

# Manor House Development Trust (MHDT)

## Health and Safety Policy

### 1. Statement of Intent

- 1.1 Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose.
- 1.2 We also accept our responsibility for the health and safety of other people who may be affected by our activities, including contractors and users of our building. We will co-operate with other employers within our premises on health and safety issues.
- 1.3 The allocation of duties for safety matters and the particular arrangements, which we will make to implement the policy, are set out in the pages that follow.
- 1.4 A copy of the policy will be issued to each member of staff.
- 1.5 The policy will be kept up to date, particularly if MHDT changes in the nature of the work undertaken and in size. To ensure this, the policy and the way in which it has operated will be reviewed each year.

### 2. Responsibilities and Arrangements for Health and Safety Management

#### 2.1 The MHDT Board

- 2.1.1 The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities e.g. users, volunteers, members of the public.
- 2.1.2 The MHDT Board, as the employer, has overall and final responsibility for health and safety matters at MHDT, and for ensuring that health and safety legislation is complied with.
- 2.1.3 The MHDT Board will review the operation of its health and safety policy annually.

#### 2.2 The Director

- 2.2.1 MHDT's Director is responsible for ensuring that the health and safety policy is put into practice at MHDT's premises. In particular the Director will ensure that:

- 2.2.2 Employees receive sufficient information, training and supervision on health and safety matters.
- 2.2.3 Line managers are aware of their responsibilities to their staff and volunteers.
- 2.2.4 A risk assessment is undertaken and the results written up and made available to all employees.
- 2.2.5 Accidents are investigated and reported to the MHDT Board.
- 2.2.6 There are arrangements in place to monitor the maintenance of the premises and equipment.
- 2.2.7 There are adequate arrangements to liaise and co-operate on health and safety matters with other employers sharing MHDT's premises.
- 2.2.8 That MHDT accepts its responsibility for the health and safety of its employees based in the offices of other organisations.

### 2.3 Competent persons

- 2.3.1 The MHDT Board, in conjunction with the Director, will appoint from amongst the MHDT employees, at least two "competent persons" as defined in the Management of Health and Safety at Work Regulations 1993. Normally, one of these competent persons will be the Administrator.
- 2.3.2 Competent persons will help in assessing the health and safety risks to MHDT's employees and devising and applying measures to improve health and safety.
- 2.3.3 The Director will ensure that the competent persons have adequate time, information and training to undertake their task.
- 2.3.4 Competent persons will report to the Director.
- 2.3.5 All employees will be told who the competent persons are.

### 2.4 All Employees

- 2.4.1 All employees have the responsibility to co-operate with the Director and the MHDT Board to achieve a healthy and safe workplace and to take reasonable care of themselves and others.
- 2.4.2 Employees must not intentionally or recklessly interfere with anything provided for their health, safety and welfare. Serious breaches of the Health and Safety Policy and rules (e.g. misusing

equipment, knowingly adopting unsafe systems of work, deliberately putting someone else's safety in danger) will be dealt with through MHDT's Disciplinary Procedure.

2.4.3 Whenever an employee, notices a health or safety problem which they are unable to put right, they must immediately inform the Director, or one of the competent persons named above, (or the Fire Officer or first aider if this seems more appropriate - see below).

## 2.5 Fire Officers

2.5.1 MHDT will appoint at least one Fire Officer for each floor/ building which it occupies.

2.5.2 The responsibilities of Fire Officers will be to:

- Meet on a regular basis with each other and other Fire Officers in the building and be instructed on potential fire hazards and the use of fire fighting equipment
- Arrange the testing of fire alarms and fire drills
- Assist with the efficient evacuation the floor for which they have responsibility and to liaise with the Fire Brigade at the assembly point

2.5.3 Separate arrangements will be made for employees based in other workplaces, in accordance with rules and policies that exist for that venue, and this policy.

## 2.6 First Aiders

2.6.1 MHDT will ensure that a member of staff has passed a first aid course.

2.6.2 The trained First Aider will ensure that the first aid box is kept in the correct place, contains the items laid down in the Code of Practice and Guidance Notes published by the Health and Safety Executive (and nothing else) and is regularly restocked.

## 2.7 Risk Assessment

2.7.1 It will ensure that a competent person carries out a risk assessment in accordance with the 1992 Management of Health and Safety at Work Regulations and the Approved Code of Practice (ACOP).

2.7.2 This risk assessment will be written up, and be made available to all staff.

2.7.3 The written risk assessment will be reviewed and updated annually to ensure it covers all employees, to ensure it covers all risks, and

to ensure action identified as needed in the risk assessment has been acted upon. It will also be updated every time there is a major change in working practices. The risk assessment will cover all MHDT employees, wherever they may be based, and will cover all aspects of their work.

## 2.8 Training

- 2.8.1 MHDT will ensure that new employees receive information on health and safety as part of their induction.
- 2.8.2 MHDT will organise training for employees on health and safety matters as appropriate, including: general health and safety training, first aid, manual handling, fire safety, risk assessment.
- 2.8.3 MHDT will also organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work.
- 2.8.4 If employees consider they have health and safety training needs they should inform the Director.

## 2.9 Co-operation with tenants

- 2.9.1 MHDT and its staff and clients will co-operate with all organisations with whom it shares occupancy of buildings over all matters relating to health, safety and welfare, including risk assessment and emergency arrangements.
- 2.9.2 Similarly, it is also the duty of all tenants to co-operate with MHDT and with each other over such matters.

## 3. Building Maintenance

### 3.1 Responsibilities

- 3.1.1 MHDT has a responsibility to provide a safe and healthy environment for staff and volunteers.
- 3.1.2 MHDT will nominate a worker as Building Maintenance Manager. This will normally be the Administrator. This person will be responsible for liaising with landlords/managing agents to ensure that any repairs are carried out swiftly with the minimum of disruption.
- 3.1.3 This person will convene Tenants' Meetings on a bi-monthly basis or as appropriate. Health and safety will be a permanent item on the agenda of these meetings.
- 3.1.4 Other than at meetings each tenant has a responsibility to report any hazard or outstanding repair to the Building Maintenance

Manager.

3.1.5 Other than at meetings all tenants and MHDT staff are responsible for spotting hazards or potential hazards. If a hazard is seen, it should be removed or dealt with as soon as possible, or if not, reported to the Building Maintenance Manager.

### 3.2 Examples of Hazards

3.2.1 Things Out of Reach: Chairs or other furniture must not be used to stand on for the purposes of replacing light bulbs, reaching for things off the top of cupboards etc. A properly maintained, undamaged stepladder must be used. Library steps will also be provided which must be used.

3.2.2 Damaged Equipment: regular checks must be carried out on furniture and equipment for damage that leaves sharp edges protruding or other hazards. Any damaged furniture must be reported for repair or condemnation straight away and must be removed from use.

3.2.3 Damage to Fabric of Building, Windows etc: All such damage must be reported immediately and immediate repair or temporary boarding must be arranged.

3.2.4 Misplaced Furniture, Equipment or Supplies: Any furniture, equipment or supplies left in an inappropriate place, for example obstructing a gangway, must be removed immediately, and placed in an appropriate, safe place.

## 4. Good Housekeeping

4.1 **Aisles & Gangways:** Gangways must be kept clear from obstructions and materials must be stored in safe areas. Under no circumstances must goods or materials be stacked immediately in front of, or obstructing, fire doors, fire exits, fire alarms or fire equipment.

4.2 **Smoking In general:** MHDT operates a no smoking policy.

4.3 **Overcrowding:** The general minimum space per person, recommended by the 1992 Regulations, is 11 cubic metres. MHDT will avoid unhealthy and overcrowded working conditions, and will consult staff on any changes in office layout.

4.4 **Ventilation:** MHDT will endeavour to provide a well-ventilated workplace in which staff have control over their local level of ventilation.

4.5 **Temperature:** In office workplaces a minimum temperature of 16 °C must

be maintained, and efforts will be made so far as is reasonably practical to ensure temperatures in workplaces do not rise to an uncomfortable level. A thermometer will be provided on every floor in a conspicuous place and in such a position as to be easily seen. MHDT will do all in its power to ensure reasonable temperatures in all workplaces at all times. During times of intense heat due to atmospheric conditions employees are encouraged to take rest periods as may be needed.

- 4.6 **Lighting:** Adequate lighting must be provided. Each VDU workstation and desk will be supplied with its own desk lamp. All fluorescent lights will be fitted with a diffuser. If lights are found to be out of order, the fault must be corrected as soon as reasonably possible.
- 4.7 **Noise:** MHDT staff works within an open plan office and therefore a certain level of noise is unavoidable, however MHDT will endeavour to ensure that noise levels shall be kept to as low a level as is practicable.
- 4.8 **Office Atmospheric Pollutants:** Office equipment such as photocopiers and printers can emit pollutants into the atmosphere. MHDT will take reasonable precautions in ensuring that these levels are kept as low as is possible. Employees will not be expected to work in enclosed spaces with equipment that emit atmospheric pollutants. Spaces where these pollutants are present shall be kept well ventilated.
- 4.9 Equipment Storage and usage
- 4.9.1 Equipment must not be left lying around but must be suitably stored.
- 4.9.2 No wires must be left trailing across floors.
- 4.9.3 Non-flammable rubbish bins must be positioned at various points.
- 4.9.4 No paraffin, bar electric or calor gas fires will be used at MHDT premises.
- 4.10 Electrical Equipment
- 4.10.1 All building maintenance such as electrical work, carpentry, painting etc. should be carried out by skilled people. No staff should be expected to endanger themselves by carrying out such work.
- 4.10.2 Broken, ineffective or damaged electrical equipment must be reported to the Building Maintenance Manager who must ensure that it is labeled "Do not use" and arrange for repair.
- 4.10.3 Staff should never perform unsafe practices such as:
- Jamming wires in sockets with matchsticks or nails

- Improvising a junction box, running power tools from lamp sockets so that they cannot be earthed
- Forcing a plug into the wrong socket
- Using improvised wrongly-rated fuses for the voltage that the equipment is carrying
- Hanging cables on nails or allowing them to trail in pools of water
- Using equipment with the earth wire pulled out of its terminal
- Misusing an earthing clamp on welding sets etc.

#### 4.11 Gas Appliances

4.11.1 All gas appliances, including central heating boilers, cookers and fires, must be serviced regularly by approved engineers.

4.11.2 The Boiler rooms must be marked as inaccessible to unauthorised persons and kept locked.

4.12 Water Supply: All staff and tenants must know how to turn off the water supply.

4.13 Disability awareness: All facilities will be provided, and all arrangements made, with due regard for the specific health, safety and welfare needs of any person (staff or user) with a disability.

### 5. Welfare Arrangements

**5.1 Toilets and Washing Facilities:** MHDT will ensure that suitable and sufficient toilets and washing facilities will be provided for all staff in accordance with the minimum requirements of Health and Safety legislation, i.e.:

Number at work	Number of toilets/washbasins
1-5	1
6-25	2
26-50	3

- Each toilet will be in a separate, lockable room.
- Washing facilities will include a supply of clean hot and cold water, soap and suitable means of drying (e.g. paper towels)

**5.2 Drinking water:** An adequate supply of drinking water will be provided for all staff.

**5.3 Rest areas:** So far as is reasonably practicable MHDT will provide all staff with seating in a rest area, where they may rest during normal work breaks. There will be no smoking within these areas.

**5.4 Pregnant women/nursing mothers:** Suitable rest facilities for pregnant employees or nursing mothers will be provided.

**5.5 Hours of work:** MHDT employees should not work excessively long hours, and should take adequate breaks for meals and rest as indicated within their statements of terms and conditions of employment.

**5.6 Disability awareness:** All welfare facilities will be provided with due regard to the specific needs of any person with a disability.

## **6. Personal Safety**

### **6.1 Office Security**

6.1.1 It is in the nature of MHDT work that staff or volunteers may find themselves in potentially dangerous situations whilst on MHDT business. The following policy is concerned to minimise the risk to people working for MHDT.

6.1.2 Staff or volunteers who are working on their own should not allow access to casual visitors who have no appointment; such callers should be encouraged to make an appointment.

6.1.3 Where staff are dealing with an individual and they feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations MHDT management will put their trust in the feelings of the worker.

6.1.4 All windows and doors will be lockable.

### **6.2 Prevention whilst away from normal workplace on MHDT Business**

6.2.1 Staff who are going to be away on MHDT business should make it clear to other staff where they will be, for how long and how they can be contacted.

6.2.2 If in the course of a trip away from the office plans change significantly, this should be communicated back to the office.

6.2.3 Staff should make clear whom they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.

6.2.4 MHDT will keep two personal alarms for use by staff.

6.2.5 Staff who are unable to use a car when on MHDT business after dark have a right to use a taxi at MHDT expense.

### **6.3 Prevention Whilst Holding or Carrying Money or Valuables for MHDT**

- 6.3.1 Staff should not carry money for MHDT without being accompanied by another person.
- 6.3.2 Large amounts of cash, over and above petty cash should not be kept on MHDT premises.
- 6.3.3 Visits to the bank should not be at a regular time.
- 6.3.4 Under no circumstances should staff put themselves at risk on account of MHDT property. If money is demanded with threats it should be handed over.

#### **6.4 Personal Awareness**

There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. The following steps are recommended to MHDT staff as being helpful. MHDT will provide awareness training on these issues when required.

#### **6.5 Whilst out and about**

- 6.5.1 Trust your intuition and listen to your feelings. If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.
- 6.5.2 Be prepared. Do you know who to contact and what to do if a difficult situation arises? Find out and if there isn't anyone designated, ask for a supervisor or manager to be nominated.
- 6.5.3 Be observant. Notice everything around you - exit doors, telephones, windows, and sources of help. This will make you more aware of your surroundings and help you escape if you need to.
- 6.5.4 Avoid dangerous short cuts; walk facing the traffic on the street side of pavements, and think about where you park your car.
- 6.5.5 Make sure you have all relevant information with you. Have you checked to see if there is a known problem with whom you're seeing or where you're going?
- 6.5.6 Look confident. "Walking tall" and being aware of your surroundings deters assailants - they prefer people who look and behave like victims.
- 6.5.7 Never stay in a situation where you think you may be at risk. Don't feel you have to stay because of your work. You can see the client, arrange the visit or do the interview again. You can ask a colleague

to come in or be with you.

6.5.8 Don't be afraid to ask for help.

6.5.9 Be aware of personal space - yours and others. Encroaching on other peoples personal space can cause stress and other health and safety issues. If you find your personal space is encroached upon ask for more space or move away.

6.5.10 Don't get into lifts with people who make you feel uneasy. If you are in a lift and feel uncomfortable, get out and use the stairs, or wait for another lift. Make sure you know where the emergency button is and place yourself where you can reach it.

6.5.11 Don't accept lifts in vehicles from people you have no reason to trust.

6.5.12 Think about what you're wearing: can you run if you need to?

## **6.6 Dealing With Aggression**

6.6.1 Try to stay calm if someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.

6.6.2 Offer an angry person a range of options from which they can choose the one they prefer. They will find it difficult to stay angry.

6.6.3 Do not be aggressive back - this is how anger can escalate into violence.

6.6.4 Are you the best person to deal with this situation? Going to get someone else is often helpful particularly if they can solve a problem that you can't.

6.6.5 Get on the same level as the aggressor. If they're standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary. Keep your balance and keep your distance.

6.6.6 Do not touch someone who is angry.

6.6.7 Don't let your escape route be blocked.

6.6.8 Keep yourself between an escape route and an aggressor so you can still get away.

6.6.9 If the situation is dangerous, then get away as fast as you can.  
Never remain alone with an actively violent person.

6.6.10 If you cannot get away, then scream or use the panic alarm.

## **6.7 Reporting and Recording**

6.7.1 All incidents of aggression or violence should be reported to management and recorded.

6.7.2 Employers have a responsibility to provide a safe working environment. Staff should report any current or potential situation at work which is a threat to personal safety.

6.7.3 Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair, which can carry on long afterwards. The management of MHDT recognises this and will be disposed to provide whatever support, counseling or time off work seems appropriate.

## **7. Visual Display Units and Computer Equipment**

### **7.1 Nature and Organisation of Work**

7.1.1 Jobs must be designed to allow for changes in activity, MHDT will not employ dedicated typists or VDU input clerks.

7.1.2 Appropriate seating must be available to all users. These seats must have arms and must be adjustable for both height and angle of back support.

7.1.3 Staff will not drink at workstations.

7.1.4 Staff will take regular breaks (at least 10 minutes away for every hour at the screen). Short frequent breaks are more satisfactory than occasional longer breaks.

### **7.2 Equipment**

7.2.1 The two components of a VDU (the screen and the keyboard) should be detachable and adjustable, i.e. in height, swivel etc, to allow for the individual preference of the operator.

7.2.2 The screen must be properly and regularly cleaned to ensure

legibility is not affected by dirt and grime: wipes will be provided by each workstation for this purpose.

- 7.2.3 A wrist- and foot-rest will be provided at each workstation.
- 7.2.4 An anti-static mat, a lamp and a document holder will be provided at each workstation.
- 7.2.5 The height of the keyboard and the height and angle of the screen will be adjustable.
- 7.2.6 The keyboard will be separate from the screen.
- 7.2.7 Direct light should not fall on the screen, and where at all possible, the screen will be at a right angle to the window.
- 7.2.8 There will be adequate space on work surfaces surrounding a computer.
- 7.2.9 There will be sufficient space at each workstation for each user to alter their position comfortably.

### **7.3 Maintenance**

MHDT will hold copies of manufacturers' detailed instructions on the maintenance of machinery. MHDT will put together a Maintenance plan which will include a list of approved suppliers and a timetable for ongoing checks.

### **7.4 Eye and Eyesight Tests**

- 7.4.1 New staff are entitled to have eyesight tests paid for by MHDT.
- 7.4.2 All staff are entitled to have eyesight tests at regular intervals, and at any time they may be experiencing difficulties attributable to their work with VDUs.
- 7.4.3 When a test shows that as a result of work with VDUs a member of staff needs to purchase special corrective appliances (usually glasses) MHDT will pay for these. This excludes those normally used for other purposes than work with VDUs.

### **7.5 WRULDs / RSI**

Work Related Upper Limb Disorders (also known as Repetitive Strain Injury) are often associated with keyboard work. It is the intention of MHDT, by following best advice, to provide VDU/keyboard equipment and furniture that help prevent the development of these musculoskeletal disorders. Staff however should contribute to their own safety and welfare

by:

- Avoiding sitting in the same position for long periods
- Adjusting equipment and furniture to appropriate/comfortable positions rests from VDU work (at least 10 minutes away every hour).

## **7.6 Pregnant Women**

Because of the possible dangers linked with electromagnetic radiation, pregnant women, and women planning to become pregnant, have a right to stop working with VDUs. Alternative ways of working should be arranged with the Director.

## **8. Fire Safety**

### **8.1 General**

- 8.1.1 It is not only the responsibility of the Fire Officers, but of all staff to be aware of fire hazards, to know the location of fire exits, fire fighting equipment, fire alarm points and the assembly point. Everyone must know the fire drill instructions, and these will be part of an induction process for all new staff and volunteers.
- 8.1.2 All Fire Officers will be instructed on the use of extinguishers and other fire fighting equipment.
- 8.1.3 Access to escape doors, extinguishers and other fire fighting equipment must not be obstructed. All routes and equipment must be accessible to all building occupants, regardless of any disability.
- 8.1.4 Any leakage of a flammable material must be reported at once and action taken to remove the danger. No smoking will be permitted anywhere in the building until the danger has been removed.

### **8.2 Fire Drills**

- 8.2.1 The Organisation will have at least one Fire Officer. It is their responsibility to arrange fire drills and practices and to ensure that these are carried out. The Fire Officer has the power to remove obstructions from fire exits.
- 8.2.2 The Fire Officer shall review the success or otherwise of the drill, and to make recommendations for improved practices after each fire drill.
- 8.2.3 The Fire alarms shall be tested in rotation on a six-weekly basis.
- 8.2.4 Unannounced fire drills will take place on a regular basis, and at not less than three-monthly intervals. These must be timed and

recorded and the outcome reported in the Fire Safety book.

- 8.2.5 All staff, including volunteers, must be made fully familiar with the escape routes, location of fire-fighting equipment and assembly points in the building.
- 8.2.6 All visitors should also be made aware of the above; notices should be placed in all meeting rooms, offices etc.
- 8.2.7 Fire Officers should be trained in and be aware of the specific needs of workers and visitors who are deaf, are wheelchair users, or have any other physical or sensory disability, and make special arrangements as appropriate for their safety and their evacuation from the building.

### **8.3 Fire drill procedure**

- 8.3.1 If a fire is discovered the nearest fire alarm call point must be operated.
- 8.3.2 If you can instantly and safely isolate the fire by closing a door, do so, providing no personal risk is involved.
- 8.3.4 The fire must only be attacked with appliances provided for that purpose.
- 8.3.5 Once a fire alarm call point has been activated the Fire Brigade must be called.
- 8.3.6 Immediately begin to evacuate people from the building or other danger area rapidly but calmly. Make sure the building or area is clear of people and keep it clear.
- 8.3.7 Under no circumstances must anybody be allowed to re-enter the building.
- 8.3.8 Use only the proper fire exits. Only if these are absolutely blocked, unreachable or impassable should you attempt any desperate measures of escape. (e.g. by breaking out of windows). Lifts must never be used in the event of a fire.
- 8.3.9 Do not panic and try to encourage others to remain calm; see that staff and visitors move quickly and quietly.
- 8.3.10 Prevent anyone returning for collection of personal belongings or for any other reason.
- 8.3.11 Make a thorough search of all rooms in the building (including lavatories) so that you can be satisfied that no person remains in

the building.

8.3.12 Leave the building, closing doors behind you, and take staff and visitors to meet at the assembly point outside.

8.3.13 Check that all persons in your building are at the Assembly Point.

8.3.14 No one must be allowed to re-enter the premises until told by a Fire Brigade Officer that it is safe to do so.

## 9. Universal Hygiene Controls

### 9.1 Universal Hygiene Controls

9.2.1 All floors must be swept regularly and washed where necessary.

9.2.2 Toilets must be washed regularly and further washed when needed.

9.2.3 If practicable all washbasins should be provided with hot water, soap, clean paper towels or hand dryers, and nail brushes.

9.2.4 Bins must be provided for disposal of sanitary towels or tampons and a contract maintained to have these regularly emptied and sanitised.

9.2.5 There will be a vending machine for sanitary products in one toilet.

9.2.6 Universal standards of hygiene should be adopted: whenever bodily fluid needs to be cleaned or mopped up, staff must wear disposable gloves.

9.2.7 Staff using cleaning agents must take care and follow the instructions issued with such agents. (See also Section 11 - COSHH)

## 10. First aid and Accident Reports

### 10.1 First aid

10.1.1 In all MHDT premises First Aid provision must be available at all times in an appropriate and accessible First Aid box.

10.1.2 The First Aid box is kept in a metal cabinet opposite the kitchen area on the 2<sup>nd</sup> and 3rd floors and in the kitchen area of the 1st floor meeting room.

10.1.3 The position of the First Aid Box must always be clearly marked on

a regulation notice (white lettering on green background). The notice will also state the names of the current employees trained to provide emergency first aid.

- 10.1.4 The notice should be in English and in any other language commonly used at the establishment.
- 10.1.5 There will be at least one employee at each workplace who will receive appropriate training.
- 10.1.6 All new employees will be told of the location of first aid equipment and the employees who have received first aid training as part of their induction.
- 10.1.7 A record of all first aid cases treated will be kept in the Accident Book, which will be kept with the First Aid box.

## **10.2 Accidents and Emergencies**

- 10.2.1 It is the responsibility of all employees to report all incidents which did result, or nearly resulted, in personal injury (either to themselves or others) to the Director or their immediate line manager, who may request a full report on the incident. In addition, all incidents should be recorded in the Accident Book
- 10.2.2 It is the responsibility of the line manager or Director to ensure that any necessary follow up action is taken to reduce the risk of the accident or near-accident reoccurring.
- 10.2.3 The Director is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the Incident Contact Centre, Caerphilly Business Park, Caerphilly, CF83 3GG, tel: 0845 300 9923, [www.riddor.gov.uk](http://www.riddor.gov.uk) or email: [riddor@natbrit.com](mailto:riddor@natbrit.com). RIDDOR covers the following incidents:

- Fatal accidents
- Dangerous occurrences
- Certain work-related diseases.
- Major injury accidents/conditions
- Accidents causing more than 3 days incapacity for work

## **11. COSHH**

- 11.1 Under the 1992 COSHH (Control of Substances Hazardous to Health) Regulations employers have a duty to make an assessment of the risks related to hazardous substances e.g. chemicals, noxious fumes etc. In accordance with the Approved Code of Practice this assessment will be carried out and written down by a nominated competent person.

- 11.2 Following this assessment, in accordance with the Approved Code of Practice (ACOP) MHDT will:
- 11.2.1 In the first instance take action to remove any hazardous substances;
  - 11.2.2 If this is not possible then action shall be taken to find a substitute for the hazardous substance;
  - 11.2.3 If this is not possible such substances shall be enclosed within a safe environment;
  - 11.2.4 If none of the above are possible protective equipment will be issued to ensure the safety of staff.

## 12. Manual Handling

- 12.1 MHDT employees should avoid manual lifting where at all possible.
- 12.2 However, employees may occasionally be required to manually lift and handle loads. Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury.
- 12.3 The most likely occurrences of manual handling for MHDT employees are:
- 12.3.1 The receipt and storage of stationary orders;
  - 12.3.2 Moving paper records into archive storage;
  - 12.3.3 Rearranging the office furniture and equipment;
  - 12.3.4 Handling loads at outside events organised by MHDT employees.
- 12.4 All employees should use aids that are available to reduce the risk of injury, e.g. sack trolley, lifts.
- 12.5 Employees should not put themselves at risk by attempting to lift heavy loads that could be divided into smaller quantities. The assistance of other employees should always be sought for moving large quantities or for lifting heavy and awkward loads. When lifting in a team take instructions from one person only.
- 12.6 Before handling loads any obstructions should be removed and a space cleared where the load has to be set down. Heavy items should be stored as near waist-height as possible and never above shoulder-height.
- 12.7** Any employee feeling a strain should stop immediately and record the incident in the Accident Book. To continue may result in more serious

injury.

## 13. STRESS

### 13.1 Statement

13.1.1 MHDT aims to ensure that employees are kept safe and healthy at work, and are not subjected to excessive workloads, onerous working practices or a detrimental working environment which might, if unchecked, cause the employee stress.

13.1.2 Employees may themselves seek help from a GP, a counsellor or a colleague, or complain to their supervisor or manager (particularly if it is their belief that their work or the working environment is the problem). Any such complaints must be heard sympathetically, fully investigated and appropriate steps taken to assist.

13.1.3 Stress at work is a serious issue: workers can suffer severe medical problems, which can result in severe under-performance at work, and cause major disruptions to the organisation.

MHDT will do all it can to eradicate problems relating to stress at work.

#### In particular MHDT will:

- Ensure close employee involvement, particularly during periods of change
- Give opportunities for staff to contribute in the planning and organisation of their own jobs
- Ensure plenty of variety in work
- Implement proper hazards control methods
- Ensure staff have work targets that are stretching, but reasonable

- Implement effective systems for dealing with bullying and racial or sexual harassment
- Encourage good communications between staff and management
- Ensure the maintenance of a supportive culture in the workplace
- Ensure personal support and sympathy for staff with personal problems/problems at home
- Ensure employees avoid working long and unsocial hours
- MHDT will ensure that all policies, working practices, conditions of employment etc. do not contradict the above statement
- Employees must become aware of the causes of stress, and ensure that they do not work in a way which could cause them to suffer an increase in stress, nor cause an increase in stress on others
- Employees must respect other members of staff, respect the individual circumstances of other members of staff, and ensure that a supportive atmosphere is maintained and that interpersonal conflicts are avoided or dealt with sensibly
- Employees must not make unrealistic demands of other workers, by imposing impossible deadlines and/or increasing others' workloads to a level they cannot cope with
- Employees should participate with MHDT's intention to maintain a co-operative, supportive workplace environment
- All forms of discrimination, abuse or harassment will be regarded as serious disciplinary offences and dealt with according to disciplinary procedures