



Health & Safety Employee Handbook

This document forms part of the organisation's Health & Safety Management System and should be read in accordance with the organisation's Health & Safety Control Manual, which sets out the policies and procedures in full.

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Section 1 Policy and Organisation

1.1 Your Health & Safety Responsibilities

In the UK in 2014/15 142 people were killed at work, 611,000 injuries occurred at work and 27.3 million days lost due to workplace injuries or ill health. So, taking health and safety seriously is important to you and everyone around you.

Every person in this organisation has a responsibility to ensure their own safety and that of others. All employees can be held liable for negligence or omissions resulting in harm to anyone. Employees must report immediately to their Line Manager or the Chief Executive any breaches of Health & Safety procedures, any accidents or safety related incidents and any unsafe acts. Employees should understand that we will not tolerate horseplay or practical jokes by anyone that could result in harm to themselves or others.

Managers and supervisors have additional responsibility for good health and safety practice and must ensure that all reasonable precautions are taken to allow staff in their team to work in a safe manner while actively monitoring and checking that our procedures are implemented daily (the Health & Safety Control Manual (HSCM) sets out these duties in detail).

The Health & Safety Administrator (HSA) is responsible for the administration of the Health & Safety arrangements and is available to deal with general Health & Safety related queries.

Our HSA is: Ryan McCrory
Tel: 0141 634 4996

1.2 Health & Safety Policy Statement

The Board and Senior Management do not want any staff, visitors, contractors or people we work with to be injured, hurt or become ill as a result of any of our activities. As a result, we have formally committed ourselves to providing a safe working environment and to ensure that we manage and control work related hazards and risks. The Health & Safety Policy Statement has been prepared and endorsed by the Board and is displayed at the office base.

1.3 Health & Safety Control Manual (HSCM)

The HSCM provides specific policies, procedures and arrangements for all health and safety related issues. The document is regularly updated as legislation changes and ideas on good practice develop. You can view the manual at any time; it is stored at The Fair Deal office base. Whilst we encourage you to familiarise yourself with the contents of the HSCM, this Employee Handbook provides a short summary and you will receive relevant training on the key aspects of the HSCM that affect you.

1.4 Health & Safety Committee

We have a Health & Safety Committee made up of staff and Board members. The Committee discusses issues such as accident investigations and ways of improving safety standards within the organisation. The Health & Safety Committee meets every two months.

Our committee is made up of:

- Ryan McCrory (HSA)
- Margaret Fenton
- Jill Grace
- Ann Marie Docherty (CEO)

DO

- Raise any Health & Safety issues that you would like the H&S Committee to discuss with the HSA prior to their meeting for it to be included on the agenda

DON'T

- Think that the H&S Committee is a 'talking shop'; keep up to date with their discussions and decisions which may have an effect on you and those around you

1.5 Health & Safety Representatives

Where Trade Unions have the right to appoint H&S Representatives, the Trade Unions will provide training. The H&S Representatives have specific rights and responsibilities.

DO

- Involve them in the H&S Committee if possible
- Keep them involved and informed of any H&S developments

DON'T

- Treat them as something outside of the normal H&S arrangements.

1.6 Information, Instruction & Training

You will be provided with training in H&S related matters, including induction, change of job and training in specific topics as required by legislation or the nature of work carried out. Documented, confidential training plans will be maintained.

DO

- Ensure that you are aware of the training requirements for the job
- Ensure that you have received training before you undertake a task requiring specific training
- Familiarise yourself with the content of the HSE Health & Safety Law poster that is prominently displayed in the kitchen at 355a Tormusk Road, Glasgow G45 0HF

DON'T

- Attempt to undertake a high-risk activity if you have not been adequately trained.

Section 2 Buildings

2.1 Fire Safety

Workplace fires cause many people to suffer from burns each year and some prove fatal. Being familiar with all of our checks and controls to prevent a fire is essential.

We have fire detection systems/fire extinguishers in place and fire notices on display in prominent locations throughout the premises, including at each fire alarm call point, to tell everyone what to do in the event of an emergency. These notices include the location of the Assembly Point, which is outside the from gate and to the right.

Emergency Controller: Ryan McCrory

Depute Emergency Controller: Business Support Staff

A Fire Risk Assessment has been carried out for the premises and the HSA will inform you of any significant findings or precautions to be taken. Equally, you should inform the HSA or your Line Manager as soon as possible of any concerns regarding fire safety.

Procedures are in place for the periodic inspection and testing of the fire alarm system, emergency lighting and the fire extinguishers.

DO

- Familiarise yourself with the location of the Assembly Point and the procedures that should be followed in the event of a fire
- Sign out if you are leaving the building at any time during the day
- **On discovering a fire** – raise the alarm using the nearest Fire Alarm point
- If you have been trained and you feel safe to do so – tackle the fire with the correct type of extinguisher
- Leave the building and proceed to Assembly Point
- Dial 999 as soon as possible, even if you think someone else may have done so
- Inform the HSA or senior member of staff of the location of the fire on leaving the premises
- **On hearing the fire alarm**, evacuate the building quickly by the nearest exit point and proceed to the assembly point
- Close all windows and doors if this does not significantly delay departure. Fire doors must be closed
- Ensure all visitors you are responsible for are escorted out of the building with you and seek assistance from colleagues if necessary, to evacuate disabled colleagues or visitors without putting your own safety at risk

DON'T

- Use the lifts during an emergency evacuation
- Attempt to tackle a fire if you have not been trained in the correct use of fire equipment or do not feel comfortable to do so
- Delay departure by taking coats or personal belongings
- Re-enter the building under any circumstances until told to do so by the Emergency Controller (or Depute), or senior member of staff.

2.2 Electrical Safety

The main type of harm from electricity is electric shock. Each year, there are 1,000 electrical accidents at work and about 25 people die of their injuries.

All electrical equipment (both fixed and portable) in our organisation is subject to a formal documented inspection and maintenance regime by a competent person.

DO

- Inform the HSA before bringing any new or used electrical equipment onto the premises or using in company vehicles. The HSA will log any equipment and if necessary, arrange testing by a competent person prior to use
- Visually inspect electrical equipment prior to use for signs of cable damage, loose plugs, cracked casings and overlong trailing cables and, if no defects are obvious, maintain vigilance during use for sparks etc.
- Only use equipment for its correct purpose
- Report faulty equipment immediately to the HAS

DON'T

- Use damaged or defective items
- Attempt electrical repairs, irrespective of how trivial the repair may seem
- Overload sockets/adaptors etc.

2.3 Slips, Trips and Falls

Slips, trips and falls are the biggest cause of general work-related accidents – 95% result in broken bones and cause 15% of all accidental deaths. Some of the most frequently overlooked general requirements involve housekeeping and the guarding of floor and wall openings.

DO

- Keep aisles and passageways clear and free from obstructions
- Report any faulty or inadequate floor coverings or railings
- Store materials properly
- Route cabling safely
- Return equipment to storage area when no longer in use
- Ensure lighting is adequate
- Speak to the HSA or your Line Manager should you have any queries regarding housekeeping

DON'T

- Leave cables, hoses or equipment where someone may trip over them
- Run or rush
- Leave the problem to someone else
- Block fire exits or emergency routes
- Allow any waste materials to accumulate

2.4 Environment

Everyone can make a contribution to reduce our impact on the environment. We can reduce the amount of waste we produce and the impact of any pollution by changing the way we do things to reduce, reuse and recover to recycle.

This can only be achieved through total cooperation of all employees. In general, pollution occurs through: spills and discharges; air emissions; waste; land contamination and nuisance (dust/noise).

DO

- Separate waste materials and use the appropriate containers
- Minimise waste production
- Report all water and compressed air leaks
- Switch off lights and any equipment when not in use
- Store chemicals and oils away from surface water drains
- Report any spills immediately
- Know the location of the nearest available spill kit
- Print on both sides of paper (can save an average company £4,000 a year)
- Print in black and white/greyscale whenever possible

DON'T

- Pour anything down the drain (one litre of oil pollutes one million litres of drinking water)
- Put liquid waste into skips
- Mix special waste with general waste
- Leave lids off solvents or paints
- Store chemicals on unmade ground or in areas other than designated storage

2.5 Letter Bombs

The risk associated with letter bombs is considered to be low; you should, however, be vigilant and raise the alarm should you suspect that a letter or package may contain an explosive device.

Some warning signs to look out for are:

- grease marks on the envelope or wrapping
- an unusual odour such as marzipan or machine oil
- visible wiring or tin foil, especially if the envelope or package is damaged
- envelope or package may feel very heavy for its size
- weight distribution may be uneven
- contents may be rigid in a flexible envelope
- be delivered by hand from an unknown source or posted from an unusual place
- package may have excessive wrapping
- there may be poor handwriting, spelling or typing or wrongly addressed
- may be too many stamps for the weight of the package

DO

- Leave the area then immediately call 999 and inform the police
 - Advise senior management without delay
- If it is suspected that the package may be biologically contaminated, it must be kept separated from staff and be available for medical examination

DON'T

- Touch the package
- Use mobile phones
- Switch on or off any electrical equipment

2.6 Gas Safety

There are procedures in place to ensure that all gas appliances, flues and installation pipework are inspected for safety within each 12-month period by a Gas Safe Registered contractor and that a structured inspection and maintenance programme is implemented.

In the event of a suspected gas leak (natural or carbon monoxide): -

DO

- Close the Emergency Control Valve as soon as practicable. The emergency control valve is located beneath the boiler in the kitchen
- Call the following number immediately if the smell of gas is still apparent or if the leak is suspected to continue

Gas Emergency Freephone Number: 0800 111 999

- Evacuate the building as per the Fire Evacuation Procedures (Section 2.1)

DON'T

- Switch on or off any electrical equipment.

2.7 Terrorist Attacks

We will conduct a risk assessment to assess the likelihood of a terrorist attack occurring in the local area. This may be recorded as a standalone document or incorporated into a business continuity plan or disaster recovery plan. We will ensure procedures for responding to terrorist attacks are defined and recorded. If a terrorist attack or suspected terrorist attack occurs, the police shall be informed immediately (notwithstanding the need to evacuate).

- Report any concerns to your Line Manager immediately
- Stay safe – stay indoors and lock all access points unless the building you are in is under direct attack
- Attempt to engage any terrorist attacker under any circumstances
- Put yourself or those around you in harms' way

Section 3 People

3.1 First Aid

We have one fully qualified first aider and one first aid 'appointed person' based at the premises, these are:

First Aider: Laura Donovan

Appointed Person: Jill Grace

The first aid box is located at 355a Tormusk Road, G45 0HF and signage is in place.

If there is an accident or incident that requires attention, you should immediately contact the first aider or appointed person. For serious accidents requiring medical attention do not wait for a first aider, dial 999.

The first aider/appointed person should be notified as soon as is reasonably practicable of an incident taking place out of the office that required any form of first aid attention.

The first aider, appointed person or HSA (whoever was dealing with the incident) will ask that you record the details in the Accident Book. The HSA will investigate and report all accidents, incidents and dangerous occurrences to the Chief Executive where appropriate.

All support staff will be trained in Emergency First Aid

There will be accident books and First Aid boxes in supported living services and venues used by Fair Deal

DO

- Familiarise yourself with the names/location of first aiders in your area
- Report any accident, near miss, injury or illness and obtain treatment immediately if required

DON'T

- Administer first aid if you are not qualified – seek help instead

- Move an injured or seriously ill person unless to prevent further injury

3.2 Accident/Near Miss Reporting

Accidents and near misses must be reported to find out what happened, to prevent recurrence and to comply with the law. As a rule of thumb, for every three near misses there is an accident and for every six there is a serious accident.

DO

- Report all accidents and near misses you witness or are involved in, no matter how minor you consider them to be. This will enable them to be investigated and actions taken to reduce the risk of a recurrence
- Seek first aid treatment as soon as possible if an injury has been sustained
- Inform your Line Manager if you have an injury at work and complete the relevant accident book

DON'T

- Move anything at the scene of an accident, unless the main purpose of doing this is to secure the safety of the area or reduce risk to other people

3.3 Risk Assessments

A programme of Risk Assessments is in place, which includes a General Risk Assessment for the principal activities carried out, individual assessments for employees in certain categories (e.g. new and expectant mothers) and specific assessment as required by legislation (e.g. fire, chemical substances, display screen equipment).

You will be made aware of the findings of risk assessments relevant to your work and provided with training where necessary to enable you to carry out suitable risk assessments.

DO

- Know where to obtain copies of relevant risk assessments
- Ensure a risk assessment has been carried out for a task prior to it commencing
- Ensure personnel carrying out the task are aware of the risk assessment findings
- Ensure all additional actions/controls are in place before commencing

DON'T

- Undertake a task prior to an assessment being completed, if required
- Undertake a task unless all control measures are followed

3.4 Staff Safety and Violence

In this case “violence” is not confined simply to physical attack, it also includes verbal abuse, threats, ostracism, discrimination, and racial or sexual harassment. All staff are asked to raise any concerns and discuss precautions with colleagues and managers/supervisors.

DO

- Report all incidents of violent or aggressive behaviour to your Line Manager or Chief Executive to allow senior management to fully investigate (confidentiality will be respected)

- Contact your Line Manager or call Rowan Consultancy direct (see back page for contact details) if you feel you need independent confidential support following any incident
- Raise any concerns about the risk of violence or aggression at work
- Discuss workplace precautions with colleagues and managers

DON'T

Fail to report any incidents – only by recording and investigating can the organisation reduce the risk of it happening again

3.5 Control of Substances Hazardous to Health (COSHH)

An assessment has been carried out to identify risks posed by hazardous substances routinely used by staff. This is sometimes referred to as a COSHH Assessment.

Hazardous substances can be gases, powders, liquids, dust or solids that can cause damage when they enter the body by mouth or through cuts in the skin; are breathed in; or come into contact with the skin or eyes. Hazardous substances can be used safely provided appropriate precautions are taken.

Should you be likely to be exposed to hazardous substances, you will be informed of the hazards and risks to health, the findings of the assessment and the correct use of any control measures or good working practices.

DO

- Consult the risk assessment prior to use and ensure all controls are in place
- Read and follow warning labels on packaging and containers
- Wear all appropriate protective equipment provided and ventilate where appropriate
- Contact the HSA if you have to use chemicals or be exposed to possible hazardous substances that are not routine to allow a suitable assessment to be carried out
- Seek medical advice if you begin to feel unwell
- Always store, handle and dispose of substances correctly
- Use any skin care products that are supplied
- Remember to wash your hands after using hazardous substances
- Ensure that COSHH folders and information within these are kept up to date

DON'T

- Eat, drink or smoke in potentially contaminated areas
- Carry out a task involving hazardous substances without a COSHH Assessment being in place
- Decant materials into wrongly labelled containers, especially ones that once contained food and drink

3.6 Noise

Noise is a major health hazard and can permanently damage your hearing. Hearing damage depends on the intensity and duration of noise exposure. The greater the noise level and/or duration...the greater the risk.

Any new equipment/machinery to be used by staff will be investigated to establish what noise levels are likely to be produced – manufacturers now must supply such information. Low noise options will be selected where reasonably practicable.

An assessment of noise related risks has been carried out and this shows that it is unlikely that the majority of employees will be exposed above the first action level of 80dB(A) from their own activities and this means that normally no special precautions are required.

If an occasion arises where you are required to work in a 'noisy' environment:

DO

- Contact the HSA who will arrange for a noise assessment to be carried out
- Follow guidance given in the noise risk assessment
- Wear provided ear protection, fitted properly
- Keep noise exposure to a minimum

DON'T

- Alter hearing protection
- Insert ear plugs with dirty hands
- Work in a place where you cannot carry out a normal conversation at a distance of two metres

3.7 Display Screen Equipment (DSE)

Regular use of DSE without assessment can lead to a number of ill health effects such as musculoskeletal discomfort, eye strain, back injuries and stress. If you regularly use DSE for continuous periods in excess of one hour, you are classed as a 'DSE user' and require a specific DSE risk assessment. Your workstation will be examined using an ergonomic approach to office furniture, equipment, design and layout and the immediate work environment relating to you. Control measures identified during the risk assessment as being required (e.g. wrist rests) will be provided and you will be trained in their correct use.

There is no evidence linking DSE with eye/eyesight damage or deterioration however, users are entitled but, not required, to undergo appropriate DSE eye/eyesight tests at the organisation's expense. Where spectacles are prescribed specifically for work with DSE, you will be provided with the cost of a basic frame and suitable lens/spectacle. In Scotland,

- If you are a UK resident, you can get a free NHS eye examination in Scotland
- This is not just to test your sight - it's a thorough examination to:
 - check the health of your eyes
 - find any eye problems before they become more serious
 - look for signs of other health problems

DO

- Ensure that your workstation has been assessed and that any required remedial controls are in place
- Adjust your workstation so that it is comfortable for you
- Report any eye or musculoskeletal symptoms to your Line Manager
- Take frequent breaks to do tasks that do not involve screen work
- Be aware of the early symptoms of upper limb disorders, such as tingling in the fingers and report them to your manager

DON'T

- Work with DSE for longer than 50 minutes in any one-hour period. Breaks away from DSE cannot be added together to give longer breaks (a break in this context does not mean a break from work, simply a break from screen use)

DSE Set Up Tips:



- Top of monitor should be just below eye level, use screen height adjuster if too low.
- Position monitor straight in front of you to avoid twisting, keep it clean and avoid any glare.
- Adjust the back/seat of your chair to support your spine and keep it aligned.
- Adjust height of chair so that your forearms are level with or just above keyboard, wrists flat.
- If your feet are not flat on the floor, try using a foot rest. Make sure you have enough leg room.
- Avoid using computer continuously – change activity and posture regularly.
- Document holders are useful when copy-typing to reduce eye movement.
- Don't hold phone with your shoulder, move it to other side to free your writing hand.
- Stretch regularly to prevent muscle tension.

3.8 Vehicles

Driving requires you to assess risks all the time and make decisions based on them. More than a quarter of all road traffic accidents involve someone driving for work purposes. Before setting out on a journey consider your own safety: review the length of journey, weather conditions, possible delays, etc. Don't just drive, think about your safety first.

Our Drivers Risk Assessment makes specific requirements for all those driving on company business as your vehicle is considered an extension of the workplace. Most comprehensive insurance policies can have business use added for no additional charge – check with your insurance provider.

DO

- Follow good driving practices in accordance with the Highway Code
- Report any accidents/incidents to senior staff who will investigate and record in the Accident Book
- Submit a 'Vehicle Declaration Form' annually to the Business Support Team confirming your licence status, business insurance, road tax and MOT are in order. If you use a company vehicle you must provide access on an annual basis to Business Support Team via www.gov.uk/view-driving-licence. Full licence (paper counterpart) information is only available online since June 2015)
- Discuss any driving concerns with your Line Manager prior to starting any journey

DON'T

- Attempt to drive when feeling tired, unwell or under the influence of alcohol or drugs
- Drive for more than six hours in a day unless agreed by your Line Manager to a maximum of ten hours in one day
- Eat, drink, smoke, use a mobile phone or other hand-held communications device while driving (even via a hands-free kit)
- Forget to tell the Business Support Team without delay if any relevant changes occur to your licence or documentation during the year

- Attempt to deal with anything you have not been trained for in the event of an accident or emergency situation
- Drive without valid insurance including business use if you are using your own vehicle

3.9 Smoking

Most people know that smoking can cause lung cancer, it also causes many other cancers and illnesses. Smoking kills around 100,000 people in the UK each year including coronary heart disease, about 36,800 from smoking-related cancers and over 25,000 from emphysema and other chronic lung diseases. If you are a smoker, Fair Deal is keen to help you stop.

Smoking is not permitted in any premises which are wholly or substantially enclosed, i.e. ceilings or walls on more than 50% of perimeter. You are entitled to a smoke free environment in which to continue your business. Where this is not available, you will be entitled to cease work within the area. In such circumstances, you should report the situation to your Line Manager immediately, who will discuss and agree the right course of action.

DO

- Contact your Line Manager for details of how we could assist if you wish to give up smoking – we wish to encourage our staff to be non-smokers

DON'T

- Smoke in any company buildings
- Smoke in any vehicle owned, leased or hired by the organisation or your own vehicle whilst driving on company business

3.10 Alcohol and Substance Misuse

Fair Deal has a policy on alcohol and substance misuse in the workplace to protect the health and welfare of all employees. Its aim is to prevent and eliminate, where possible, the potential for ill health, accidents, absence and poor performance. If you have an alcohol or substance related problem, you are encouraged to seek help and treatment voluntarily by contacting your Line Manager who will be able to arrange an assessment and if necessary, treatment.

You can also call Rowan Consultancy direct if you need independent confidential support (see back page for contact details).

DO

- Discuss any alcohol or substance related problem with your Line Manager or senior member of staff as a first step
- Find out about alcohol and substances and the social, health and employment effects
- Urge colleagues to seek help if they have problems arising from alcohol or substance misuse

DON'T

- Attend work if under the influence of alcohol or substance(s) which may impair your judgement or impinge on your own or other's safety
- Cover up or collude with colleagues suffering from alcohol/drug misuse

3.11 Blood, Body Fluids & Sharps

The organisation recognises that staff may potentially be put at risk through exposure to contaminated blood, body fluids or sharps and have therefore, put in place control systems to reduce this risk as far as is reasonably practicable.

DO

- Report any blood, body fluid spills or sharps to the HSA or your line Manager immediately, for clean up to be arranged

DON'T

- Attempt to clean up such spills or sharps unless trained to do so

3.12 New & Expectant Mothers (NEM)

“New or expectant mother” or “NEM” is a term used to describe someone who is pregnant, who has given birth within the previous six months or who is breastfeeding. A specific risk assessment will be carried out for all women who fall into this category to ensure they are not exposed to anything that could damage either their health or that of the foetus or child. The assessment will be monitored and reviewed throughout the period of being a new or expectant mother.

DO

- Notify your Line Manager or the Chief Executive in writing of your becoming a new or expectant mother
- Consult risk and COSHH assessments before commencing a work activity
- Speak to your Line Manager if you have any work-related concerns during your pregnancy

DON'T

- Undertake heavy lifting activities or any other activities that could tire you when you are pregnant.

3.13 Stress

Pressure plays a part in most jobs however, the Health & Safety Executive (HSE) defines “stress” as an “adverse reaction people have to excessive pressures or other types of demands placed upon them”. Pressure can keep you motivated but, too much causes stress. Non-work factors can also contribute to your levels of stress. This may affect your ability to ‘bounce back’ and could leave you more vulnerable to work-related stress.

If you think stress at work is affecting you, please speak to your Line Manager or a senior member of staff about it. They will be assuming that you can withstand the normal pressures of your job unless you let them know.

Free counselling and support is also available from Rowan Consultancy this can be arranged for you or you can contact them yourself confidentially. For more general information, the HSE run a Stress Helpline (see back page for contact details).

DO

- Be aware of stress becoming a problem and advise your Line Manager (if this would not be appropriate, another senior member) without delay if you think you are having an adverse reaction due to stress at work. Your situation will be handled in a confidential manner and with professional support if required
- Inform your Line Manager where there are clear signs that a colleague(s) appears to be suffering from the effects of stress. Again, each situation will be dealt with in a confidential manner

DON'T

- Ignore the typical symptoms of stress, which include: short temper; absences from work/illness; tiredness; loss of confidence/motivation; unusual mood swings; mistakes in work; errors in judgement; loss of concentration; anxiety; increased alcohol consumption
- Worry – tell someone: a friend, a colleague, a manager or phone Rowan Consultancy.

3.14 Young Persons

Young persons are less likely to know the common workplace hazards therefore, a higher level of risk assessment is required to make sure they are told what to expect.

The Health & Safety technical description “Young Person” means any person under the age of 18. “Child” means a person who is not over school age. If you fall into either of these categories, the company will carry out a full risk assessment of your proposed job functions and appropriate control measures will be put in place before you start work.

DO

- Familiarise yourself with the results of your individual full risk assessment before starting any work
- Make sure all control measures are in place and being used

DON'T

- Undertake any jobs that you have not been trained to do

3.15 Electromagnetic Radiation

Fair Deal has identified precautions for the main sources of radiation that you may be exposed to at work, including radiation from the sun, visual display units (VDU's, DSE, computer screens), mobile phones, and microwave ovens.

There is no scientific evidence that electromagnetic radiation from computer screens has an adverse effect on users, including pregnant employees however, existing skin conditions may be aggravated in conditions of low humidity. Similarly, there is no scientific evidence that limited use of mobile telephones is dangerous.

DO

- Wear sun screen and take breaks in the shade if you are required to work outdoors and report any skin problems to your Line Manager
- Report cracked, broken or damaged computer screens or casings to the Business Support Team
- Minimise mobile phone use if possible, make short calls and use hands-free kits

- Report any adverse health effects (e.g. headaches, fatigue) to your Line Manager, who can arrange for an independent medical examination.

DON'T

- Overexpose yourself to the sun
- Have mobile phone telephone conversations that last over 20 minutes in duration
- Carry mobile phones next to your body or in front pockets adjacent to genitals, instead use bags or outer pockets where practicable instead
- Use a microwave oven if the door does not close properly; the oven casing is cracked or damaged in any way; or the interlock switch that turns off the oven when the door is opened does not function correctly.

3.16 Food Hygiene

Any food for consumption by staff, people we support or the public should be wholesome and without risk to health. We will only provide food for employees or clients that is 'pre-packed' and purchased from reputable retailers. We will purchase such food immediately before use rather than storing at the premises.

We will keep facilities and equipment provided for staff use in a condition that minimises the risks for food safety by keeping fridges, sinks, worktops, tea/coffee making facilities clean and properly used.

DO

- Ensure all food items brought onto our premises are sealed and stored in suitable containers and at suitable temperatures

DON'T

- Keep old or out of date food in the fridge or cupboards

3.17 Occupational Health

The HSE estimates that within the UK in 2014/15, 1.2 million people who worked during the last year suffered from an illness they believed was caused or made worse by their work. Fair Deal aims to prevent ill health caused by work and to promote good health. We are able to make use of occupational health consultants and specialists to carry out tasks and advise us in such areas when required.

DO

- Contact your Line Manager should you feel you could benefit from the services of an occupational health service, such as: medical examination; health surveillance, monitoring areas or individuals; sampling of air, dust, noise, vibration, etc.

DON'T

- Fail to inform us if you suspect you may be suffering from a work-related illness.

3.18 Homeworking

If you are permitted to work from home, the risks associated with homeworking must be adequately controlled. Permission must first be granted from your Line Manager or the Chief

Executive and you must attend a suitable H&S Awareness training course before commencing homeworking.

DO

- Make sure you read HSE guidance note INDG226 and the EVH Guidance on Homeworking
- Take all reasonable precautions to ensure your safety and that of any others who may be affected by your work
- Contact the office upon starting work and again at the end of your working shift

DON'T

- Hold meetings within your home, unless you have specific agreement from your Line Manager
- Take home any equipment that has not been subject to a suitable and valid inspection and test regime, e.g. portable appliance testing

3.18 Lone Working

Procedures are in place to protect your safety when you are lone working or working outside of normal working hours. Training is essential for lone workers as they have to deal with situations on their own with no colleagues or supervisors available.

DO

- Familiarise yourself with the Fair Deal Loneworking Policy
- Make sure you are logged into the Guardian 24 system as per Loneworking Policy
- Contact the emergency service(s) and your Line Manager should an incident occur whilst you are working alone, who will deal with the situation as appropriate
- Familiarise yourself with who is On Call and ensure you have all relevant telephone numbers

DON'T

- Enter the premises outside of normal working hours or carry out any work away from the premises without the knowledge and consent of your Line Manager.

3.19 Adverse Weather

“Adverse weather” means any extreme weather conditions which includes:- snow, ice, wind, flood, excessive heat, thunder and lightning etc. We will monitor weather warnings and circulate any relevant information from the Met Office, local authorities and police to all employees.

- Follow any advice and instructions issued by the organisation to protect your health, safety and wellbeing
- Speak to your Line Manager during an “Amber” or “Yellow” weather warning if you are concerned about travelling to and from your place of work
- Plan ahead – ensure you have sufficient supplies in your home and vehicle in case of being unable to travel
- Put yourself or others at unnecessary risk
- Drive during a red weather warning, except in an emergency

Section 4 Work Carried Out by Employees

4.1 Manual Handling

Manual Handling covers a number of activities, such as lifting, lowering, carrying, pushing and pulling. These are a major cause of lower back pain, joint injuries and repetitive strain injuries. These injuries are the single most common cause of workplace injury. As a result, risk assessments are required to identify tasks that may cause physical injury. If required, you will be trained in the hazards and risks associated with manual handling, general ergonomics awareness and safe handling and lifting.

DO

- Ensure that goods being delivered are placed as close to the point of use/storage as possible by the delivery personnel to reduce the amount of manual handling required by yourself/colleagues
- Report any unusual manual handling tasks to your Line Manager to allow a specific risk assessment to be carried out
- Ensure all equipment has been checked by the appropriate authority according to recommendation

DON'T

- Carry a large load on your own that obscures your vision, even if it is light in weight
- Direct or carry out a lifting operation involving hoists, pulleys or other equipment if you have not been trained in their use
- Bend or stretch whilst attempting to lift
- Attempt any sudden or awkward jerking or tugging actions
- Twist the body whilst lifting any load
- Attempt to lift an item which is unreasonably heavy for your own ability

4.2 Work at Height

Falls from height are the most common cause of fatal injury and the second most common cause of major injuries to employees. Over the last five years, on average 49 workers have died and approximately 3,700 workers suffered major injuries each year due to falls from height at work.

For the majority of employees, work at height, use of ladders, scaffolding, or loft and roof work is not part of their job. However, for those employees who do this, they will be given training and copies of the full procedures that must be adopted from the Control Manual. A risk assessment and preparation of safe working procedures will be required prior to any work being done at height.

For staff required to use step ladders or stools:

DO

- Check before use that the stiles, treads and back support are free from damage/cracks and that hinges, cords and restraining stays are in good order
- Pay attention to where and how you place your feet when dismounting
- Open ladders fully every time

DON'T

- Overstretch when you are on a stool or set of step ladders
- Leave tools on the top platform
- Go above the maximum recommended step marked

4.3 Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) includes a range of clothing and protective devices to protect the wearer from certain hazards. It is only a protection if it is fitted and used properly.

PPE includes such items as protective gloves, aprons, etc.

DO

- Familiarise yourself with the Risk Assessment for the task you are undertaking, and where PPE is identified as a control measure remember its use is mandatory
- Use all PPE provided to you
- Take responsibility for keeping your own PPE clean, in good condition and properly stored
- Report any PPE defects to your Line Manager immediately

DON'T

- Misuse or modify any PPE
- Use any PPE that has not been issued to you
- Use PPE that is damaged
- Assume that PPE is fit for the task – consult the COSHH/Risk Assessment or ask for advice
- Perform a task or duty without PPE if you feel it is necessary to ensure your health, safety and wellbeing

4.4 Asbestos

We have an asbestos management register that includes information on the presence and condition of asbestos containing materials within the office and our properties. Procedures are also in place for dealing with asbestos related incidents and to ensure that any work carried out on the fabric of the buildings takes account of the possibility that asbestos may be present.

DO

- Familiarise yourself with our asbestos management register and procedures prior to commencing any work that disturbs the fabric of any of our buildings or premises
- Report any suspect material immediately to your Line Manager to allow an accredited external consultant to be contacted to carry out identification

DON'T

- Handle or remove any materials thought to contain asbestos
- Allow any work to be carried out on the fabric of the building unless it is known that the material is asbestos free

Section 5 Work Carried Out by External Contractors

5.1 Selection and Use of Contractors

Procedures are in place to ensure that only qualified and experienced contractors with proven safety records are appointed to carry out work for our Organisation.

DO

- Familiarise yourself with the company's procedures for appointing contractors if you have responsibility for doing this
- Report any contractor working unsafely to a senior member of staff immediately
- Ensure, if you are working with someone you support who wants to make a purchase or hire a contractor for a specific piece of work, that you obtain 3 different quotes from 3 different contractors prior to engaging them

DON'T

- Appoint any contractor who are not on the organisation's 'Approved List of Contractors' to carry out work for the organisation.

Appendix 1 – Useful H&S Contacts

H&S Helpline (staffed by ACS) (free to EVH Full & Associate Members)	0141 427 5171 john@acs-env.com
Rowan Consultancy	0173 856 2005 www.rowan-consultancy.co.uk
HSE (Health & Safety Executive) HQ	0151 951 4000 www.hse.gov.uk
Fair Deal Office Base (for Duty Worker)	0141 634 4996
Fair Deal On-Call:	
Anne Marie Borthwick	07921 231 572
James Thomson	07921 231 566
Lizzie Currie	07973 494 617
Margaret Fenton	07921 231 574
Pauline Hamilton Martin	07827 943 222
Ryan McCrory	07880 385 904

Document Information

Document Ref:	Health & Safety Employee Handbook
Version:	2
Date of Version:	01/03/2019
Created By:	
Approved By:	
Confidentiality Level:	Controlled: Uncontrolled if printed

Amendment History

Date	Version	Created By	Description of Change
01/03/2019	2		