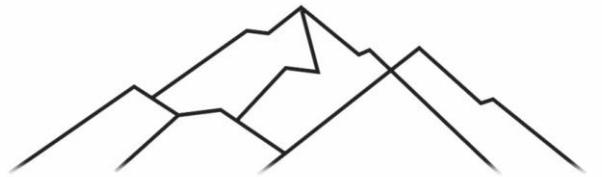


# Employee Health and Safety Handbook



**RISK** SOLUTIONS LTD



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## **Purpose of Manual**

The Employee Health & Safety Guidelines Handbook contains practical guidance on Health & Safety and is intended for use by all parties employed by the company.

Risk Solutions deems health and safety as a crucially important factor of our business hence we will strive to conduct ourselves in such a way as to avoid harm to our employees and all other parties who may be affected directly or indirectly by our service delivery.

This Handbook is a supplement to the Health & Safety Management System which includes the company's policies, responsibilities, statements and structure.

If you require any clarification or have any suggestions or feedback on any of the content of any of our documents or if you have seen something in the workplace which causes you concern, then please don't hesitate to get in touch. You can contact the office and request a call back and our designated Health & Safety representative will contact you to discuss further.

## **Legal Obligation under the Health & Safety at Work Act**

### **Responsibilities**

What must we do to comply with health & safety legislation?

The employer must:

- Look after the employees' Health, Safety & Welfare
- Provide a safe working environment
- Provide safe ways or working and equipment
- Give enough information, instruction, training & supervision
- Ensure the health & safety of everyone who could be affected by the work

The Employee must:

- Take care of themselves and others at work
- Never do something (or not do something) that could put themselves or others in danger
- Cooperate with the employer and follow the safety rules
- Not interfere with or misuse anything (such as safety equipment) provided for health & safety purposes
- Carry out work activities in accordance with training and guidance
- Report hazards or anything else that might affect safety

How will this be managed?

- Employer will comply with all Health & Safety Laws
- Will also undertake risk assessments and provide adequate training to manage the risk
- Employees will attend training and be receptive to learning
- Employer will appoint competent persons
- Employees will be encouraged to feedback, report, question or seek additional guidance on any of the written processes
- Employer will produce a Health & Safety Policy to show how Health & Safety will be managed



## DO

**Follow the safety rules**

**Think before you act  
danger**

**Take care of yourself and others  
equipment**

**Get involved in training & consultation  
training**

**Look after PPE & equipment**

**Report hazards**



## DON'T

**Take unnecessary risks**

**Put yourself or others in**

**Interfere with or misuse**

**Ignore instructions or**

## The Work Environment

Due to the multi-faceted nature of our business and given the different roles, the controls put into place will vary dependent upon the job and the environment.

Regardless of this the employer is responsible for taking care of your Health, Safety & Welfare.

### **This will include:**

- Heating
- Lighting
- Ventilation
- Doors & windows
- Workstations (for office based)
- Toilets
- Drinking water
- Washing facilities

## **Slips, Trips and Falls**

All persons in the workplace, regardless of role or status have a responsibility to show a duty of care. The official statement is '**a person has a duty of care to themselves and others and must never knowingly put a person at risk by their actions or omissions.**' That means if we do something that puts ourselves or

another at risk or if we don't do something that puts us or another at risk then we have failed in our duty of care.

An example of this is:

- If we put a box down in a designated walkway then our **actions** have put people at risk.
- Likewise if we see a box in a designated walkway and we don't do anything about it then our **omission** (failure to act) has put people at risk.

The following controls will help in preventing slips, trips and falls:

- Avoid climbing on furniture to complete works
- Work from floor level where possible and if necessary use a short step ladder (less than 1 metre).
- Use of a ladder above 1 metre must be authorised and user must be accompanied
- Scaffolding rather than a ladder (with adequate edge barriers) should be considered wherever possible and practical
- Prevent people from entering an area where work from height is occurring to eliminate the risk of injury due to falling objects
- Store materials and equipment safely in the designated storage area
- Keep work areas tidy
- Keep walkways, corridors and fire exits clear
- Promptly clean up any spillages
- Where suitable footwear and clothing for the role
- Follow the employers safety rules
- Be familiar with and obey all safety signage and warning notices
- Wear any PPE as provided



### DO

**Show a duty of care**

**Keep work areas tidy**

**Keep walkways clear**

**Where suitable shoes and clothing**

**Clean up spillages quickly**



### DON'T

**Climb on furniture**

**Fool around at work**

**Don't run, walk**

**Take unnecessary risks**

## Be familiar with and obey safety signs



## Workplace Accidents

### Definition:

- An Accident is – an unplanned event that results in injury or damage
- A near miss is – A similar event to an accident but without any injury or damage

Both types of event must be reported. This will allow the company to look at all events and to find out what the cause was and too prevent such events happening again.

## Why Accidents Happen

Accidents are often caused by a number of things including **human** decision-making and **mechanical** failures. Common causes include:

- Fooling around at work
- Not concentrating on the task
- Using faulty or damaged equipment
- No systems or poor systems of work

- Taking unnecessary risks
- Poor supervision
- Poor or lack of training and a lack of knowledge

### What you should know

- Where are the first aid boxes stored
- Who is the designated first aider
- Who should you contact if you feel you need more information or training
- What is the accident / near miss reporting system
- Who should such matters be reported too



#### DO

**Use common sense**

**Report accidents and near misses**

**Know who to contact if you need help or guidance**

**Find out where first aid boxes are stored in**

**Identify who is first aid trained**

**Understand the companies reporting system**



#### DON'T

**Risk it**

**Fool around at work**

**Use faulty or damaged equipment**

**Undertake tasks you are not competent**

**Ignore obvious hazards or risks**

## Workplace Injury facts



The above chart shows the fatal injuries since 1995 and as you can see the overall trend in fatalities is declining.

### Key facts

- 142 fatalities in 14/15
- 629,000 reported injuries at work
- 203,000 leading to between 3 & 5 days off work
- 148,000 leading to over 7 days off work
- That equates to 28.2 million work days lost
- And a financial loss in productivity of £14.2 Billion

### Most Common Causes of Workplace Injury

- Manual Handling (almost half of the reported injuries)
- Slips, trips and falls
- Being struck by moving or falling objects
- Falls from height
- Being struck by moving vehicles

The reported cost to people and business is considerable and anything we can do by working effectively together in managing risks within our business must be a good thing.

### Risk Management

The risk management process is crucially important in identifying hazards and the subsequent risk that comes from them.

#### Employer will:

- Identify Health & Safety Hazards
- Develop safe methods of working

- Develop procedures and policies
- Provide suitable equipment
- Develop competence through training and supervision
- Promote Health & safety throughout the company

### **Purpose of Risk Assessment**

Its purpose is to identify hazards to see how they could cause harm to people and decide if enough has been done to prevent harm happening.

**What is a hazard** – It is something with the potential to cause harm:

- A cable that someone could trip over
- A heavy box stored on a high shelf that could fall and land on someone

**What is the risk** – This is the likelihood of that harm happening and the severity of any injury:

- Falling over the cable could cause injury. If the cable is tight or high off the ground then the more likely someone will trip over it
- Imagine if this cable was at the top of the stairs, then the severity of the injury could increase considerably if the person trips and falls down the stairs

### **How a Risk Assessment is Carried Out**

There is a five step approach that employers use:

- Identify the Hazard
- Decide who is at risk and potential outcome
- Decide if the hazard needs controlling and if so agree control points
- Record the Risk assessment
- Review effectiveness in the workplace

The more significant the risk the more control will need to be introduced. Options to control risks may include:

- Elimination – Get rid of the hazard or the cause
- Substitution – look at using a safer option or process to manage the task
- Isolation – Prevent people gaining access to the hazard
- Reduce Exposure – Reduce the number of people working with the hazard and reduce how long they will work with it
- Last Resort – Use PPE

## How you can help to make your workplace safer

Start by spotting hazards at work.

Remember if the work is at height then an accident is more likely. The higher the work then the more severe the injury will be.

Physical Hazards:

- Trailing cables
- Poorly stored materials
- Fire
- Working from height

Ergonomic hazards:

- Poor lifting technique
- Poor workstation design

Look at this picture and consider what hazards there are.



Then consider how you would control it.

- Who is at risk?
- Do you need to control it better?
- Can you take it away?

- Can you provide a safer substitute such as machinery?
- Do you need to reduce the hazards before allowing this work to take place?

If you see a hazard report it.

If you don't know how to control it, speak to your Manager.

### **Personal Protective equipment (PPE)**

The issue of PPE should be as a last resort in the risk assessment process. That means we have done everything else that we can to manage the hazards and reduce the risk.

Points to remember:

- PPE only protects the person wearing it
- It only works if worn correctly
- Can be bulky and often make it more difficult to move around

PPE may include:

- Safety Headgear
- Safety footwear
- Safety gloves
- Ear plugs
- Safety Goggles
- Face mask
- High Visibility coat / bib
- Harness / safety lines
- Stab vest

Remember damaged PPE will be a hindrance and could increase the risk if used. Report it immediately for repair or replacement.



### **DO**

**Wear PPE if issued**

**Check PPE for damage at start and end of shift**

**Keep it clean and store it properly**

**Report damaged or lost PPE to your Manager**

**Keep it clean and look after it**



### **DON'T**

**Avoid wearing PPE**

**Fail to report damaged PPE**

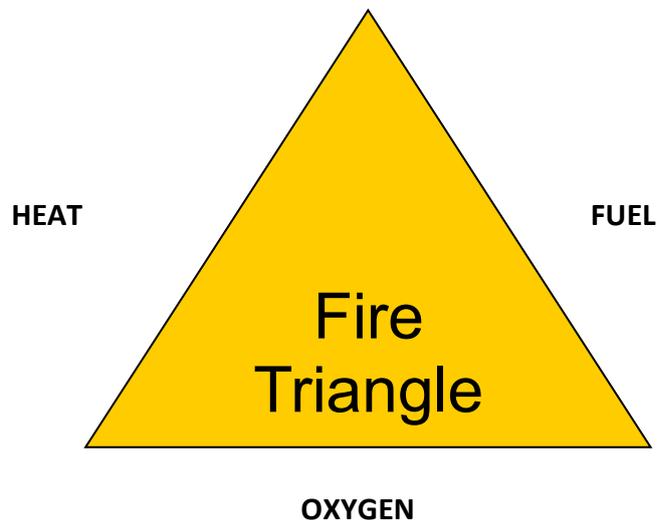
**Use faulty or damaged PPE**

## **Fire Safety**

A Fire requires three things to start and stay alight:

- A heat source (the cause)
- Fuel (to feed it)
- Oxygen (to keep it burning)

This is called the Fire Triangle – Take away one or more of the above elements the fire will go out.



### There are five categories of fire:

- A – Solids & Textiles (Wood, paper, cloth – the fabric of a building)
- B – Liquids (Petrol, diesel, flammable liquids)
- C – Gases (Oxygen, propane, butane)
- D – Metal (Aluminium, magnesium)
- F – Fats (Cooking oil, lard, butter)

Note there is no category E. Electrical fires are not listed because electricity is a source of heat or ignition and what is burning will be one of the above.

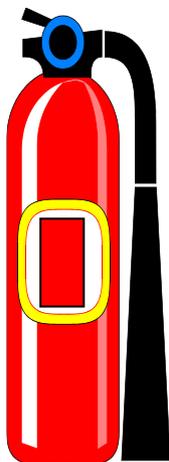
### Types of Extinguishers

The types of fire that we are most likely to deal with are A, B, & F. The equipment that we have in the workplace such as extinguishers and fire blankets would be used on these. Cat C & D fires we are not equipped to deal with.

Which extinguisher on which fire:

- Water Red Panel (all red) Cat A Fire **only**
- Carbon Dioxide Black Panel Where Live electrical equipment
- Foam Cream Panel Cat A or B
- Dry Powder Blue Panel Cat A or B
- Wet chemical Yellow panel Cat F

Examples:



Water

Used for wood,  
paper, textiles and  
solid material fires

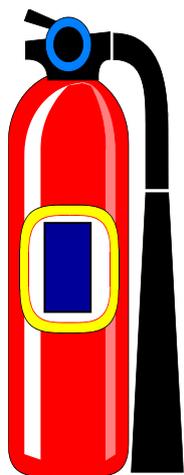
RED



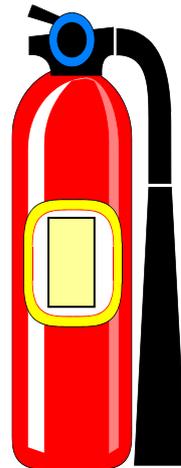
Carbon dioxide

Used on live  
electrical  
equipment

BLACK



Dry Powder  
Used for liquids &  
electrical fires  
BLUE



Foam  
Used for liquid fires  
CREAM

**Note:** It's unlikely that a Wet Chemical extinguisher would be in the work place. In commercial kitchens this is often replaced by a fire blanket where the risk of a fat fire is a possibility.

Fire extinguishers aren't just placed in a premises but rather consideration is given to the risk and the correct extinguisher is placed in that area:

- A **water** fire extinguisher would **never** be placed in a commercial kitchen as it would be dangerous to use on a fat fire or live electrical equipment.
- A **Carbon Dioxide** extinguisher **would** be placed in an office space or on a stage in a DJ booth. This is because these areas have a considerable amount of **live electrical equipment**.

### In the Event of a Fire

**F** – Find – If you discover a fire take the following action

**I** – Inform – Raise the Alarm **FIRST**. Instinct will be to fight the fire

**R** – Restrict – Close the doors as you leave making sure anyone you meet is told to exit

**E** – Evacuate / Extinguish – Evacuate self and or others (if part of duties) – Only attempt to fight the fire if confident and competent to do so

### **What you need to know**

- Where is the nearest Alarm Call Point (Break glass)?
- How do you raise the alarm?
- What does the alarm sound like?
- Where is your nearest fire exit?
- Where is the Assembly point?

## If You Hear the Fire Alarm

- Leave the building by the nearest exit
- Close doors behind you
- Report to the Assembly point

**If you are working as a door supervisor then it is likely part of your duties will be to assist in the evacuation. Ensure you know the venue procedure, policy what your responsibilities are.**

## If you Discover a Fire

- FIRST – Raise the alarm.
- Only try and fight the fire if trained to do so and if it won't put you or others at risk.
- Remember anything bigger than a waste paper bin size then it will be difficult.
- Make your way out of the building closing doors behind you.
- Report to the Assembly point and update Manager / Supervisor for onward reporting to Fire Brigade.

## Fire Safety Signs



- Make sure fire exit routes are kept clear at all times
- Fire doors are designed to prevent the spread of fire so close doors behind you as you leave
- Fire doors bearing the above sign cannot be propped open unless on a magnetic release system (such as in hotel corridors)
- Know where your nearest exit is located



## **DO**

**On finding a fire raise the alarm FIRST**

**Close doors as you evacuate**

**Know how to raise the alarm**

**Know where your nearest escape route is  
point**



## **DON'T**

**Fight the fire unless safe & trained**

**Ignore the Fire Alarm**

**Block exit routes**

**Wander off, report to assembly**



## **Electrical Safety**

### **Main Hazards & Risks**

- Human contact with electric circuits causing burns or shocks
- Fire caused by faulty equipment
- Fire or explosion where electricity is the ignition source
- Shocks leading to other injuries (such as falling and banging head)
- Overloaded electrical system & sockets
- Arcing
- Electricity kills between 20 - 30 people per year in the workplace

**How to Use** Portable electrical equipment covers most electric appliances in the workplace that can be moved. This will range from a photocopier to a phone charger.

- Only use equipment you are authorised to use and have been trained to use
- Follow the instructions
- Work safely, use equipment correctly
- Switch off and unplug to clean or adjust
- Carry out a visual inspection before and after use
- More detailed inspections and tests will be undertaken by a competent person

**What to look for when checking portable electrical equipment**

- Damaged cable and leads
- Loose, cracked or damaged plugs
- Damage to the equipment
- Exposed electrical wiring
- Scorch or burn marks

If any faults are noted then contact your supervisor before using and damaged equipment.

Remember it is important that any fuse changes are for the correct amp rating – Fuses protect equipment not people.





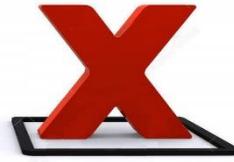
## **DO**

**Check equipment before use**

**Report any faults to your supervisor**

**Call a competent person for repairs**

**Use equipment correctly**



## **DON'T**

**Use faulty equipment**

**Use equipment you are not trained to use**

**Ignore obvious damage**

**Overload plug sockets**

## **Hazardous Substances**

### **What is a hazardous substance**

There are a range of chemical and biological agents that can cause harm; these can be:

- Products used in the workplace, like acids, solvents or cleaning fluids
- Products created by activity in the workplace, like fumes or dust
- Natural substances, like legionella

These agents can be; liquid, gas, vapours, mists, fumes, fibres, dust, solid or micro-organisms.

### **How do hazardous substances get into the body?**

- **Absorption** – They can soak through the skin into the blood stream
- **Ingestion** – They can be swallowed
- **Inhalation** – They can be breathed in

### **What harm do they cause?**

- Skin irritation
- Burns
- Skin disease
- Lung disease
- Infection
- Cancer

## Identifying Hazardous substances



Irritant / harmful



Toxic



Corrosive



Highly flammable



Explosive substance



Serious Health Hazard



Environmental Hazard

## What can we do to reduce the risks?

### The company will:

- Carry out a risk assessment where hazardous substances are present in the workplace
- Provide information and training to all relevant personnel
- Provide health checks for employees in contact with Asbestos, lead or cement products

### The employee can:

- Make sure they understand which substances are hazardous
- Follow rules in place to protect them
- Report any equipment or container faults or damage
- Use any PPE correctly
- Immediately report any ill effects or adverse health issues
- Keep your hands and exposed skin as clean as possible



## DO

**Immediately report any health issues**

**Pay attention to training**

**Use the correct PPE**

**Keep hands and skin clean**



## DON'T

**Use products you aren't trained to use**

**Ignore PPE**

**Decant products to another bottle**

**Ignore ill effects**

## Safety Signs & Signals

### Types of Signs & Signals

There are two main types used in the workplace:

- Visual – signs, notices & hand signals
- Audible – voice, sirens, bells & alarms

### Main types of Safety signs:

**Prohibition** – Not allowed  
must



**Warning** – Beware



**Mandatory** – You



**Fire** – Equipment exits



**Safe Condition** – Equipment such as First aid – Fire



### **Manual Handling**

Manual handling is the physical lifting, lowering, carrying or pulling a load without using any mechanical means.

Manual handling is such a big issue because almost half of all the reported injuries in the workplace are a direct result of manual handling – That equates to almost 100,000 individual cases.

### **Main hazards & risks**

- Lifting something too heavy or bulky
- Not lifting correctly
- Dropping a heavy load on feet
- Trapping fingers
- Sharp edged items
- Very hot or cold loads
- Slippery surfaces
- Obstructions

### **Common injuries include:**

- Sprains & strains
- Disc problems
- Cuts & abrasions
- Crush injuries
- Hernia

Most manual handling related injuries affect the back

### **Things to consider before lifting a load**

- Can I lift the object?
- Do I need help?
- Do I need to lift it at all?
- Will I be better getting a sack truck or other mechanical lifting device?
- Can it be separated into smaller manageable sizes?
- If it's a box is the bottom secure?

- Is it hot, cold or sharp?
- Do I need PPE?
- Is it full of liquid hence difficult to manage?
- Where am I taking it?
- Where am I putting it?
- Is the route prepared and clear?
- Is the floor surface dry and not slippery?
- Are there any stairs or other obstacles such as doors?

Often when moving an item we don't think about it or prepare for the move properly. Simply picking something up and walking off with it is not an option.

### Top Tips for Manual handling

- Follow the company's rules
- Pay attention to training
- Consider the lift and move
- Make sure any trip hazards or obstacles are dealt with before starting the lift
- Use equipment where possible
- Only lift what you can safely manage
- Position yourself correctly – feet should be hip width apart with one foot slightly in front of the other
- Bend your knees not your back
- Lift and carry the item close to the body
- Do a test lift – If the item is too heavy or bulky get help
- Avoid repetitive lifting
- If you do get injured report immediately to your supervisor



**DO**

**Bend knees not back**

**Consider the lift and move equipment**

**Carry items close to the body**

**Report any injuries to your supervisor**



**DON'T**

**Just lift and walk**

**Lift when you can use**

**Do repetitive lifting**

**Try and lift what you can't manage**

## **Workstation & Display Screen equipment**

### **Musculoskeletal disorders**

The main health risks associated with workstation & display screen equipment are called Musculoskeletal disorders. These are generally caused by adopting a poor posture or having a poorly set up work station. This may result in temporary pain or permanent injury to the:

- Back
- Wrists
- Arms
- Knees
- Neck
- Shoulders
- Legs

### **Things to consider**

- Is your workstation set up properly?
- Is your workstation adequate and suitable for the work you are doing?
- Is the lighting good enough for your work?
- Are you suffering from glare on your screen - Are there window blinds which can be closed?
- Is noise affecting you and your concentration?
- Is the keyboard in a tilted position and can you read the keys?

If you have any issues or concerns with any of the above then talk to your supervisor for further help and guidance.

### **Other things you can do**

- Don't store things under your desk as this restricts leg room & movement
- Keep work surfaces clear of clutter
- Is your chair adjustable and stable – If not report it
- If you can't put your feet flat on the floor lower your seat or ask for a footrest
- Try and avoid crossing your legs
- Don't sit in the same position for long periods
- Change your posture as much as possible
- Is there another task you can do away from your workstation to give you a break away from your desk?
- Avoid overstretching to reach things – stand up instead
- If you feel any ill effects contact your supervisor immediately – Eye strain, headache, fatigue or stress



## **DO**

**Consider your workstation and its set up**

**Consider noise, glare & light**

**Change your posture regularly**

**Other tasks & take regular breaks**

**Do report any issues or ill effects**



## **DON'T**

**Store things under your desk**

**Cross your legs**

**Sit in the same position for long periods**

**Overstretch to reach things**

## **Work Related Stress**

Stress is a negative reaction that we have to pressure or other demands made of us that we can't cope with. This can happen in the workplace and work related stress can be caused by:

- The way things are done
- How much we have to do
- The amount of control (or lack of) that we have
- How others fit with us and us with them
- How changes affect us
- Having a lack of clear guidelines or job understanding
- The amount of help and support we have

### **The effect of stress**

#### **On employees**

- Emotional and behavioural issues such as low morale, poor motivation & emotional
- Leading to ill health
- Anxiety
- Depression
- Back pain
- Chest pain and potentially heart issues

#### **On the company**

- Workers more likely to be absent
- High turnover of staff and the costs associated with that

- Unproductive and inefficient workforce

## **Bullying**

Bullying and Harassment, Sexual or otherwise, are serious issues and not tolerated by Risk Solutions. More information can be found in the Employee Handbook.

Bullying takes many forms and may include:

- Being sworn or shouted at
- Being threatened
- Being ignored by colleagues
- Being issued with impossible targets and deadlines
- Being humiliated in front of staff
- Name calling
- Sexual or racial harassment
- Physical violence

## **What can we do to make it better**

- If you are stressed don't ignore it
- Consider what is causing the stress and ask your Line Manager for a formal meeting to discuss your concerns
- If you are being bullied don't ignore it
- Try not to retaliate to bullies
- Contact your Line Manager immediately
- If you feel that your Line Manager is part of the problem then call the office and ask to speak to a Director who will help to deal with any issues in an empathetic manner
- Any inaction by Line Managers will be fully investigated and bullies will be dealt with effectively



**DO**

**Report any bullying**

**Request a meeting to discuss issues**

**Contact Head office if no action**

**Report any ill effects or health issues**



**DON'T**

**Ignore Stress**

**Ignore Bullying**

**Retaliate to bullies**

**Worry about reporting it**

## **Workforce Consultation**

Risk Solutions' Health & Safety Management system states that in line with the Health & safety at work Act 1974 will engage in consultation with its employees.

Consultation will be to provide employees with updates on legislation or policy, to answer any requests or concerns from any employee, or to hear any suggestions to improve the safety of the company and its employees. Any member of the team regardless of role or status are entitled to make such suggestions.

This consultation will be done in many ways but will include:

- Individual consultation following any reported employee requests or concerns
- Individual consultation upon the request of any employee
- Team briefings
- Training sessions
- Memo's (for minor changes)
- Newsletter

**DON'T FORGET – ANY QUERIES, QUESTIONS, CONCERNS OR SUGGESTIONS  
THEN DON'T SIT IN SILENCE. CALL THE OFFICE!**

## **Alterations to this Handbook**

This Handbook maybe amended or rescinded at any time the Company chooses. Notice of any changes will be posted on the Company website and social media. The copy on the Company website shall be taken as the most current version.

# Employee Health and Safety Handbook

By signing this document you are confirming that you have been issued with and agree to adopt the Health & Safety guidance contained within this handbook.

If you feel that you require any further training or guidance then DON'T sign at this point but contact the Office on the provided number and the companies Health & Safety Officer will contact you to arrange for additional training and clarification.

Print	_____
Sign	_____
Date	_____