment are covered.**
- Consult your employees to identify additional Health and safety issues.**
- Identify a person responsible for Health and safety.**

The HSE website provides industry specific information. Click onto your industry and refer to the relevant fact sheets to assist you in developing your Health and safety policy.

For example: Does your employee(s) regularly use computers or other display screen equipment? If yes, see the HSE publication on Display Screen Equipment. Reduce the risk of your employees having back problems, repetitive strain injury and/or other muscular-skeletal disorders. All of these can become serious if no action is taken, resulting in the loss of productivity through ill-health.

If you are in doubt about your responsibilities or require additional assistance call the HSE Infoline and/or seek advice from a professional organisation.

Health and safety Policy Template

. . . prepare your business for new opportunities . . .

[Insert company name]

Health and safety Policy

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Introduction

Part 1 General Statement of Health and safety Policy

Part 2 Organisation

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INTRODUCTION

[insert company name] recognises and accepts its obligations as an employer in providing a safe and healthy workplace and working environment for all employees, visitors, clients and any others affected by company activities both on **[insert company name]** premises and off site on clients' premises or on rented premises.

This Health and safety policy provides details of the arrangements for health and safety within the company and is in three parts:

Part 1. General Statement of Health and safety Policy

Part 2. Organisation

Part 3. Arrangements

Each of us has a part to play in making the policy work. By accepting the responsibility and challenge that this policy presents, we all stand to benefit by having a safer and healthier place of work.

It is only by giving safety a high priority at all times that we can ensure that we, our colleagues, clients and the general public are protected from the hazards which may exist throughout our working operations.

We expect all employees to make themselves fully conversant with, and conscientiously discharge, their duties and responsibilities as defined in this policy document, thereby ensuring that our operations are undertaken with full regard to health, safety and welfare.

Safety is the concern of each and every employee within our organisation. We would therefore ask you to read and comply with the contents of this document and encourage others to do likewise.

[Insert company name]

Part 1

General Statement of Health and safety Policy

[Insert company name] accepts that it has both a moral and legal responsibility for the health, safety and welfare of its employees, and clients. This company recognises that injury, damage and loss can be avoided and that consideration for health, safety and welfare should rank equally with all other commercial considerations.

In accordance with our duty as an employer under Section 2(3) of the Health and safety at Work, etc., Act, 1974, and in fulfilling our obligations to both employees, clients, and the public who may be affected by company activities, the Principal has produced the following statement in respect of company policy on health and safety.

It is the policy of **[insert company name]** to take all reasonably practicable steps to ensure the safety, health and welfare of their employees, contractors, clients, visitors and any others affected by the activities carried out.

The management fully recognises its responsibilities in providing safe and healthy working conditions and we will ensure that our statutory duties are met at all times.

It is our intention to promote and maintain high standards of safety by providing a safe workplace, safe equipment, safe materials, and safe systems of work in order to minimise the risk of injuries or damage to health.

Each employee will be given such information, instruction and training as is necessary to enable the safe performance of work activities. Adequate facilities and arrangements will be maintained to enable employees to raise issues of health and safety. As a responsible company we will consult with employees on health, safety and welfare matters.

[insert company name] will appoint competent people to assist in meeting our statutory duties including, where appropriate, specialists outside our organisation to provide the necessary proficient advice on health and safety matters. Adequate funds, time and other resources will be allocated to meet the objectives of this policy.

This policy will be reviewed at least annually or as legislation demands and reissued. Where appropriate any amendments will be incorporated into this policy and will be brought to the attention of employees as new changes are implemented.

Whilst the responsibility for compliance with Health and safety legislation will always remain with management, each individual has a legal obligation to take reasonable care of his or her own safety, and for the safety of those affected by his or her acts or omissions. The successful promotion and implementation of this policy relies on the full commitment and cooperation of each employee to enable us to comply with our statutory duties.

Full details of the organisation and arrangements for health and safety are contained in Parts 2 and 3 of this document.

Signed:

Date:

[insert company name]

Director

Part 2

Organisation

The director is responsible for the overall effectiveness of the company's safety, health and welfare. It is his duty to periodically review and amend this Health and safety policy as required by changes in legislation, as the business changes its work activities and grows in size.

He/she will ensure that the objectives of this policy are fully understood and observed by all levels of the workforce.

He/she will ensure adequate funds are allocated to meet the requirements of the Policy, and that adequate arrangements exist to enable effective management of health and safety matters. Further he/she will ensure that projects are adequately priced to allow for safety resources, proper welfare facilities, safe working methods and equipment to avoid injury, damage and wastage.

He/she will appoint competent persons to assist him/her to comply with obligations under all health and safety legislation. Ensuring such persons classed as competent are/will be trained to enable them to carry out their duties.

He/she is to make himself/herself aware of all appropriate safety statutory requirements affecting the company. This he/she will achieve by regularly liaising with all necessary agencies such as the Health and safety Executive (HSE), Local Authority Health and safety, Trade Associations, etc.

He/she will ensure all necessary and adequate health and safety training is provided to all persons involved in company operations. This will be on recruitment and on their exposure to new or increased risks.

He/she will ensure that sound working practices are observed as laid down in approved codes and codes of practice. He/she will ensure that all suitable and sufficient risk assessments are undertaken to safeguard the health and safety of the workforce and others not in his/her employment but affected by company undertakings. The reason for this is so that appropriate control measures can be put into place. He/she is also to ensure that risk assessments are reviewed as necessary and that significant findings are recorded.

He/she will provide effective procedures to be followed in the event of serious or imminent danger to all persons involved in company undertakings and nominate competent persons to implement any evacuation procedures that are necessary.

He/she will initiate the reporting (in accordance with RIDDOR), investigation and costing of injury, damage and loss. He/she will further promote analysis of these investigations to discover trends and implement as necessary further control measures to reduce risk. He/she will liaise with external accident prevention organisations and encourage the distribution of safety literature throughout the company.

He/she will consult as necessary with the workforce to discuss accident prevention, safety performance, and safety improvements, welcoming any positive safety suggestions that they may present. He/she will further ensure that all safety suggestions, grievances and complaints from the workforce are fully investigated and take the appropriate action. He/she will reprimand any member of the workforce

failing to satisfactorily discharge their responsibilities to health and safety, making sure that good health and safety practices do not go unrecognised.

Managers

They are to liaise closely with the client and contractors in respect to all matters appertaining to safety. They will ensure they and their workforce knows and abides by:

- Details of workplace/site safety management.
- Workplace/site emergency procedures.
- Workplace/site first aid and welfare facilities.
- Workplace/site rules.

They will ensure that the company's safety requirements are fully complied with. They will regularly report to the Director upon all matters relating to health and safety and immediately report:

- Any unsafe, unhealthy or illegal working practice.
- Any accident, dangerous occurrence, event or near miss (in accordance with RIDDOR) and any consequence resulting.

They are to ensure that an appropriate risk assessment is carried out for any work under their control. Where risk is considered to be significant this must be recorded in writing.

They will take on the role of the competent person to guide people to safety in the event of an emergency. They are to take the appropriate action to notify the emergency services and until such time as relieved of their duties take charge of the situation ensuring no one is put into danger.

They will reprimand any member of the workforce failing to satisfactorily discharge their responsibilities to health and safety, making sure that good health and safety practices do not go unrecognised.

Health and safety Manager

Apart from other company duties, the Health and safety Manager will be responsible for the health, safety and welfare of the all company premises. All office facilities are to be maintained in accordance with statutory requirements.

The manager is to ensure that a fire risk assessment in accordance with the Fire Precautions (Workplace) Regulations, 1997 is conducted for company premises and put in place the necessary control measures. Fire safety precautions are to be maintained and emergency procedures clearly displayed. He/she will ensure fire exits are kept clear

In the event of an emergency he/she is to take the appropriate action to notify the emergency services and until such time as relieved of his/her duties take charge of the situation ensuring no one is put into danger.

He/she is to ensure that all office equipment is correctly installed and regularly maintained and be responsible for maintaining the company's health and safety library.

He/she will ensure that welfare facilities are regularly maintained in a clean and healthy state. He/she as **[insert company name]** appointed person for first aid is to ensure that all company first aid kits are kept fully stocked and that all first aid treatments are recorded in the register.

Where activities are delivered offsite the person responsible for maintaining compliance with the policy will be the Health and safety Manager. Employees visit clients site should always wear their ID badges and sign in on the client's premises before commencing work.

Where work is being delivered off site, prior to commencing work the project manager should familiarise themselves with the site safety requirements and will identify the appropriate fire safety precautions, emergency procedures and fire exits, ensuring that all fire escapes are free of obstruction and all fire assembly points are identified.

Work will only take place if these fire exits are clear. Where the project manager is in doubt about the appropriate procedures, the premises manager will be responsible for identifying them. Where premises are rented by **[insert company name]** on a temporary basis, a copy of an up-to-date fire safety certificate (not more than 12 months old) will be obtained from the owners of the property.

Employees

The Health and safety at Work Act 1974 places certain responsibilities and obligations upon employees whilst at work. These are:

- ❑ To take reasonable care of the health and safety of himself/herself and other persons who may be affected by his/her acts or omissions at work, and
- ❑ As regards any duty, liability or requirement imposed upon his/her employer or any other person or under any of the relevant statutory provisions or measures, to cooperate with them so far as is necessary to enable that duty, liability or requirement to be performed or complied with.

No employee shall:

- ❑ Intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety or welfare in pursuance of any of the relevant statutory provisions.
- ❑ Take risks that may cause an accident to themselves and/or other persons.

All employees are reminded of their responsibility to cooperate with management and to take reasonable care of themselves and others. Whenever

they are aware of any unsafe conditions, or notice a health and safety problem that they cannot put right without putting themselves at risk, they are to bring this matter to the attention of an appropriate manager or report the same to the representative.

All employees are required:

- ❑ To make themselves aware of emergency procedures for company premises and for other areas they may be required to work on. Where in doubt of procedures they are to ask for clarification from a manager.
- ❑ To work in a safe manner at all times and are not to take any risks that could endanger themselves or others.
- ❑ To warn others, particularly young and/or trainee employees of all known hazards or when they are stepping into danger.
- ❑ Not to play dangerous or practical jokes or engage in 'horseplay' whilst at work.
- ❑ To report to management any injury or illness to themselves which has been caused through a working incident, even if they consider it to be very minor and it does not stop them working.
- ❑ To report to management any illness, disability, or whether they are undergoing treatment or have been prescribed medication which could constitute a hazard to themselves or others whilst at work.
- ❑ Not to work if under the influence of alcohol or illegal substances.

Contractors

It is **[insert company name]**'s objective to secure and maintain high standards of health and safety within all areas under our control. This health and safety policy applies to all contractors and other persons engaged to carry out specific work on our premises, or undertaken on behalf of **[insert company name]** and forms part of the terms of contract.

Contractors and their employees will be expected to work safely. Contractors are to undertake and conduct their activities in accordance with relevant statutory provisions, safe working practices, methods and procedures taking into account the safety of other persons and property. They are to familiarise themselves with company emergency procedures and are required to accept any health and safety instruction and training prearranged by our company.

Any breach of our company's health and safety rules or any legal requirements may lead to the suspension of work, at the contractor's own expense, or termination of the contract.

Part 3 Arrangements

Display Screen Equipment (DSE)

Under the Health and safety (Display Screen Equipment) Regulations **[insert company name]** must carry out an analysis of workstations for the purpose of assessing risks, in particular the risks of musculoskeletal discomfort, visual disturbance and mental stress. Risks must be remedied, so far as reasonably practicable.

The company acknowledges that health and safety hazards may arise from use of this type of equipment. It is the intention of **[insert company name]** to ensure that any risks are reduced to a minimum. Whilst it is generally recognised that the use of DSE can be undertaken without undue risks to health, it is appreciated that some employees or contractors may have genuine reservations and concerns.

Users of DSE are to adhere to the following daily start-up checks before operating this equipment:

- Sit right back in your chair so that the backrest can support you.
- Form a relaxed curve in your lower back and adjust your backrest to provide support when in this position.
- Raise or lower your seat until your forearms are horizontal, make sure your wrists are straight when your hands are on the keyboard.
- Use a footrest if your feet do not comfortably touch the floor.
- Remove any obstacles under your desk that prevent you sitting in an upright position.
- Check your workstation has not become disorganised forcing you to sit in an awkward position.
- Set your display viewing distance to suit screen characters and copy stand text size.
- Position your copy stand close to the screen (i.e. same height and viewing distance and next to display).
- Adjust your screen and copy stand angle to suit your sitting position.
- Adjust the brightness control to suit the office lighting level.
- Adjust the brightness control if the light levels have altered since you started work. Lower window blinds if sunlight is causing glare.

All equipment will be monitored and reviewed every six months with the results stored in the company's Health and safety file. All equipment will be maintained and serviced annually by a competent technician. Where employees or contractors health or welfare is affected through the use of equipment provided, measures will be taken to replace these with more suitable equipment. Employees or contractors are free to communicate any issues regarding computers, telephones or display equipment at

any time to their manager or to the Health and safety Officer or to the Managing Director.

Electricity

All electrical equipment and electrical systems installed and used on company premises are subject to the Electricity at Work Regulations 1989. Electricity cannot only cause shock, but can also cause burns and start fires. It should therefore never be treated lightly. All electrical equipment and systems within the workplace are/will be installed and maintained by a competent person.

If at any time a temporary electrical system is used, this wiring must be as safe as a permanent installation and must be replaced by a permanent installation as soon as practicable if it is likely to be needed for a period longer than six weeks. Avoid using long extension leads wherever possible. If a reel extension lead is used, ensure that the cable is completely wound off the reel before connecting to mains.

Most people are aware of the health and safety hazards associated with electricity. To avoid injury, or worse, it is essential that employees adopt the following precautions:

- Report faults immediately. Do not use or continue to use faulty equipment.
- Do not carry out repairs, etc., or even fit plugs, unless authorised to do so.
- On a daily basis, or when you first use electrical equipment it should be visually checked to ensure that there are no obvious faults, e.g. exposed or loose wires, cracked plugs or sockets, switches not working correctly. Any faults must be reported to the Health and safety Manager immediately and the equipment not used.

Some faults, such as the loss of earth continuity due to wires breaking or coming loose within equipment, the breakdown of insulation and internal contamination will not be spotted by visual inspections.

To identify these problems, a programme of inspection and testing is necessary on all electrical equipment every 12 months by a qualified electrical technician. The results will be recorded in the company's health and safety file.

An approved company appointed competent person will carry out all tests and inspections. As well as testing as part of the planned maintenance programme, combined inspection and testing should/will be carried out:

- If there is reason to suspect the equipment may be faulty, damaged or contaminated, but this cannot be confirmed by visual inspection.
- After any repair, modification or similar work to the equipment, which could have affected its electrical safety.

Any electrical equipment supplied by **[insert company name]** for use offsite by operatives or clients must be checked before use for sparks or loose connections. This equipment is likely to consist of tape recorders and CD players. In case of any

suspected fault, operatives should immediately stop using the equipment and report the problem to the Health and safety Manager (in the case of **[insert company name]** equipment).

Emergency Procedures

It is the intention of **[insert company name]** to ensure that any risks arising from work activities are eliminated or reduced to a minimum. However, management acknowledges that despite these measures it cannot be assumed that a major incident will never occur. However, such an incident is highly unlikely if all risks are adequately controlled.

The consequences could be catastrophic if risks are not controlled. To this end, **[insert company name]** has put in place certain emergency procedures to ensure injury and damage limitation in the event of such an incident. Management will also endeavour to give information and training as often as is necessary to all employees (and other persons, such as contractors and visitors) to enable a better understanding of these matters.

In order to be prepared for any emergency event, **[insert company name]** will plan for reasonably foreseeable incidents and has arranged a written plan outlining procedures to be followed in such an event. Management in consultation with employees and contractors or their representatives will:

- ❑ Carry out a risk assessment to identify foreseeable major incidents for which emergency procedures would be required.
- ❑ Establish procedures to be followed by employees, contractors and visitors in the event of an emergency situation, including:
 1. Raising the alarm
 2. Means of escape
 3. Assembly points and "safe havens"
 4. Summoning the emergency services
 5. Evacuation of persons
- ❑ Appoint persons to be responsible for specific procedures in the event of an emergency situation. Emergency procedures are devised for all to follow in the event of a situation presenting serious and imminent danger. The aim is to set out clear guidance on when employees, contractors, visitors and other persons, should stop what they are doing and be moved or guided to a place of safety.

In the event of emergencies such as power supply failure, lift breakdown, gas or water emergency, flood or failure of building or where a suspect package is found, immediately report it to the building manager. **DO NOT ATTEMPT TO REMEDY THE SITUATION.**

Employment

[Insert company name] will ensure on engaging a person for all existing employees, that they do not suffer from any illness, disability or are undergoing treatment or prescribed medication which would constitute, in the working environment, a hazard to themselves or others.

[Insert company name] will only employ or contract persons that are competent to carry out the work for which they are engaged. This includes appropriate qualifications and/or experience, an interview (telephone and/or face-to-face), reference checking of previous employers, and a police check where their work involves working within schools and/or with vulnerable people.

Employees and contractors will be provided with information, adequate supervision and given suitable training to enable them to conduct their work safely. Each person will be made aware, prior to the commencement of any work, of all relevant legislation, codes of practice and/or guidance notes to comply with safe working practices.

All employees and contractors (if they provide services in the **[insert company name]** main office) are required to read this company's Health and safety policy. They are to append their signature on the appropriate page of the master copy kept by the company administrator to indicate that they understand our company's health and safety objectives, rules and regulations.

It is **[insert company name]**'s intention to update employees on all health and safety matters as and when it is considered necessary, and when there is a change in legislation that may have effect on company operations.

First Aid (Onsite Offices)

The Health and safety (First Aid) Regulations 1981 state "An employer shall provide, or ensure that there are provided, such equipment and facilities as are adequate and are appropriate in the circumstances for enabling first aid to be rendered to employees if they are injured or become ill at work". In order to discharge our duties **[insert company name]** will provide adequate facilities and an appropriate trained person to render first aid to ill or injured employees, contractors or visitors.

The company's appointed person (for first aid) shall be **(insert name)**. All first aid facilities (including the accident book) shall be kept in the main office at all times.

Housekeeping (Onsite Offices)

Poor standards of housekeeping are a common cause of injury and damage at work and can create unnecessary fire hazards. Low standards often result from poor working practices and/or organisational deficiencies. Poor housekeeping is a common cause for accidents and fires in the workplace.

Employees and contractors must ensure that areas they are responsible for are maintained to satisfactory standards of housekeeping at all time. Workplace inspections are to be carried out on a regular basis to identify where standards require improvement. These are to be highlighted for remedial action.

All employees and contractors are responsible for ensuring that they do not allow waste material to accumulate in their working area and for keeping their workstations and work areas tidy. They are to report problems relating to storage or removal of articles and waste to the health and safety manager.

Floors must be cleaned on a regular basis and waste bins must be emptied daily. Rubbish is to be kept in suitable containers and must not be allowed to overflow. Combustible waste must be kept away from ignition sources. Large items of rubbish that may pose a particular hazard must be removed separately and without delay. Obsolete items of equipment or furniture and "come-in-handly" items must also be disposed of.

In order to ensure that satisfactory standards of housekeeping are achieved the following arrangements are to be adhered to by all:

- Check that the workplace is free of hazards at the beginning of each day.
- Always put articles/tools away immediately after use.
- Clear up any spillage, etc. immediately.
- Do not allow objects to protrude into passages.
- Ensure that waste materials are properly stored and removed on a regular basis.
- Ensure that special arrangements (do not leave it all to the cleaners) are made for the removal of unusual or extra large objects or substances.
- Do not store articles or substances anywhere other than in their designated correct storage.
- Ensure the workplace is tidy and articles and substances are put away at the end of the working day.

Incidents and ill health reporting

All injuries, disease, damage and/or 'near-misses' resulting from incidents related to **[insert company name]** working activities, whether they are or, during access to and from company premises and workplaces must be reported. This not only applies to company employees but also to contractors, clients, visitors and trade-persons injured whilst on company premises. Reports are to be made to the Director who will then ensure that appropriate first aid, reporting, corrective and emergency action is taken.

On the completion of first aid and emergency procedures, all details of injuries are to be entered into **[insert company name]**'s accident book and if a notifiable incident, reported in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR).

Lone Working

[insert company name] will ensure, so far as is reasonably practicable, that employees or contractors who are required to work alone or unsupervised for significant periods of time (this includes all absences from **[insert company name]** premises including when driving on company business) are protected from risks to health and safety.

Lone working exposes employees to certain hazards. **[Insert company name]** intention is either to entirely remove the risks from these hazards or, where complete elimination is not possible, to reduce and control them to an acceptable level. Assessments of the risks of working alone carried out under the Management of Health and safety Regulations will confirm whether one unaccompanied person can actually do the work safely.

Particular consideration will be given to:

- The possibility of interference, such as violence or criminal activity from other persons.
- The remoteness or isolation of workplaces.
- Any problems concerning communication.
- The nature of injury or damage to health and anticipated "worst case" scenarios.

Employees and contractors will be given all necessary information to enable them to recognise the hazards and appreciate the risks involved when working alone. Employees and contractors will be required to follow the safe working procedures devised, which will include communication procedures and awareness of emergency procedures.

Apart from employees and contractors being sure that they are capable of doing the job on their own, the three most important things to be certain of are that:

- The lone worker has full knowledge of the hazards and risks to which he or she is being exposed.
- The lone worker knows what to do if something goes wrong.
- Management knows the whereabouts of the lone worker and what he or she is doing.

Where **[insert company name]** personnel are expected to work alone and away from company premises they are required to co-operate with the Health and safety Manager by informing him/her of their movements.

Manual Handling

The Manual Handling Operations Regulations are the result of European Directive on minimum health and safety requirements for manual handling of loads where there is a risk of injury to employees. The objective of the regulations is to apply an

ergonomic approach to the prevention of injury while carrying out manual handling tasks.

[Insert company name] has a duty to make evaluations and then assessments of workplace manual handling operations. Where, so far as it is reasonably practicable, we will avoid the need for employees to carry out those operations, which involve the risk of injury. Where this cannot be done we will ensure the following:

- ❑ To take appropriate steps to provide employees who are carrying out manual handling operations with the general indications and, where reasonably practicable to do so, precise information on the weight of each load and the heaviest side of any load whose centre of gravity is not centrally positioned.
- ❑ To make, keep up to date, review and amend a suitable and sufficient assessment of all such manual handling tasks.
- ❑ To take appropriate steps to reduce the risk to employees arising from any such operation to the lowest level reasonable practicable.

All employees are warned to always think before carrying out manual handling tasks. They are to plan the lift. Where possible get assistance. When lifting they are to use the techniques that they have been taught.

Monitoring of Company Safety Policy

Suggestions on where and how safety arrangements that will benefit **[insert company name]** employees and contractors will be most welcome. Employees and contractors are requested to pass on health, safety and welfare suggestions to the Health and safety Manager. At intervals of no less than 12 months, the Health and safety Manager will assess **[insert company name]** safety performances, review the Company Safety Policy and make changes to policy that they consider necessary after consulting with the director responsible.

New Equipment

Managers will ensure that all purchased, leased or loaned equipment introduced into our working environment meets all specific provisions of regulations and conforms to recognised Health and safety standards.

Before equipment is put to use, a competent person will ensure that it is maintained to an efficient state (in accordance with the manufacturer's specification) and is in good working order.

Before employees or contractors are expected to use equipment they will be given training in the correct and safe use of the said equipment.

No employee or contractor is to use any equipment which they are unfamiliar with or have not been previously trained to use. If in any doubt they must seek the assistance of the manager.

Risk Assessments

The Management of Health and safety Regulations make it a legal requirement for risk assessment to be carried out for every work activity. Risk assessments are conducted to enable hazards to be identified and correct control measures to be put into place.

We need to have an idea of the relative importance of risks and to know as much about them as we can in order to take decisions on controls which are appropriate and cost effective. Where risk is deemed to be significant, results are to be recorded. Information based on the risk identified will be given to employees and contractors associated with the risk.

Hazard and risk: a hazard is something with the potential to cause harm and covers such areas as injury and ill health, loss of production and damage to equipment and property. A risk is the likelihood of damage, injury or harm occurring. Risk reflects both the likelihood that harm will occur and its severity.

Managers are tasked with conducting risk assessments for areas of work they are responsible for. Once the risk assessment has been carried out the assessor will formulate the control measures and make a judgement as to what preventive action is to be taken.

As far as is reasonably practicable this judgement will weigh the costs (generally time, trouble, effort, money) of reducing the risk to health against the risk. Where the costs are shown to be grossly disproportionate to the benefits that would arise, it may not be reasonably practicable for the costs to be incurred. However, all **[insert company name]** employees and contractors can be assured that they will not be put at or expected to take risks that they are unaware of.

When establishing detailed control measures and writing safe systems of work for a specific working activity, risk assessors will conduct the risk assessment at and for the proposed place of work. They will make the assessment in relation to additional hazards identified at this place and other work activities involved, paying particular attention to emergency procedures and training requirements.

Training

[Insert company name] will ensure that all employees and contractors receive training on health and safety, to assist them in undertaking their tasks safely and efficiently. Where considered necessary external courses on specific subjects may be arranged. It is the duty of managers to ensure subordinates receive appropriate training and instruction where required.

Arrangements for health and safety training fall into five main categories:

1. Briefing of new staff, visitors and trainees

2. Health and safety briefing for existing staff, and contractors
3. Training for specific activities
4. Safety training for managers and those given a change of responsibility
5. Training of staff affected when new systems of work or technologies are introduced.

General induction health and safety training will be provided by the Health and safety Officer.

No employee or contractor shall be engaged in any work activity where technical knowledge or experience is necessary to prevent danger or injury, unless he or she possesses such knowledge or experience, or is under such degree of supervision as may be appropriate having regard to the nature of the work. **[Insert company name]** undertakes to provide to all its employees and contractors suitable instruction, information, training and supervision as may be required to carry out their duties safely.

The following shall apply:

- All new employees and contractors working in the **[insert company name]** main office will be issued with the Company's Health and safety Policy and Professional Conduct Rules. The employee or contractor will be given suitable training with regard to his and the company's responsibilities in this respect.
- Each employee or contractor, where relevant, will receive suitable training in any new legislation, standards, codes or practice etc. affecting their work.
- Each employee or contractor shall bring to the attention of their manager as soon as practically possible, any training needs for themselves or persons under their control.

Training records will be kept with personnel files, together with any certificates awarded from outside agencies. No person will be required to work without having had suitable training for the task involved, or as detailed in the safe system of work, unless it is for the purpose of training under close supervision.

Violence at work

It is recognised that some employees or contractors may be exposed to risk of assault (be it verbal or physical) by the very nature of their work.

[Insert company name] has therefore adopted a policy for dealing with violence to employees or contractors whilst at work. Under this policy the principal is responsible for monitoring and ensuring the implementation of the policy within **[insert company name]**. This can only be achieved if employees or contractors report all assaults and potential violent confrontations. Reports should be made within one working day and filed in the Health and safety file. Managers will provide support and advice to any employee or contractor who is assaulted, and should be the first point of contact.

Welfare facilities

Welfare facilities are provided in compliance with the Workplace (Health, Safety and Welfare) Regulations 1992 together with any other legislation that maybe applicable to [insert company name] premises.

Arrangements have been made to regularly clean and maintain sanitary and washing conveniences. Any reported defects in facilities will be remedied, as soon as is reasonably practicable. Where facilities are temporarily unavailable, such as during maintenance and repair work, suitable alternative arrangements will be implemented. Regular testing and examination of ventilation and water systems will be undertaken to ensure that the required standards of health and safety are maintained. Water temperatures will be controlled to ensure the health and safety of users.

Any defects in washing and sanitary facilities must be reported immediately to the company administrator for investigation and action. In order to assist [insert company name] in maintaining suitable washing and sanitary facilities the following procedures must be followed:

- Only use those facilities that you are authorised to use and for the intended purpose; hand basins should not be used for rinsing of mops or soiled rags, etc.
- Leave the facilities in clean and tidy condition after use.
- Report any defects or problems to the Health and safety Manager.
- Ensure that spillage of water or other slip hazards are cleared up immediately.
- Use sanitary disposal units for their intended purpose.
- Do not leave spare toilet rolls or towels, etc. on the floor; keep them in their designated locations.
- Inform the Health and safety Manager of any special needs in relation to provision or use of sanitary or washing facilities.
- Do not smoke in toilets or washrooms.

Accommodation

Although no values are accorded to temperatures in the regulations, this company will ensure that, during working hours, the temperature inside buildings is reasonable, i.e. has achieved 16° within one hour of work commencing. To achieve a reasonable indoor temperature [insert company name] will not use a method of heating or cooling which results in the escape into the workplace of fumes, gas or vapour which could be injurious or offensive to any person.

Lighting

Every room used will have suitable and sufficient lighting. Such lighting will, as far as is reasonably practicable, be natural and emergency lighting will be provided in any room in circumstances where employees would be exposed to dangers in the event

of the failure of artificial lighting. The lighting provided will be such that it is adequate for the needs of the individual.

8.3 Monitoring and records

Your Health and safety Policy should include details on how you plan to monitor the policy and the related records that you will keep.

You need to:

- Monitor performance.
- Demonstrate that you are continually checking and reviewing working conditions through:
 1. Inspections.
 2. Spot checks.
 3. Maintaining up-to-date and accurate records.

During a tendering process, the purchasing body may wish to visit your workplace and check that your policy is being properly implemented, prior to awarding you a contract.

Activity 4

How are you monitoring your Health and safety policy? What records are you keeping to demonstrate that you are monitoring your policy?

9. Action Plan

9.1 Immediate

Having completed the workbook it is important that you identify any key actions that you need to implement as you prepare your business to compete in the public sector marketplace.

Identify up to three actions you need to implement as a result of completing this workbook. Don't forget to consider whose support you need and what resources are available to help you.

1. What action is required?
How will you know it has been successfully implemented?
2. What action is required?
How will you know it has been successfully implemented?
3. What action is required?
How will you know it has been successfully implemented?

9.2 Within 12 months

It would be unrealistic to expect a small business to formalise all its issues relating to Health and safety overnight. As the business evolves Health and safety issues will increase in importance.

Identify up to three priorities that should be addressed over the next 12 months. Again identify whose support you need and what resources are available to support your efforts.

1. What needs to be done?
How will you know it has been addressed?
2. What needs to be done?
How will you know it has been addressed?
3. What needs to be done?
How will you know it has been addressed?

10. Conclusion

Health and safety is a vital issue, not only during a public sector tendering process, but in the smooth running of your own business.

Developing and implementing an effective Health and safety Policy demands significant time and attention – but these are resources well spent.

Good luck!

11. Further support

Health and safety Executive

www.hse.gov.uk

HSE Info Line – 0845 345 0055

Contractor's Health and safety Assessment Scheme (CHAS)

www.chas.gov.uk

12. Jargon busters

Pre-Qualification Questionnaire (PQQ)

The initial questionnaire seeking information about a company such as financial status, legal compliance, customer base, policies and procedures, etc

Invitation to Tender (ITT)

Although they can be merged together, successful completion of a PQQ will lead to an Invitation to Tender. An ITT will contain the contract specification, terms of contract and other related documents to be completed and submitted to a defined timetable.

Contractor's Health and safety Assessment Scheme (CHAS)

This is a Health and safety accreditation scheme initially designed for the construction industry, but has now been extended to other business sectors. Businesses that are accepted onto CHAS are saved time and effort when bidding for public sector work, as once accepted by a participating council, your information is placed on a central database.