

**Coin Street Community Builders  
Health & Safety Policy  
December 2022**

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## **Part 1 – Statement of Policy**

### **1.1 Foreword by Coin Street Group Director**

This is Coin Street's Health and Safety Policy and it is essential that you read and understand the part you have to play in Coin Street's health and safety arrangements. It is important not just for your own safety but also for the safety of the public and others around you at work. Every single one of us has duties under health and safety law, as well as specific objectives set out in this policy. I place great importance on individuals taking personal responsibility for health and safety.

Good leadership is essential to the success of this policy and board members, our leadership team and everyone with management responsibilities need to set the example for others to follow and to be proactive in controlling risk.

We seek to go beyond mere compliance with the law to achieve a positive health and safety culture that benefits everyone who visits, lives, works or otherwise uses our site and services. To achieve this we must maintain a regular dialogue on health and safety matters and keep everyone's needs in mind.

With sound management and good communication we will ensure that we achieve the highest standards of health and safety management in support of our wider objectives.

Iain Tuckett  
Group Director

### **1.2 Statement of Health and Safety Policy**

This is the Health and Safety Policy Statement for the **Coin Street Community Builders (CSCB)**. CSCB staff provide services to the following:

- Coin Street Community Builders (CSCB)
- Coin Street Secondary Housing Co-operative (CSS)
- Coin Street Centre Trust (CSCT)

This policy covers the services provided under the relevant service agreement.

Reference to 'the board' or 'board members' apply to the board or board members of each company as appropriate.

Reference to full time, part time staff, seasonal workers and apprentices of each company as appropriate.

This Health and Safety Policy with its associated arrangements, provides CSCB with a guide to our duties and responsibilities as identified under health and safety legislation.

It follows the principles of British Standard ISO 45001 - the internationally recognised standard for occupational health and safety management systems. It gives us a framework to identify, control and reduce the risks associated with health and safety in the workplace, the main principles of which are outlined in the diagram below.



A copy of this statement and the following procedures are placed in the staff handbook and made available to all employees. It will be reviewed and updated as necessary whenever circumstances dictate, or at intervals of no greater than twelve months. All employees are invited to suggest changes which they feel have become appropriate. The policy and statement do not form part of employees' contract of employment.

The sites encompassed in this policy are all those owned by the Coin Street Group, including those owned by Colombo Street Community & Sports Centre limited.

Coin Street Community Builders (CSCB) aims to provide a safety culture that proactively supports and protects everyone using or visiting our properties and spaces across our estate.

It is our intention not only to comply with all relevant health and safety legislation but to promote good practice continually raise standards and demonstrate compliance through our work practices and procedures. We believe this is not only our moral and legal duty, but commercially important for our success and reputation.

We seek not just to comply with the Health and Safety at Work Act and other relevant legislation but also to provide a structured framework that is continually developing and genuinely supportive of our business objectives. We will do this by:

- Allocating sufficient resources to meet the agreed health and safety objectives
- Providing reasonable controls for hazards and risks arising from our work activities
- Providing and maintaining safe plant and equipment
- Ensuring safe use, storage and disposal of hazardous and dangerous substances
- Maintaining a safe and healthy working environment and
- Consulting with employees, contractors and other stakeholders on health and safety matters arising from our activities
- Providing relevant, comprehensible information, instruction, training and supervision to all employees at a level required for them to undertake their work safely and with minimal risk
- Investigating accidents, near misses and work-related ill-health to reduce the risk of reoccurrence, ensuring any residual risk is monitored and controls reviewed regularly
- Reviewing and revising all policy and procedures at least annually

## Coin Street Group Director Agreement

The Group Director is committed to ensuring that this policy is implemented at all levels within CSCB.

This Policy works in conjunction with other CSCB policies and procedures which are located on the CSCB intranet.



8 December 2022

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Signed:

Date:

Iain Tuckett

Group Director

## **Part 2 – Organisation and Responsibilities**

### **2.1 Board**

Overall and final responsibility for health and safety is that of Board members. The Board members are responsible for:

- Accepting formally and publicly its collective role in providing health and safety leadership in its organisation.
- Ensuring each member of the board accepts their individual role in providing health and safety leadership for the organisation.
- Ensuring that all board decisions reflect its health and safety intentions as articulated in this policy.
- Recognising its role in engaging the active participation of employees in improving health and safety.
- Ensuring that it is kept informed of, and alert to, relevant health and safety risk management issues.

### **2.2 Group Director**

The Board has appointed the Group Director as its Health & Safety Director. Responsibilities of the Health & Safety Director include:

- Ensuring that health and safety risk management issues are properly addressed both by the board and more widely in the organisation.
- Ensuring that the Group's Health & Safety policy statement reflects current board priorities.
- Keeping informed about any significant health and safety failures, and of the outcome of the investigations into their causes.
- Ensuring that health and safety risk management systems are in place and remain effective.

### **2.3 Chief Financial Officer**

Day-to-day responsibility for ensuring this policy is put into practice is delegated to CSCB's Chief Financial Officer who has been designated as the Group's Health & Safety Officer. The CFO's responsibilities include:

- Ensuring that all employees are aware of the Group's Health & Safety Policy.
- Ensuring that all Managers are aware of their responsibilities under the policy.
- Working with line managers to identify appropriate training programmes for employees in order that they have the necessary knowledge and skills to carry out their jobs effectively and safely.
- Ensuring that there are written emergency procedures in place in every building owned by the CSCB.
- Ensuring that each office has a trained first aider, a first aid kit, an accident book and written emergency procedures.
- Working with line managers in the maintenance of good record keeping and in the investigation of accidents.
- Keeping the Health & Safety Director informed about any significant health and safety failures. Keeping abreast of and circulating information regarding Health & Safety legislation affecting the business of the CSCB.
- Undertaking an annual review of Health & Safety performance and to report this with any recommendations to the Board(s).
- Ensuring that health and safety considerations form part of planning strategy and are incorporated into the Groups work practices.
- To oversee the H&S working group which meets on a quarterly basis.

### **2.4 Deputy Group Director**

The Deputy Group Director is responsible for:

- Acting as the Group's Designated Premises Supervisor (DPS) and being responsible for all public, entertainment and alcohol licenses.

## **2.5 Head of People and Teambuilding**

The Head of People and Teambuilding is responsible for the health and safety within the CSCB employees' workplaces including:

- Ensuring appropriate DSE assessments are carried out at induction and other assessments when needed including work station assessments and assessments for pregnant employees and nursing mothers.
- Ensuring that there are sufficient qualified first aiders and that there are adequate first aid facilities within each office.
- Ensuring that there is provision of adequate welfare facilities for all employees.
- Ensuring that staff are adequately and regularly trained in health and safety procedures
- Risk assessment evaluation and advice regarding health and safety issues and site constraints in accordance with the responsibilities outlined in section 3.22
- A separate policy covers homeworking including WSA / DSE

## **2.6 Head of Property and Facilities**

The Head of Property and Facilities is responsible for health and safety within the estate's buildings and across the site with delegated support from the Property and Facilities Team, this includes:

- Keeping abreast of Health & Safety issues and good practice in building and technical areas and keeping the CFO and other appropriate staff informed of any significant changes that may affect Health & Safety practice within CSCB.
- Ensuring appropriate health and safety responsibilities and procedures are put in place for all sites owned by CSCB including those managed by external partners. The management services agreement or leases with external partners will clearly define the allocation of responsibilities for health and safety.
- Developing and maintaining safety standards and ensuring compliance with Health & Safety requirements by Property and Facilities and all contractors working on site.
- Ensuring that there are systems in place for the proper maintenance of plant, machines, equipment and buildings and for reporting any defects.
- Ensuring that new plant and equipment is designed and installed in accordance with appropriate Health & Safety standards.
- Risk assessment evaluation and advice regarding health and safety issues and site constraints in accordance with the responsibilities outlined in section 3.22.
- Establishing and implementing measures to safeguard the public from risks.
- Providing and ensuring proper use of personal protective equipment (PPE) and ensuring facilities for storage and maintenance of that equipment as required.
- Promoting fire prevention measures within the CSCB's buildings and the organisation of fire evacuation drills.
- Ensuring suppliers provide information on hazards associated with the use of articles or substances and making such information available to those concerned.
- Ensuring that there are systems in place for the proper maintenance of machines and equipment utilised by the employees.
- Inspecting work carried out by employees and contractors at regular intervals and ensuring that safe working procedures are followed and that safe working conditions are maintained.
- Approving fit-out and alterations to commercial premises and ensure these comply with appropriate health and safety legislation

## **2.7 Head of Commercial**

The Head of Commercial is responsible for event management on property owned and managed by CSCB, this includes:

- Keeping abreast of Health & Safety issues and good practice in venue and event management and keeping the CFO informed of any significant changes
- Establishing and implementing measures to safeguard the public from risks
- Ensuring that external users are advised on the production of risk assessments
- Risk assessment evaluation and advice regarding health and safety issues and site constraints

in accordance with the responsibilities outlined in section 3.22.

## **2.8 Director of Community**

The Director of community is responsible for all those using the CSfcc and Children's Centre. This includes:

- Ensuring the maintenance and implementation of all policies and procedures adopted by the Coin Street Centre Trust (and subsidiaries) or required by Ofsted regulation.
- Maintaining a policy which sets out the responsibilities, general arrangements, general fire safety, hazards, and health, hygiene and safety arrangements for Coin Street family and children's centre (CSfcc)

## **2.9 Head of Community Programmes**

The Head of Community Programmes oversees aspects of health and safety connected with community programmes and is responsible for:

- Ensuring appropriate health and safety responsibilities and procedures are put in place for all premises used to deliver community programmes
- Ensuring that external users are advised on the production of risk assessments
- Risk assessment evaluation and advice regarding health and safety issues in accordance with the responsibilities outlined in section 3.22.

### **2.9a Family Services Manager**

Overall management of the family support services including the outreach programme.

- Ensuring appropriate health and safety responsibilities and procedures are put in place for all activities coordinated or managed by the family support team
- Ensuring that external users are advised on the production of risk assessments
- Risk assessment evaluation and advice regarding health and safety issues in accordance with the responsibilities outlined in section 3.22.
- Carry out internal H&S audits for review internally and by London Borough of Southwark twice annually

### **2.9b Head of Early Years Education**

Overall management of the early years nursery facility

- Ensuring appropriate health and safety responsibilities and procedures are put in place for all activities coordinated or managed by the nursery
- Ensuring that external users are advised on the production of risk assessments
- Risk assessment evaluation and advice regarding health and safety issues in accordance with the responsibilities outlined in section 3.22.
- Carry out internal H&S audits for review internally twice annually

## **2.10 All Employees**

All employees are responsible for:

- Work safely without endangering either their own health and safety or that of their colleagues, the public or anyone else with access to the organisation's premises and properties.
- Adhere to the safety procedures set out by the organisation and its officers and comply with any instructions given by those with special responsibility for health and safety.
- Report all near misses, accidents and hazardous situations to their immediate line Manager and complete the relevant entries in the accident book. This is then to be passed to the Head of Property and Facilities for uploading to the Natwest Mentor portal.
- Wear safety and protective clothing and use protective equipment and safety devices where these are provided for use at work.
- Meet the other statutory safety obligations, including those in Section 8 of the Act which states:



“No person shall intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in pursuance of any of the relevant statutory provisions”.

- Whenever an employee notices a health or safety problem which they are not able to put right, they must straight away report it to their line Manager and the Head of Property and Facilities.
- Read, understand and comply with the health and safety policy
- Attend any programmed health and safety induction and defined training sessions
- Take reasonable care of their own health and safety and that of others

It is recognised that new employees and others will be appointed from time to time and therefore the structure of the company may change over the course of a year. It is the responsibility of Heads of and Managers to ensure new employees fully comprehend and are actively engaged with their above responsibilities.

## **Part 3 – Health and Safety Arrangements**

### **3.1 Accidents, near misses and claims management**

The Property and Facilities Team are to submit regular incident information to the CFO and provide a quarterly report to the Health and Safety forum.

#### **Accident / Incident Reporting**

##### **First Aiders**

A list of the appointed persons trained in emergency first aid procedures for the office are maintained by People & Teambuilding and a copy held at Help Desk...

##### **First Aid Boxes**

A first aid boxes are located in each of the following spaces:

- 2<sup>nd</sup> floor - In the middle shelf of the first shelving unit by the outgoing post tray.
- 1<sup>st</sup> Floor - 3 in total:
  - 1 x in the baby change room.
  - 1 x in the children's toilets.
  - 1 x in the staff office.
- Ground floor - In the Bernie Spain kitchen
- Oxo Security Office – Basement Oxo Tower

##### **Accident Books**

Accidents are to be recorded in accordance with Health and Safety reporting procedures. An accident book is located at the following locations:

- CSnc 2<sup>nd</sup> Floor
- Nursery - Located in the Nursery Office.
- Help desk - Ground floor reception
- Oxo Tower - Security Office

If any incident occurs on site, it must be brought to the attention of the Head of Property and Facilities at the earliest opportunity so they may decide whether or not further action is necessary. Escalation will be to the Senior Leadership team via the DGD.

The following incidents must be reported to the Head of Property and Facilities at the earliest opportunity:

- Any significant accident or near miss
- Any structural failure
- Any accident or incident directly involving an employee of CSCB
- Any accident where an outside agency e.g. Police Service or enforcement agency is involved

(see below)

- Any accident reportable under the Reporting of Injuries Diseases or Dangerous Occurrences Regulations 2013 (RIDDOR) – if in doubt ask the Head of Property and Facilities for advice
- Notification by an enforcement agency of an intention to serve a notice or prosecute CSCB RIDDORs are reported by the Property and Facilities team to the HSE and it is therefore essential to provide all information to them at the earliest possible stage:

The HSE website is: <http://www.hse.gov.uk/riddor/index.htm>

The Property and Facilities team will report to the Police Service and the appropriate London Borough Council in the unlikely event of a fatality as soon as they are informed. The Leadership Team will also be contacted at the earliest possible stage.

Further information regarding accident reporting can be found at:

[Appendix 1 – First Aid and Accident Reporting](#)

[Appendix 5 – Accident and Incident Reporting procedures](#)

### **Accident Investigation**

CSCB aims to investigate all accidents and incidents. The Property and Facilities Team determine the scale of the investigation required relative to the severity or unrealised potential severity of the accident and will involve the Leadership Team in the investigation process. The aims of accident investigation are to:

- Identify reasons for substandard performance
- Identify any failures in health and safety management systems
- Learn from events
- Prevent recurrences
- Satisfy legal reporting requirements

If no-one from the Property and Facilities Team is available, the accident investigation will be initiated by the Head of Team involved. The findings of key accident investigations will be reported to the Leadership Team and the Health and Safety Forum

If an ambulance is required and called at the neighborhood centre, the Help Desk must be notified on 0207 021 1600 (extension 7011 if dialled internally) to ensure they are met and directed appropriately. If an ambulance is required on the wider Coin Street estate, the security office must be notified on 0207 928 5969.

### **3.2 Asbestos Management**

CSCB has delegated the management of building maintenance services to an external service provider which includes the management of asbestos on site. The Property and Facilities team oversees and audits the services provided to ensure they are managing asbestos according to CSCB's duties under the Control of Asbestos Regulations 2012.

An Asbestos Register and Asbestos Plan are kept up to date as changes and refurbishments are planned and implemented.

Consideration should be given to undertaking a Refurbishment and Demolition Survey for any works other than very minor refurbishments.

### **3.3 Audits and inspections**

As part of the *Plan, Do, Check, Act* process in managing for health and safety (HSG 65), Auditing is required in order to review progress. Audits and inspections are essential to proactive monitoring in that they

identify noncompliance issues before they are able to escalate. Such activities include audits. Other forms of proactive monitoring include near-miss reporting and safety tours.

### **Auditing**

CSCB audits and monitors its highest identified risks on an annual, planned basis and documents progress. The DGD is responsible for overseeing this plan as well as commissioning audits in conjunction with the Head of Property and Facilities.

### **Site Health and Safety Inspections**

A formal site inspection will take place across the CS estate by the Property and Facilities team to identify any areas of concern and action is taken to rectify them. Issues presenting a serious and imminent danger will be escalated to the relevant person through the Head of Property and Facilities.

Individual teams will monitor general work activities through regular site tours.

### **3.4 Confined spaces**

CSCB has delegated the management of building maintenance services to an external service provider which includes the management of confined spaces on site.

The service provider maintains a Register of Confined Spaces as required under the *The Confined Spaces Regulations 1997*. This is reviewed at least annually, and all areas identified as a confined space are subject to CSCBs permit to work process. Lone working is not permitted in any confined space and a clear line of communication is required at all times when working in these areas.

### **3.5 Contractor Management, Construction Safety, Refurbishment and CDM**

#### **Approved contractor register**

All contractors working on site are the responsibility of their site contact. CSCB operates an Approved Contractor Scheme which details all contractors approved to work on our site. All contractors are required to submit a completed Contractor Health and Safety Questionnaire along with Risk Assessment Method Statement (RAMS) and a Construction Phase Plan (where relevant) evidence of competency and Insurance documentation which will be reviewed annually by the Property and Facilities team.

Contracted works must be planned in advance and any department that may be affected by the works must be consulted before approval is granted.

CSCB operates a Permit to Work Procedure and any contractors carrying out building works requiring a permit (work at height, roof working, electrical work, hot works, excavations, confined spaces) must be approved to work on site through this process through the Property and Facilities team. Authorisation will be granted following disclosure of suitable and sufficient risk assessments and method statement for the works within agreed timelines. If the submitted documentation is not deemed suitable and sufficient or does not include sufficient information, then it will be rejected until it is revised to the satisfaction of the CSCB representative.

All contractors are required to attend a site induction prior to commencement of works and documented records of this are held by the Property and Facilities team. During induction contractors are given a copy of the Contractor Site Rules, the front page of which they must sign and return to the Property and Facilities team to ensure they understand what is expected of them.

Permits are made available on the first day of working from the Help Desk at the CSnc, or Security at Oxo Tower Wharf along with any specific keys they may require. These must be returned, and the site inspected by the CSCB representative (where applicable) before the contractor leaves the site.

Contractor works will be monitored on site and any violation of rules or unsafe working practices will result in the removal of the operative from site and action taken to review the contract where serious and persistent.

#### **Major refurbishments and builds**

The Property and Facilities team at CSCB manages all major refurbishment and build works within the estate.

All rules applicable to contractors on site apply to major build and refurbishment contractors in respect of induction, RAMS and evidence of competence as described above.

The Property and Facilities team liaises with local authorities in relation to Full Plans Applications and Section 30 notices.

Construction Phase Plans will be requested as dictated by nature of work.

### **CDM and Notification Projects**

CDM regulations will be applied to all construction projects under the revised Construction Design and Management Regulations 2015. The principles of CDM 2015 will therefore be applied to all build and refurbishment project to ensure best practice. This will be assisted by the Contractor Management and Installations processes and also relies on excellent communication at pre-construction meetings.

The notifications process applies to any project where the project:

- lasts longer than 30 days and has 20 workers working simultaneously on site at any point in the project
- exceeds 500 person working days

A Principal Designer must be appointed where it is foreseeable that there will be more than two contractors and therefore require a Principal Contractor to be appointed.

The Principal Designer will be responsible for co-ordination of Health and Safety in the pre-construction phase. A CDM Advisor will be appointed to coordinate all matters on behalf of the employer.

The Property and Facilities team can advise in more detail and will keep CSCB briefed about any further information and guidance.

## **3.6 Consultation, Co-operation and Communication**

### **Consultation with the Board**

The Head of Property and Facilities will brief the DGD on current health and safety issues and high-risks to CSCB on a periodic basis. Any relevant matters discussed will be communicated to the Board and, where appropriate, through wider internal communication channels including the Health and Safety forum.

### **Health and Safety Forum**

CSCB hosts a quarterly Health and Safety forum for employees to discuss issues arising. The forum comprises nominated health and safety representatives from each department. It is the key focus for all health and safety communication for employees. The Head of Property and Facilities chairs the forum with the following remit:

- Forum members to champion health and safety throughout the organisation
- Discuss, collate and disseminate information and make recommendations for Departmental Managers to consider
- Promote health and safety awareness throughout CSCB
- Improve understanding of health and safety issues
- Review accident and near-miss data

- Feedback on the content and implementation of health and safety policies, procedures and performance
- Ensure highest quality of health and safety delivery
- Implement and review health and safety initiatives

It is each Head of Teams' duty to provide appropriate representation at the Health and Safety Forum and to ensure that the department is fully updated with the outcome of the meeting through sharing the forum minutes and making it an agenda item at team meetings.

Minutes from the Forum are made available on the intranet.

### **Team Briefings and Feedback**

Line Managers organise routine briefings with their employees (including interns and volunteers) on Health & Safety matters or as part of their team meetings. Line Managers also ensure that contractors receive updated safety information. This is normally in the form of regular meetings, up-to-date information placed on staff notice boards, and information sent via e-mail. All health and safety information is available on the intranet. It should be noted that this system is not designed to circumvent normal management processes. Day-to-day safety issues or defects must be brought immediately to the attention of the relevant Manager. These may then be brought to the Employee Health and Safety Forum as necessary.

### **Notice boards**

Notice boards (CSnc level 2) are regularly updated with relevant Health and Safety information including, displaying the HSE-approved law poster or to provide each worker with the equivalent leaflet contact details for the Property and Facilities team, minutes of meetings and general information on health or safety related issues.

### **Cooperation**

A positive health and safety culture cannot be achieved in isolation and CSCB recognises that this must be the product of cooperation at all levels. This is not just good practice; all employees have a legal duty to cooperate with CSCB, each other, contractors, freelancers, interns, volunteers and all those with whom we work on health and safety issues. The health and safety culture will be constantly kept under review to ensure cooperation in all activities is standard practice and adhered to at all levels.

## **3.7 CoSHH and Dangerous Substances**

CSCB will comply with the requirements of Control of Substances Hazardous to Health Regulations 2002 (COSHH). Our policy is to avoid such risks by using alternative methods or substituting for a safer substance where available. Where it is not possible to avoid such risks, the following will apply:

- Team Heads will inform the Property and Facilities team of any significant risk from a hazardous or dangerous substance brought to the estate to ensure data sheets and COSHH assessments are submitted and sufficient controls on injury or spillage are to be made clear.
- Particular attention will be paid to the possibility of exposure to hazardous substances in an emergency such as a fire
- Where employees are directly involved in handling such substances a data sheet will be made available and a COSHH assessment carried out. COSHH assessments will be administered in the same way as any other risk assessment, advice may be sought via the Property and Facilities team as necessary.
- Anyone (CSCB or otherwise) who brings any hazardous or dangerous substance onto the CSCB estate must provide a data sheet and complete a COSHH assessment for their CSCB contact who will forward to Property and Facilities team for approval.
- Where used by contractors or Commercial team leases, gas bottles, whether full or empty, must be removed from site by contractor on completion of works

## Appendix 6 – CoSHH Risk Assessment

### **3.8 Display Screen Equipment**

#### **Assessment and Controls**

CSCB has a legal duty under the Schedule to the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002 to assess and control risks to computer and other display screen users. Assessments will be carried out for new users or updated following any move to another location.

- Guidance will be provided to all employees to enable them to use DSE in a safe and healthy manner
- The HR Advisor will arrange for DSE assessments to be performed for individual workstations for each DSE user or employee (other than very occasional users)
- Completed DSE assessments will be reviewed and risk control measures initiated (e.g., provision of new or modified equipment or aids, modification of working methods, training)
- The Head of People & Teambuilding will review DSE assessments when any significant change is made to the workstation
- Users of CSCB DSE equipment may request an eye test voucher by emailing the Head of People & Teambuilding and the HR Advisor and providing their full name and address. An eye card voucher will be sent to them within 30 days via email for use at Specsavers. Following the test, the voucher holder is entitled to a pair of single vision lenses from the £49 range or a contribution up to £49 towards another pair for prescriptions specifically and solely for intermediate use (VDU/desk based work only).

The HR Advisor will:

- Either conduct and record DSE assessments by means of an interview with the DSE user or employees and a visual assessment, or review an assessment conducted by each user or operator
- Advise the DSE user or employee of the findings of individual assessments
- Maintain a file of all DSE assessments

The HR Advisor or Head of Property and Facilities will:

- Provide general advice and information to all DSE users and operators on the optimum arrangement of their workstation and action they can take (posture, exercise, breaks, etc) to ensure comfort and the avoidance of repetitive strain injuries or other harm arising from DSE use

## Appendix 8 – DSE Workstation Checklist

### **3.9 Electrical safety**

#### **Fixed Wiring Tests**

Fixed Wiring installations are inspected every in line with the current regulatory requirements and in line with the previous test certification. Responsibility for organizing and follow up on this lies with the Property and Facilities team.

#### **Portable Electrical Equipment**

The management of portable electrical equipment is in accordance with the Electricity at Work Regulations 1989 and items are generally tested as good practice. The Property and Facilities team maintains a register of portable electrical equipment that is owned and issued by CSCB. Contractors are responsible for carrying out the works and are appointed by the Property and Facilities team accordingly.

All portable electrical equipment is to be subject to an inspection and testing regime (PAT) in accordance with the manufacturer's recommendations. Personal electrical equipment (brought from home) should not be allowed at work unless it has been inspected and tested by the Property and Facilities team

contractors.

Temporary electrical supplies for event related activities are covered by the Commercial teams RAMs and lease agreement. These are updated annually and are available from the Commercial team.

### **3.10 Emergency Planning and Procedures**

It is a legal requirement for every organisation to have a procedure to deal with serious and imminent danger. Each building has a separate fire risk assessment and emergency procedures detailing the control measures to be implemented to prevent a fire occurring and the procedure to be followed in the event of an emergency. As a matter of policy, the following will apply:

- The fire alarms are tested weekly by a Maintenance Officer (Property and Facilities team) and records are kept. The fire alarm systems at Bargehouse and Oxo Tower Wharf are activated weekly by the Coin Street maintenance officer and Security Team. The system is maintained by suitably qualified contractor.
- Emergency evacuation drills are conducted every six months and records kept
- Emergency procedures are reviewed and updated at least annually or in the event of an incident or change of process
- Escape routes for each premises are checked weekly by security. All escape routes must be kept clear and free from obstruction at all times and doors marked fire doors kept closed. Security keep a record of these weekly checks.
- Fire extinguishers for all premises are checked annually by an external provider under the supervision of the Property and Facilities team and maintained by a suitably qualified contractor.
- Fire blankets for each premises are checked monthly by Property and Facilities team. All fire blankets are maintained by a suitably qualified contractor.
- All staff working within the Coin Street neighbourhood centre are given appropriate fire awareness and fire warden training at the induction stage. Staff are advised that in any event they should never put themselves at risk whilst assisting in an evacuation.
- A system of designated fire marshals and fire wardens is in place for the CSnc
- The Security Team Leader acts as fire marshal for all fire drills and evacuations for Oxo Tower Wharf.

## Appendix 2 – Emergency Procedures: Fire and Evacuation of the Workplaces

### **3.11 Enforcement and advice – External sources**

The powers of enforcement authorities with regards to health and safety are extensive. It is CSCB's policy that enforcement authorities are to be given all reasonable assistance as required under sections 18 to 26 of the Health and Safety at Work Act 1974. Whenever an outside agency becomes involved directly

in an incident on site, or, in any aspect of CSCB operations, the following staff members are to be informed immediately:

- Relevant Head of Team
- Head of Property and Facilities
- Deputy Group Director

CSCB is obliged to give reasonable assistance to enforcement authorities including witness statements. However, employees should not give statements on behalf of the organisation under the Police and Criminal Evidence Act (PACE) i.e. under formal caution. In such cases the CFO must be notified immediately.

### **3.12 Equipment safety**

CSCB will comply with the requirements of the Provision and Use of Work Equipment Regulations 1998



(PUWER) and Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and any other applicable regulations as listed below:

### **Purchasing and Selection**

Heads of teams are to ensure that all equipment purchased is suitable and fit for the purpose intended. Health and Safety must be a consideration when purchasing all new equipment.

### **Information, Instruction and Training**

All equipment supplied to employees must be accompanied by the manufacturer's safety instructions where appropriate. Operators must be properly trained in the safe use of equipment.

Records of all training undertaken must be kept within HR; however, Line Managers must also keep a record of all specific on-site instruction and training.

### **Maintenance**

All equipment must be properly maintained as per the manufacturer's instructions or as required following a risk assessment. Any safety defects are to be immediately reported to the appropriate Manager.

The Property and Facilities team is responsible for recording the maintenance history of equipment and distribution throughout the CSCB estate.

The ICT department is responsible for IT Equipment.

### **Lifting Equipment and Ancillaries**

Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) with regards to the following:

- The planning and supervision of lifting operations in the venue
- The purchase, hire and maintenance of lifting equipment
- Fork lift operations (where applicable and in temporary use on the CSCB estate)

### **Statutory Inspections**

Equipment that requires a statutory inspection is the responsibility of the Property and Facilities team who will ensure inspections are carried out as per legal requirement. The following list includes the majority of equipment falling under the various sets of legislation and in constant or temporary (hire) use at CSCB:

- Height access equipment (scissors lifts, cherry pickers etc)
- Lifting equipment (cranes, high abs etc)
- Fork lift trucks
- Gas systems (boilers)
- Pressure systems (including associated pipework etc)
- Local exhaust ventilation and ductwork
- Fire fighting equipment (Fire Extinguishers, fire blankets etc)

### **Vehicle Safety**

Drivers of vehicles manoeuvring in pedestrian areas on the CSCB estate will use a Banksman wearing Hi-Vis clothing.

Reference to maintenance, testing and servicing of vehicles?

Reference to competence (skills, knowledge and experience) of operating each vehicle?

### **3.13 Fire safety**

A separate policy covers all aspects of fire safety at CSCB and is in line with all requirements of The Regulatory Reform (Fire Safety) Order 2005?



CSCB allocates key responsibilities to suitably trained and resourced staff allowing them to carry out specific roles in the event of an incident, a fire, or an evacuation. Specific guidelines exist for these staff members to assist them in the execution of their duties.

#### Appendix 2 – Emergency Procedures: Fire and Evacuation of the Workplaces

All new members of staff will be given an induction which includes training in emergency evacuation procedures and regular alarm and evacuation tests will be undertaken. Regular Cause and effect tests and emergency light tests will be carried out regularly in each building.

CSCB's fire and emergency procedures will be issued to visiting company representatives, visiting contractors/consultants, and organisers of commercial activities.

Personal Evacuation Plans will be prepared for disabled members of staff with access needs.

### **3.14 First Aid**

The provision of first aid cover will be determined by a risk assessment as required by The Health and Safety (First-Aid) Regulations 1981. Designated First Aiders must have successfully completed an authorised First Aid At Work course with a refresher course within the required renewal period.

#### **Provision of First Aid Cover for Commercial Events**

The need for medical cover will be determined by the event risk assessment and the Commercial team will ensure suitable cover is provided in consultation with the Event Manager for each event.

#### Appendix 1 – First Aid and Accident Reporting

### **3.15 Legionella**

The Head of Property and Facilities has delegated the management of building maintenance services to an external service provider which includes the management of Legionella in water systems on site. The Facilities Manager oversees and audits the services they provide to ensure they are managing legionella according to CSCB's duties under *The control of legionella bacteria in water systems. Approved Code of Practice and guidance on regulations L8 (Fourth edition) HSE Books 2013.*

All relevant water monitoring, testing, flushing and chlorination is maintained according to an annual schedule and records are maintained of all actions taken.

Where testing shows higher than normal levels of bacteria in an area, immediate action is taken to isolate the area, flush and re-chlorinate until retesting shows levels are within requirements.

### **3.16 Lone Working**

Employees working alone must always carry means of communication and ensure a line manager is made aware that they are working alone. For contractors working in certain areas of CSCB, such as roof areas, plant rooms and high-risk work activities a permit is required. The permit to work procedure must be followed and authorisation obtained prior to work commencing.

Some high-risk work activities do not permit lone working, for clarification reference to the Property and Facilities team will be sought.

The following guidance is intended for any member of staff who is working alone.

Staff should bring any concerns they have about operating alone to the attention of their manager, Head of Team or Divisional Director.

For staff operating in the CSFcc additional guidance relating to home visits is available in the CSFcc Health and Safety guidance.

#### **General Guidance**

Managers should agree appropriate arrangements with their team to record team movements so that unscheduled and spontaneous appointments can be logged and individual whereabouts known.

As a general rule lone-workers should:

- Ensure that they do not take unnecessary risks
- Follow all health and safety procedures and familiarise themselves with the guidance on handling hostile situations at work contained in this policy
- Ensure that a colleague is aware of their location
- Report promptly any threats or potentially dangerous situations
- Make their managers aware of any medical conditions that may have developed which could increase the risks of lone working

### **Home Visits**

Staff making home visits (e.g. to tenants or families) should take the following safeguards:

- Always check with a senior member of staff that they are happy for you to make a home visit
- Communicate the name and address of the person you are visiting with a team member and say what time you expect to be back. Make sure your line manager knows where you share this information
- leave your mobile number at the centre. If you are delayed let your line manager know.
- Visit with a colleague if necessary after carrying out the appropriate risk assessment– no one is expected to undertake home visits on their own if they feel uncomfortable or that it is unsafe to do so
- Stay on the doorstep if you have cause to be concerned when you arrive
- Be confident to make other arrangements – don't feel obliged to continue the visit
- Meet the contact at the neighbourhood centre – not at home – if you are concerned
- Do not take valuables with you
- Consider carrying a personal alarm
- Be ready with what you might say in an awkward situation
- Rely on your instincts and don't take unnecessary risks

### **Arrangements for the neighbourhood centre Help Desk**

The Help Desk team/neighbourhood centre rota/working schedules are currently organised so that there are only limited periods of time when there would be a member of staff alone in the neighbourhood centre [other than due to sickness/unforeseen absences.

### **Neighbourhood centre security**

A system for security and protection is maintained at the Neighbourhood Centre involving links to security, CCTV, access control, alarms and estate page facility.

## Appendix 4 – Lone Working Guidance

### **3.17 Occupational Health**

CSCB considers the health and welfare of its employees (including interns and volunteers) to be extremely important in contributing to the accident prevention and will endeavour to provide an environment that not only complies with the Workplace (Health and Safety) Regulations but exceeds them where possible.

#### **Exposure to Hazardous Substances**

CSCB is committed to reducing exposure to occupational hazards to as low a level as is reasonably practicable. Personal Protection Equipment (PPE) will only be considered as a last resort where a hazard cannot be completely eliminated. Where required, CSCB will provide suitable and sufficient PPE to employees.

#### **Stress at work**

Though CSCB recognises that the workplace environment is pressured at times, there may be circumstances which cause an individual to display signs of stress related illness. The causes may be internal or external and CSCB is committed to removing the root causes of stress, where within their control, providing training for managers to recognise the signs of stress, and offering support to individuals where identified.

CSCB have an Employee Assistance Programme where advice for individuals on both personal and work-related problems including: finance problems, bullying and harassment, divorce, alcohol and drug related issues and bereavement.

The Employee Assistance Programme may be contacted by phone or via their website and their service is completely confidential. CSCB Employees are able to access the service by using the following details:

Phone: 0800 015 5630  
Website: eap-carefirst.com  
App: care-first.co.uk/signup  
App access  
code:AVIVAIYP1116  
Username: lifestyle123

Password: carefirst

### **3.18 Management of Temporary, and non-CSCB staff working on site**

Anyone working at CSCB estate will be required to sign in at the Help desk or Security Desk. It will be the responsibility of whoever the individual is visiting, or carrying out work for, to ensure they have received the appropriate induction training and a copy of CSCBs Health and Safety Policy where applicable.

It is vital that they are made aware of emergency procedures and that they are familiar with the layout of the area they are visiting or working. They will sign to say they have received and understood this information and this written record will be kept by the person responsible for the work or activity being carried out. It is the responsibility of the Line Manager or Site Contact to ensure this is completed.

Any Contractors working with CSCB must be on the Approved Contractors list held by the Property and Facilities Team. Each Contractor is required to provide their company's Health and Safety Policy and risk assessments for the work being undertaken.

If work being carried out by non-CSCB staff, involves certain high-risk work activities e.g. working on a roof, hot works, working in confined spaces, or structural alterations, then the permit to work procedure must be followed.

Notification of scheduled work and activity will be communicated to anyone likely to be affected by the work or activity. Where relevant the activity or event will be shared in advance via the PFM weekly works update. The person responsible for engaging the external party must actively monitor this work and ensure compliance with CSCB health and safety policy and procedures.

Visitors must be accompanied on site at all reasonable times to ensure they do not get lost or enter an unauthorised area.

### **3.19 Manual Handling**

Manual handling tasks have been identified in the relevant teams and have been assessed according to Manual Handling Operations Regulations 1992.

Where possible to do so, equipment will be provided to eliminate the task and where a residual risk remains, they employees be given training on manual handling techniques and will ensure that, where possible they employ those techniques when doing so.

All those whose roles require them to carry out manual handling tasks will ensure they are fit to do so and where the load is beyond their capacity, they will either seek equipment where appropriate or engage others to assist with the lift.

### **3.20 Noise at Work**

Where any activity or works include the risk of excessive noise, the Property and Facilities team must receive the RAMs for assessment in line with The Control of Noise at Work Regulations 2005 (the Noise Regulations)

In all instances where hearing could be affected, hearing protection is provided and must be worn.

### **3.21 Performance Management for Health and Safety**

All Job Descriptions will contain a statement describing the Company requirement to adhere to good health and safety practices and job descriptions will state the required level of health and safety training commensurate with the risks associated with the role.

### **3.22 Risk Assessments and Operating Statements**

CSCB recognises its clear and specific duty under the Management of Health and Safety at Work Regulations 1999 to carry out and document a suitable and sufficient assessment of all significant risks and to mitigate those risks to the lowest reasonably practicable level. It is also a part of our overall policy to proactively manage risk.

- Risk Assessments for building services and for the estate will be undertaken under the direction of the Head of Property and Facilities. These include electrical installations, portable appliance testing, legionella and pressure systems. Specialist consultants may be employed to assist with our obligations.
- Where appropriate, commercial clients hiring CSCB premises are required to provide risk assessments in advance of an event taking place. (In the event that such information is not supplied and approved, access to CSCB premises may not be granted). Advising commercial external users regarding the production of risk assessments and evaluating the risk assessments will be undertaken under the direction of the Head of Commercial.
- Risk Assessments for community programmes activities will be undertaken under the direction of the Head of Community Programmes. Where appropriate, organisers of community programmes on CSCB premises are required to provide risk assessments in advance of an event taking place. (In the event that such information is not supplied and approved, access to CSCB premises may not be granted). Advising external users regarding the production of risk assessments and evaluating the risk assessments will be undertaken under the direction of the Director of Community.
- A risk assessment of Bernie Spain Gardens and the public areas of Gabriel's Wharf, Oxo Tower Wharf and the riverside walkway were undertaken by Ove Arup Consultants in June 2004 and reviewed annually. Further risk assessments are undertaken as appropriate by the Head of Property and Facilities.
- DSE risk assessments will be carried out under the direction of the Head of People & Teambuilding.
- Risk assessments for the CSfcc (including the health clinic and waiting room in the basement of the neighbourhood centre) will be undertaken under the direction of the Director of Community.

The *Management of Health and Safety at Work Regulations 1999* also require risks to be mitigated with a view to achieving maximum reduction in the level of risk within the bounds of or reducing a risk at source according to a hierarchy. It must be remembered that wherever possible, training and personal protective equipment should be the remaining controls after all others have been considered.

The majority of recent or recently reviewed health and safety related legislation now requires the assessment of risk, in order to identify suitable controls. Examples are:

- Fire
- First aid
- Working at height
- Asbestos
- Legionella
- Confined spaces
- Expectant and new mothers returning to work
- Young persons (under 18)

### **Risk Assessment Procedure**

All significant risks are assessed and documented within each department. Guidance is available from the

HSE on Risk Assessment and the Property and Facilities team can provide training and further information on this on request.

### **Company Risk Assessment Register**

CSCB Heads of teams will ensure generic risk assessments are maintained within their departments and will ensure they carry out a risk assessment for each element of their work.

The Property and Facilities team ensures a register of key risk assessments is maintained as follows:

- Fire Risk Assessments for all locations
- Asbestos Register and Asbestos Management Plan
- Legionella Surveys

Line Managers are responsible for conducting risk assessments on Expectant and New Mothers returning to work and Young Persons as required under the *Management of Health and Safety at Work Regulations 1999*. This requirement also extends to those using computers and the Line Manager must ensure the workstations of their staff are assessed and results documented with assistance from the Health and Safety team if required. These must be sent to the Head of People & Team Building

### **Review**

All team Managers ensure risk assessments applicable to their roles and activities are reviewed at least annually or following:

- An accident or incident
- Any changes to the process or operation
- Changes to applicable legislation

### **3.23 Risk Register**

The Company maintains and regularly updates a Risk Register which is overseen by the Chief Financial Officer. Team heads are responsible for reviewing and updating their respective risks.

### **3.24 Review of Policy, Procedures and Processes**

#### **Review Processes**

CSCB has a duty to review its Health and Safety performance and this has been built into this policy. The review processes are designed to ensure that CSCB can:

- Learn from experience
- Improve performance
- Develop health and safety management systems
- Respond to change
- Reduce Accidents and Near-Misses

Below is a chart summarising all internal review processes for CSCB and the frequency with which they are carried out:

Document or Activity	Frequency	Responsible
Health and Safety Policy	Annually	CFO Head of Property & Facilities
Fire Safety Policy and all other H&S related policies	Annually	Head of Property & Facilities
Health and Safety Strategy	Annually	CFO
Board Report	Quarterly	Head of Property & Facilities
Report to Health & Safety forum	Quarterly	Head of Property & Facilities
Risk Assessments and Operating Statements	Annual or following changes to process	All Managers
Site Inspections	Monthly	Property and Facilities Team
Training plan review	Annual	Head of People and Teambuilding Head of Property & Facilities

### 3.25 Smoking

Smoking is not permitted in any of the CSCB buildings or on any of the balconies. This includes the use of e-cigarettes which are banned inside all buildings.

### 3.26 Training

All new full-time, part-time, seasonal workers and apprentices employees will be given safety induction training upon starting at CSCB or if a change of role requires and this will cover the contents of this Section. Co-ordination and record keeping of this process will be carried out by the HR Advisor. The checklist below details important areas which should be covered in the induction

The following will be carried out by the Line Manager or Head of Team, if possible on the first working day.

- CSCB's Health & Safety policy

The following will be carried out by the Line Manager or Head of Team, if possible on the first working day.

- First Aid: - Location of first aid kits, First aiders names/locations.
- Accident, incident and hazard reporting procedures.
- Use and availability of protective clothing and equipment where applicable.
- Specific or local hazards – machinery, chemicals etc. (referring as appropriate to the Head Property & Facilities for specialist equipment or processes).
- General hazards – lifting and handling, housekeeping etc.
- Welfare – kitchens, toilets, showers etc.
- Working at height (referring as appropriate to the Head of Property & Facilities)

The following will be carried out by a member of the Property & Facilities team, if possible during the first week

- Health & Safety at Work Act – explanation of rights and responsibilities
- Fire Evacuation procedures including fire extinguisher locations and assembly points

Where necessary additional training in the use of specialist equipment or process should be provided to employees. Line Managers are responsible for identifying training needs.

In addition, all employees will receive health and safety training that is proportionate to their roles and will have access to competent advice where they need it. Line managers must ensure that contractors and freelancers have the right health and safety experience and training to carry out their activity at the CSCB estate. The arrangements for formal health and safety training for Employees, Interns, Volunteers, Contractors, and Freelancers are shown in as follows. Some roles of responsibility will require specialist training to ensure continuing professional development, the Head of People and Teambuilding, in conjunction with the Head of Property and Facilities Management, will identify those areas where this training is required.

<b>Health and Safety Related Training</b>	<b>Role</b>
Directing Health and Safety	Leadership Team
First Day Induction	All staff, interns, volunteers
First Aid – 1 day	Selected CSCB staff
Fire Safety Awareness	All staff
Fire Marshall	Selected CSCB staff
Emergency Evacuation procedures	Property and Facilities team, Selected CSCB staff, Security contractor
IOSH Managing Safely	Team Heads
NEBOSH General Certificate in OSH	Head of Property and Facilities
Risk Assessment	Property and Facilities team, Selected CSCB staff including Commercial / Event Supervisors
Access equipment (PASMA, IPAF)	Selected Property and Facilities team
Work at Height (including ladders)	Selected Property and Facilities team
Manual Handling	Selected Property and Facilities team
CoSHH and dangerous substances	Selected Property and Facilities team
Electrical Safety	Selected Property and Facilities t team
Legionella	Selected Property and Facilities team
Asbestos Management	Selected Property and Facilities team

### 3.27 Violence

The CSCB will take steps to protect the personal safety of its employees while on CSCB business. The CSCB will provide guidance to its employees on dealing with difficult, threatening, aggressive or violent situations which might arise. Appendix 4 sets out the guidance on managing hostile situations at work. Appendix 5 contains guidance for lone workers. The CSfcc maintains separate guidance for their staff that makes home visits.

Instances and potential instances of physical and verbal abuse are assessed; control measures implemented may include some or all of the following: liaison with police, adequate security cover, communication, supervisory visits, CCTV monitoring, and alarm call systems.

Appendix 4 – Lone Working Guidance



## Appendix 5 – Accident and Incident Reporting Procedures

### **3.28 Waste Management**

Waste disposal records are retained by the Property and Facilities team to provide an audit trail for any waste removed from site and as a means of ensuring that only licensed dumps are used by our approved contractors.

### **3.29 Working Time**

Hours of work for the majority of CSCB staff are largely based around typical office hours but are subject to the operations of various team, managers are responsible for monitoring staff hours to ensure their staff are not working beyond their personal capacity which could lead to symptoms of ill health and personal issues.

#### **Hours of work and opting out**

#### **Rest Breaks and Holidays**

As Employees are entitled to a one-hour lunch break in every eight hours working day, allocated hours must take account of breaks for rest and recovery and staff are advised of the need to do so both to reduce the risk of accidents due to fatigue, or lack of food or fluids.

A minimum overnight break of eight hours away from the workplace must be adhered to.

CSCB employees are entitled to 27 days pro rata annual leave excluding Bank Holidays. It is the responsibility of every manager to ensure at least twenty-two days leave are taken in any 52-week period as this is the minimum requirement. Further information on annual leave entitlement may be found in the staff handbook.

#### **Training Time**

Where an employee is undertaking a training course with the agreement of the Company, study and exam time may be considered to be working time and may be factored into the hours of work, each case will be reviewed upon merit

#### **Travelling for Work**

Travel to and from the normal place of work is not considered working time. However, travel to or from another location as part of the working day is considered working time and will be factored into the working week.

#### **Overnight Working and Health Surveillance**

It has been established through medical studies that those working overnight are more at risk of suffering ill health. Any overnight workers are entitled to health surveillance which they may arrange through People and Teambuilding with an independent Occupational Health Specialist. They will be monitored for ill health effects and advised of any ill health concerns while maintaining confidentiality.

### **3.30 Young Persons**

#### **Young Persons and Work Experience**

According to the Management of Health and Safety at Work Regulations 1999 a 'Young Person' is considered to be a person/s lack of experience, or absence of awareness of existing or potential risks or the fact that young persons have not yet fully matured". Regardless of whether a Young Person is in paid employment or not, they are treated as a full employee under this legislation as well as certain requirements of the Working Time Regulations in relation to hours of work and breaks. Information is available on this below.

#### **Risk Assessment and Planning**

Schools and colleges may request specific information to be completed prior to any placement and will ask for evidence of a risk assessment and Liability insurance as part of this information.



Prior to any offer of work or work placement, the line manager is required to complete the risk assessment listing all tasks they will perform in order to identify any potential risks associated with the work they will be required to undertake and stating any suitable control measures.

A copy of the completed risk assessment will be supplied to the school, parent or guardian sufficiently in advance of the placement to ensure awareness of the proposed activities and allow them the opportunity to comment.

### **Restrictions on Work**

CSCB will not permit anyone under the age of 18 to carry out work which:

- Cannot be adapted to meet their personal physical or mental limitations
- Exposes them to hazardous substances
- Exposes them to noise of a level likely to result in damage to hearing
- Involves extreme heat, noise or vibration
- Involves working at height
- Involves longer hours of work than are permitted under the Working Time Regulations – see Hours of Work etc below

If they are over the minimum school age, they may do this work, under very special circumstances where:

- The work is necessary for their training
- The work is properly supervised by a competent adult
- The risks have been reduced to the lowest reasonably practicable level
- They are given sufficient training, information and instruction, PPE etc to enable safe working

Young people will not be permitted to carry out work where a significant risk remains, in spite of best efforts to take all reasonable steps to control it.

### **Hours of Work, Breaks and Overnight Working**

To comply with the requirements of the *Working Time Regulations 1998*, Young Persons must work less hours than adults and will be allocated more frequent breaks. Weekend and overnight working are not permitted.

### **Monitoring and Review**

Young persons will be closely supervised throughout their placement to ensure they are not put at risk

Any injury to a young person will be thoroughly investigated against the risk assessment to ensure all reasonable steps were taken to avoid an injury.

Arrangements will be put in place to give them the opportunity to raise any issues they have concerning their placement and the tasks they are asked to perform. This will enable future placements to be adequately assessed and reviewed.

### 3.31 Regulations and Guidance Referenced in this Policy

- *Health and Safety at Work etc. Act 1974*
- *The Regulatory Reform (Fire Safety) Order 2005*
- *Fire Safety Act 2021*
- *The Management of Health and Safety at Work Regulations 1999*
- *The Workplace (Health, Safety and Welfare) Regulations 1992*
- *Provision and Use of Work Equipment Regulations 1998 (PUWER)*
- *Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)*
- *The Personal Protective Equipment at Work (Amendment) Regulations 2022*
- *The Manual Handling Operations Regulations 1992*
- *The Health and Safety (First Aid) Regulations 1981*
- *The Health and Safety (Display Screen Equipment) Regulations 1992*
- *Work at Height Regulations 2005, as amended by the Work at Height (Amendment) Regulations 2007*
- *The Working Time Regulations 1998*
- *The Electricity at Work Regulations 1989*
- *The Control of Asbestos Regulations 2012*
- *The control of legionella bacteria in water systems. Approved Code of Practice and guidance on regulations L8 (Fourth edition) HSE Books 2013*
- *The Construction (Design and Management) Regulations 2015*
- *Control of Substances Hazardous to Health Regulations 2002 (COSHH)*
- *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013*

**For health or safety advice or further information regarding this policy, please refer to:**

Head of Property and Facilities 020 7021 1697

Head of People and Teambuilding  
020 7021 1643

Chief Financial Officer  
020 7021 1626

**FIRST AID AND ACCIDENT REPORTING**

**FIRST AIDERS**

A list of the appointed persons trained in emergency first aid procedures are maintained and displayed in each office or in premises occupied or operated by the CSG.

**FIRST AID BOXES**

A first aid box is located in each of the following spaces:

2<sup>nd</sup> floor at CSncc

In the middle shelf of the first shelving unit. By the outgoing post tray).

1<sup>st</sup> Floor

3 in total:  
1 x in the baby change room.  
1 x in the children's toilets.  
1 x in the staff office.

Ground floor

In the Bernie Spain kitchen and staff carry first aid kits during the walking bus.

## ACCIDENT BOOKS

Accidents are to be recorded in accordance with Health and Safety reporting procedures. An accident book is located at the following locations:

2 <sup>nd</sup> floor	In the middle shelf of the first shelving unit on the office floor. (Next to the outgoing post tray).
Service Equipment Storage Shed	Incorporated into the CSnc book
Nursery & Out of School provision	Located in the Nursery Office.
Help desk	Ground floor reception
Oxo Tower	Security Office

## REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES (RIDDOR) 2013

Accidents and ill health at work are reported under RIDDOR via:  
[www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor) or Tel: 0845 300 9923

### EMERGENCY PROCEDURES – FIRE AND EVACUATION OF THE WORKPLACES.

1. Escape routes for each premises are checked weekly by the Property and Facilities Management team with the exception of the Oxo Tower where they are checked by security under the supervision of the Contracts Performance Manager or Contracts Performance Co-ordinator. All escape routes must be kept clear and free from obstruction at all times and doors marked fire doors kept closed.
2. Fire extinguishers for all premises are checked annually by an external provider under the supervision of the **Property and Facilities Management team** and maintained by a suitably qualified contractor.
3. The fire alarms are activated weekly by a member of the **Maintenance Contractor team**. The fire alarm systems at Barge House and Oxo Tower Wharf are activated weekly by the Coin Street maintenance officer and **Security Team**. The system is maintained by suitably qualified contractor.
4. Fire blankets for each premises are checked monthly by **Property and Facilities Management**. All fire blankets are maintained by a suitably qualified contractor.
5. **All staff** are given appropriate fire awareness and fire warden training at the induction stage. Staff are advised that in any event they should never put themselves at risk whilst assisting in an evacuation.
6. The **Security Team Leader** acts as fire marshal for all fire drills and evacuations for Oxo Tower Wharf.
7. A system of Designated Fire Marshalls and Fire Wardens is in place for the CSnc

**MANAGING HOSTILE SITUATIONS AT WORK GUIDANCE****Introduction**

The CSG has a duty of care under health and safety legislation to take reasonable precautions in order to protect employees from hostile incidents within the work place. Hostile situations may include but are not limited to:

- A physical attack or behaviour or conduct which results in staff becoming apprehensive
- Telephone harassment and threats
- Verbal, written, physical or threatened violence including cyber bullying

CSG is committed to tackling all forms of threatening and violent behaviour. The aim of these guidelines is to:

- Promote awareness and help staff deal with potentially difficult / threatening / aggressive and violent situations.
- Highlight and illustrate some methods for dealing with such situations.
- Promote personal safety awareness.

**Responsibilities****The Coin Street Group will:**

- Undertake appropriate risk assessments to include as necessary the whole of the site and adjacent areas and staff who visit clients or tenants at home
- Provide employees with guidance on what is expected of them with regard to handling hostile incidents.
- Ensure that where employees have identified areas of risk, or where it is felt that individuals could be placed in danger, that appropriate action is taken to remove or minimise that risk.
- Ensure that an assessment of training needs is carried out and that employees are offered training appropriate to their area (as identified in the risk assessment process).
- Provide individuals working alone with information and guidance on hazards and risks and safe working practices

**Employees' responsibilities**

All employees have a responsibility to:

- Take responsibility for their own safety and that of their colleagues
- Follow and familiarise themselves with the CSG's procedures and guidelines and bring any concerns relating to their personal safety to the attention of their Director or Head of service.
- Participate in any training made available to them and request any further training felt necessary
- Always apply preventative measures

- Report all incidents of violence, threatened violence or threatening behaviour to their Director or Head of Service
- Record details of incidents on the incident report form (In conjunction with line manager if necessary)

### **Prevention and diffusion**

Steps should be taken wherever possible to reduce the likelihood of an incident occurring or escalating. Various techniques can be used to diffuse a situation including:

- Remaining calm and in control to help positively influence the situation
- Practicing effective communication to help reduce the likelihood and escalation of incidents
- Communicating clearly and avoiding jargon, technical terms and abbreviations that may not be readily understood
- Ensuring your own non-verbal communication is not threatening and does not include provocative verbal tones such as sarcasm, or 'one upmanship' statements
- Engaging the other person in conversation, acknowledging their concerns and feelings
- Exploring the prospect of concession
- Remaining flexible, and recognising that what works with one person may not work with another and using a repertoire of responses that can range from non threatening accommodation, through to being assertive and appearing strong.
- Avoiding promises that can't be kept unless personal safety is really in danger.
- Agreeing a method at team level (e.g. Outlook, notice boards) to record team movements so that unscheduled and spontaneous appointments can be logged and individual whereabouts known.

### **Procedures and guidance in the event of an incident**

Where an incident occurs on the CSG's premises or in the course of work the following action should be taken.

- Where preventative measures fail, put your own safety first. Leave a situation if you feel unsafe and seek assistance from colleagues
- If it is safe to remain in the area of the incident keep calm and attempt to seek further assistance from other members of staff
- The *Group Page Procedure* should be used where appropriate or press the panic alarm if the employee feels threatened.
- The incident must be reported to the employee's Director or Director of HR. Where appropriate the Director of HR will appoint a senior manager to conduct an investigation and prepare a formal written report as soon as practicable. This report will be agreed with the employee concerned and made available to the police if required.
- The manager, acting on behalf of and with the consent of the employee, will normally inform the police of any incident on business premises. In all cases, the member of staff has the right to report the incident personally to the police.

- Following the incident the employee should be allowed to leave the workplace if s/he wishes and the CSG will make appropriate arrangements which may include arranging transport for her/him.
- If medical attention is needed arrangements should be made for the employee to attend a hospital or GP's surgery and be accompanied by a colleague if required.
- Arrangements should be made if appropriate for the employee to attend an appointment with the CSG's occupational health advisor. Professional counselling services will also be made available through the employee assistance programme.
- As soon as practicable after the incident, the employee should prepare a written statement on the incident report form.
- Written statements should be obtained as soon as practicable from all witnesses. Wherever possible, they should be prepared on the day of the incident by the employee's line manager or Director.

### **Guidance on dealing with abusive and malicious telephone calls & situations**

Employees faced with abusive or malicious telephone calls have the discretion to terminate the call. Where it is appropriate to continue with the call (for example when dealing with an irate customer who has a genuine complaint) employees should make use of the following guidelines:

- Don't become defensive
- Speak slowly and calmly
- Maintain a positive, professional, polite and respectful manner
- Probe the individual with relevant questions to obtain accurate information
- Avoid telling the caller what can't be done and focus on what can be done
- Try and deal with the individual personally and only transfer the call when absolutely necessary and explain why
- If individuals use threatening or abusive language, politely inform them that such language will not be tolerated and the call / meeting may have to be terminated
- Where appropriate record details of the call using the threatening phone call record form

### **Recording and Reporting**

All incidents of violence, threats and verbal abuse by clients, tenants and members of the public must be entered into the accident book as well as being reported as soon as possible to your Director or the Director of HR. The attached incident report form should be completed and returned to HR.

All incidents of violence, threats and verbal abuse by staff members must be reported as soon as possible to the employees Director or your line manager.



**Coin Street Community Builders**

**INCIDENT REPORT FORM**

To be completed for the reporting of all incidents of violence, threats and verbal abuse.  
Please use additional paper where necessary.

Date  Time

Name of Employee

Was the assault verbal/physical/other (please specify)

Location of the Incident

Description of perpetrator (if details known physical description incl. age, sex race, height, clothing, etc)

Name

Address

Other Details

Any previous incidents with this perpetrator? Yes  No

If yes give date and brief details

Any witnesses? Yes  No

If yes give date and brief details

Name(s) of any staff involved previously

**Give an account of the incident and the circumstances leading to it**

(use additional sheets if necessary)


**Please give any details of other members of the public witnessing the incident**


**Outcomes** (Including work time lost by both the individuals affected and the organisation)


**Classification of incident** (e.g. Major injury, injury, emotional shock, feeling of being at risk or distressed and absence from work

incl. number of days absent.)


**Information on the caller** (if applicable)

Male/female:

Estimated age:

Background noise:

Type of act

Call identity:

Conditions affecting speech (e.g. intoxicated/ angry/ excited/ calm/loud)


**Action Taken:**

Police Involvement? Yes  No

Police Response

**Outcomes** (Including work time lost by both the individuals affected and the organisation)

**Classification of incident** (e.g Major injury, injury, emotional shock, feeling of being at risk or distressed /absence from work including number of days absent.)

Additional notes and information

Signed  Date

**Coin Street Community Builders**

**THREATENING PHONE CALL REPORT FORM**

Date: \_\_\_\_\_

Received by: \_\_\_\_\_

Time call started: \_\_\_\_\_ Time call ended: \_\_\_\_\_

Exact words used: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ Person(s) being  
threatened: \_\_\_\_\_

When will threatened action occur: \_\_\_\_\_

**Information on the caller**

Male/female: \_\_\_\_\_

Estimated age: \_\_\_\_\_

Background noise: \_\_\_\_\_

Type of call: \_\_\_\_\_

Call identity: \_\_\_\_\_

Conditions affecting speech (e.g. intoxicated/ angry/ excited/ calm/loud) \_\_\_\_\_

## **LONE WORKING GUIDANCE**

The following guidance is intended for any member of staff who is working alone.

Staff should bring any concerns they have about operating alone to the attention of their manager or Director/Head of services

For staff operating in the CSFc additional guidance relating to home visits is available in the CSFc Health and Safety guidance.

### **General guidance**

Managers should agree appropriate arrangements with their team to record team movements so that unscheduled and spontaneous appointments can be logged and individual whereabouts known.

As a general rule lone workers should:

- Ensure that they do not take unnecessary risks
- Follow all health and safety procedures and familiarise themselves with the guidance on handling hostile situations at work contained in this policy
- Ensure that a colleague is aware of their location
- Report promptly any threats or potentially dangerous situations
- Make their managers aware of any medical conditions that may have developed which could increase the risks of lone working

### **Home visits**

Staff making home visits (e.g. to tenants or families) should take the following safeguards:

- Always check with a senior member of staff that they are happy for you to make a home visit
- Leave the name and address of the person you are visiting at the neighbourhood centre and say what time you expect to be back. Make sure your line manager knows where you leave this information
- leave your mobile number at the CSNs. If you are delayed let your line manager know.
- Visit with a colleague if necessary – no one is expected to undertake home visits on their own if they feel uncomfortable or that it is unsafe to do so
- Stay on the doorstep if you have cause to be concerned when you arrive
- Be confident to make other arrangements – don't feel obliged to continue the visit
- Meet the contact at the neighbourhood centre – not at home – if you are concerned
- Do not take valuables with you
- Consider carrying a personal alarm
- Be ready with what you might say in an awkward situation
- Rely on your instincts and don't take unnecessary risks

**Arrangements for the neighbourhood centre Help Desk**

The Help Desk team/neighbourhood centre rota/working schedules are currently organised so that there are only limited periods of time when there would be a member of staff alone in the neighbourhood centre [other than due to sickness/unforeseen absences].

**Neighbourhood centre security**

A system for security and protection is maintained at the Neighbourhood Centre involving links to security, CCTV, access control, alarms and group page facility.

## ACCIDENT AND INCIDENT REPORTING PROCEDURES

### Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 require that, in certain circumstances, accidents and ill-health at work must be recorded, notified and reported by a "responsible person" (usually the employer) to the health and safety enforcing authority.

The report must be made within 10 days. The circumstances in which a report must be made include:

- Deaths and injuries caused by workplace accidents
- Occupational diseases
- Carcinogens mutagens and biological agents
- Specified injuries to workers
- Dangerous occurrences
- Gas incidents

Regulation 7 of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 outlines the record-keeping requirements imposed on employers. This regulation (7) refers to Dangerous occurrences. Where a recordable accident or dangerous occurrence has taken place, details that must be kept are:

- date and time of the event
- full name of the person affected
- occupation of the person affected (unless he or she was not a person at work in which case their status, e.g., passenger, customer, visitor or bystander, should be given instead)
- the nature of any injuries
- the place where the accident or occurrence took place
- a brief description of the circumstances; and
- the date on which the accident or dangerous occurrence was first reported to the enforcing authority and the method by which the event was reported.

In the case of a reportable disease, details that must be recorded are:

- the date of diagnosis of the disease
- the name and occupation of the person affected
- the name or nature of the disease; and
- the date on which it was first reported to the relevant enforcing authority and the method by which it was reported.

## RIDDOR Reporting form

Use this form to record the details of any injury, disease or dangerous occurrence that has taken place and is required to be reported to the relevant health and safety enforcing authority.

<b>Company name</b>			
<b>Department/section</b>			
<b>Person completing the report</b>			
<b>Date</b>			
This is a record of:	an accident	a dangerous occurrence	a disease
Where this form is being used to keep a record of a reportable disease, sections 6 and 7 do not need to be completed.  1. Date and time of accident or dangerous occurrence (or in the case of a reportable disease, the date of diagnosis):			
2. Full name of person affected:			
3. Was the person at work?		Yes	No
4. If yes, what was/is their occupation:  If no, what is their status:  Passenger [ ] Customer [ ] Visitor [ ] Bystander [ ] Other [ ] Please specify:			
5. Please give a brief description of any injuries suffered as a result of the event (or in the case of a disease, please give the name or nature of the disease):			



<p>6. Where did the accident or dangerous occurrence take place:</p> <p>Address:</p> <p>Description of work area:</p>
<p>7. Please give a brief description of the circumstances in which the accident or dangerous occurrence took place:</p>
<p>8. Date on which the accident, dangerous occurrence or disease was first reported to the enforcing authority:</p>
<p>9. The method by which the event was reported:</p> <p>Telephone [ ] Online [ ] Post [ ] Email [ ] Fax [ ] Other [ ] Please specify:</p>

## Coin Street Community Builders Accident investigation form

Use this form to record the details of an accident investigation

<b>Department/Project</b>	
<b>Investigator</b>	
<b>Report date</b>	
<b>Location of accident</b>	
<b>Date of accident</b>	
<b>Time of accident</b>	
<b>Work activity involved</b>	
<b>Persons involved/affected</b>	
<b>Description of how accident occurred</b>	
<b>Use this space to sketch site if necessary</b>	

Attach photographs where necessary

**Immediate causes**

What unsafe acts or conditions caused the accident?

**Causal agents**

What management, human, organisation or job factors caused the accident?

**Recommendations to prevent recurrence**

Number recommendations

- 1.
- 2.













**Investigator's signature**

**Date**

**Action review**

<b>Recommendation action</b>	<b>Priority</b>	<b>Proposed completion</b>	<b>Responsible person</b>	<b>Date complete</b>	<b>Signature</b>
1.					
2.					
3.					
4.					
5. Review and revise (where necessary) relevant risk assessments					

6. Revise (where necessary) health and safety management system					
---	--	--	--	--	--

<b>Coin Street Community Builders</b> <b>COSHH Risk Assessment No:</b>							
Directorate:				Establishment/Section:			
Describe the activity or work process. <i>(Include how long and how often this is carried out and the quantity of substance used)</i>							
Location of process being carried out?							
Identify the persons at risk:		Employees <i>(including trainees)</i> <input type="checkbox"/>		Contractors <input type="checkbox"/>		Public <i>(including students)</i> <input type="checkbox"/>	
Name the substance involved in the process and its manufacturer. <i>(A copy of a current safety data sheet for this substance should be attached to this assessment)</i>							
<b>Classification (state the category of danger)</b>							
 <input type="checkbox"/> Very Toxic	 <input type="checkbox"/> Irritant	 <input type="checkbox"/> Extremely Flammable					
 <input type="checkbox"/> Toxic	 <input type="checkbox"/> Sensitising	 <input type="checkbox"/> Highly Flammable					
 <input type="checkbox"/> Corrosive	 <input type="checkbox"/> Biological	 <input type="checkbox"/> Flammable					
 <input type="checkbox"/> Harmful	 <input type="checkbox"/> Oxidising	 <input type="checkbox"/> Environmental					
<b>Hazard Type</b>							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gas	Vapour	Mist	Fume	Dust	Liquid	Solid	Other (State).....
<b>Route of Exposure</b>							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Inhalation	Skin	Eyes	Ingestion	Other	(State).....		
<b>Workplace Exposure Limits (WELs) please indicate n/a where not applicable</b>							
Long-term exposure level (8hrTWA):				Short-term exposure level (15 mins):			
State the Risks to Health from Identified Hazards							









**Control Measures:** (for example extraction, ventilation, training, supervision). Include special measures for vulnerable groups, such as disabled people and pregnant workers. Take account of those substances that are produced from activities undertaken by another employer's employees.

Is health surveillance or monitoring required?

Yes

No

**Personal Protective Equipment (state type and standard)**

 <input type="checkbox"/>	 <input type="checkbox"/>
Dust mask	Visor
 <input type="checkbox"/>	 <input type="checkbox"/>
Respirator	Goggles
 <input type="checkbox"/>	 <input type="checkbox"/>
Gloves	Overalls
 <input type="checkbox"/>	 <input type="checkbox"/>
Footwear	Other

**First Aid Measures**

**Storage**

**Disposal of Substances & Contaminated Containers**

Hazardous Waste  Skip  Return to Depot  Return to Supplier  Other

(If Other Please State): .....

Is exposure adequately controlled?

Yes

No

**Risk Rating Following Control Measures**

High

Medium

Low

--

Assessed by:

Date:

Review Date:

## Coin Street Group Risk Assessment Form

<b>Directorate:</b>	<b>Service:</b>	<b>Reference:</b>
<b>Activity:</b>	<b>Site:</b>	
<b>People at Risk:</b>	<b>Additional Information:</b>	
<b>Contact Person.....</b>		<b>Job Title:.....</b>
<b>Date:.....</b>		<b>Review Date:.....</b>

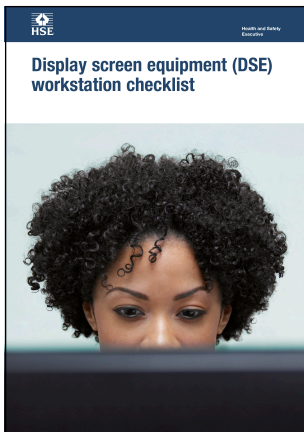
### Risk Evaluation

<b>Hazard</b>	<b>Risk</b>	<b>Initial Rating (L, M, H,)</b>	<b>Existing Control Measures</b>	<b>Final Rating (L, M, H,)</b>	<b>Additional Action Required (action by whom and completion date)</b>





# Display screen equipment (DSE) workstation checklist



This is a web-friendly version of *Display screen equipment (DSE) workstation checklist* published 05/13

<b>Workstation location and number (if applicable):</b>	.....
<b>User:</b>	.....
<b>Checklist completed by:</b>	.....
<b>Assessment checked by:</b>	.....
<b>Any further action needed:</b>	<b>Yes/No</b>
<b>Follow-up action completed on:</b>	.....

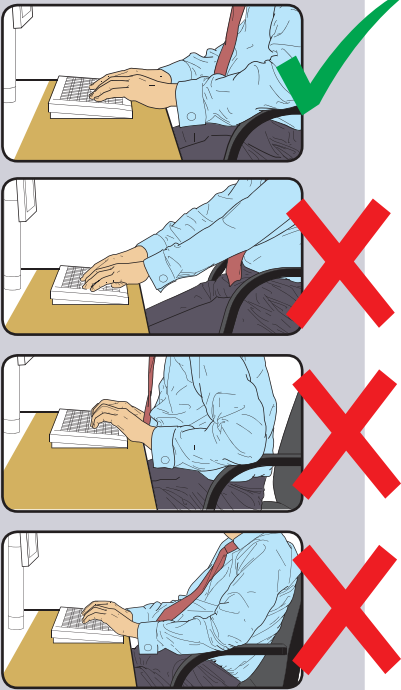
The following checklist can be used to help you complete a risk assessment and comply with the Schedule to the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002.

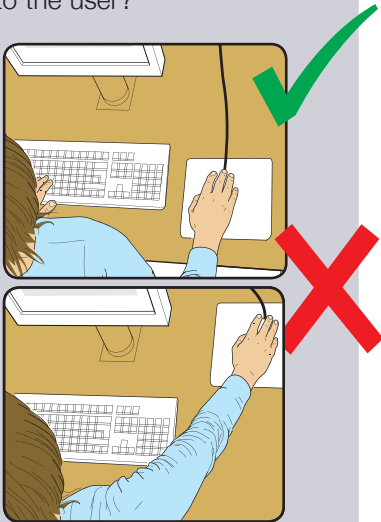
The questions and 'Things to consider' in the checklist cover the requirements of the Schedule. If you can answer 'Yes' in the second column against all the questions, having taken account of the 'Things to consider', you are complying. You will not be able to address some of the questions and 'Things to consider', eg on reflections on the screen, or the user's comfort, until the workstation has been installed. These will be covered in the risk assessment you do once the workstation is installed.

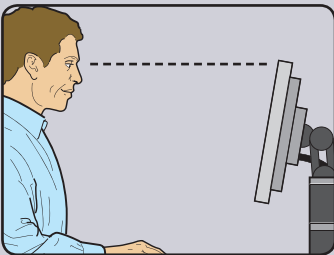
Work through the checklist, ticking either the 'Yes' or 'No' column against each risk factor:


- 'Yes' answers require no further action.
- 'No' answers will require investigation and/or remedial action by the workstation assessor. They should record their decisions in the 'Action to take' column. Assessors should check later that actions have been taken and have resolved the problem.


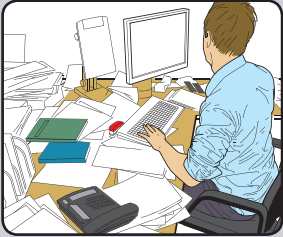
Remember, the checklist only covers the workstation and work environment. You also need to make sure that risks from other aspects of the work are avoided, eg by giving users health and safety training, and providing for breaks or changes of activity. For more advice on these see *Working with display screen equipment (DSE): A brief guide*.


Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
<b>1 Keyboards</b>				
Is the keyboard separate from the screen?			This is a requirement, unless the task makes it impracticable (eg where there is a need to use a portable).	
Does the keyboard tilt?			Tilt need not be built in	
<p>Is it possible to find a comfortable keying position?</p> 			<p>Try pushing the display screen further back to create more room for the keyboard, hands and wrists.</p> <p>Users of thick, raised keyboards may need a wrist rest.</p>	
Does the user have good keyboard technique?			<p>Training can be used to prevent:</p> <ul style="list-style-type: none"> <li>■ hands bent up at the wrist;</li> <li>■ hitting the keys too hard;</li> <li>■ overstretching the fingers.</li> </ul>	
Are the characters clear and readable?			<p>Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing.</p> <p>Use a keyboard with a matt finish to reduce glare and/or reflection.</p>	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
<b>2 Mouse, trackball etc</b>				
Is the device suitable for the tasks it is used for?			If the user is having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, and available in a variety of shapes and sizes. Alternative devices such as touch screens may be better for some tasks (but can be worse for others).	
<p>Is the device positioned close to the user?</p> 			<p>Most devices are best placed as close as possible, eg right beside the keyboard.</p> <p>Training may be needed to:</p> <ul style="list-style-type: none"> <li>■ prevent arm overreaching;</li> <li>■ encourage users not to leave their hand on the device when it is not being used;</li> <li>■ encourage a relaxed arm and straight wrist.</li> </ul>	
Is there support for the device user's wrist and forearm?			<p>Support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help.</p> <p>The user should be able to find a comfortable working position with the device.</p>	
Does the device work smoothly at a speed that suits the user?			<p>See if cleaning is required (eg of mouse ball and rollers).</p> <p>Check the work surface is suitable. A mouse mat may be needed.</p>	
Can the user easily adjust software settings for speed and accuracy of pointer?			Users may need training in how to adjust device settings.	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
<b>3 Display screens</b>				
<p>Are the characters clear and readable?</p> <div style="border: 1px solid black; border-radius: 10px; background-color: #ADD8E6; padding: 10px; margin: 10px 0; text-align: center;"> <p>Health and safety</p> </div> <div style="border: 1px solid black; border-radius: 10px; background-color: #FF0080; padding: 10px; margin: 10px 0; text-align: center;"> <p>Health and safety</p> </div>			<p>Make sure the screen is clean and cleaning materials are available.</p> <p>Check that the text and background colours work well together.</p>	
<p>Is the text size comfortable to read?</p>			<p>Software settings may need adjusting to change text size.</p>	
<p>Is the image stable, ie free of flicker and jitter?</p>			<p>Try using different screen colours to reduce flicker, eg darker background and lighter text.</p> <p>If there are still problems, get the set-up checked, eg by the equipment supplier.</p>	
<p>Is the screen's specification suitable for its intended use?</p>			<p>For example, intensive graphic work or work requiring fine attention to small details may require large display screens.</p>	
<p>Are the brightness and/or contrast adjustable?</p>			<p>Separate adjustment controls are not essential, provided the user can read the screen easily at all times.</p>	
<p>Does the screen swivel and tilt?</p> 			<p>Swivel and tilt need not be built in; you can add a swivel and tilt mechanism.</p> <p>However, you may need to replace the screen if:</p> <ul style="list-style-type: none"> <li>■ swivel/tilt is absent or unsatisfactory;</li> <li>■ work is intensive; and/or</li> <li>■ the user has problems getting the screen to a comfortable position.</li> </ul>	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
<p>Is the screen free from glare and reflections?</p> 			<p>Use a mirror placed in front of the screen to check where reflections are coming from.</p> <p>You might need to move the screen or even the desk and/or shield the screen from the source of the reflections.</p> <p>Screens that use dark characters on a light background are less prone to glare and reflections.</p>	
<p>Are adjustable window coverings provided and in adequate condition?</p>			<p>Check that blinds work. Blinds with vertical slats can be more suitable than horizontal ones.</p> <p>If these measures do not work, consider anti-glare screen filters as a last resort and seek specialist help.</p>	
<h4>4 Software</h4>				
<p>Is the software suitable for the task?</p>			<p>Software should help the user carry out the task, minimise stress and be user-friendly.</p> <p>Check users have had appropriate training in using the software.</p> <p>Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages.</p>	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
<b>5 Furniture</b>				
<p>Is the work surface large enough for all the necessary equipment, papers etc?</p>  			<p>Create more room by moving printers, reference materials etc elsewhere.</p> <p>If necessary, consider providing new power and telecoms sockets, so equipment can be moved.</p> <p>There should be some scope for flexible rearrangement.</p>	
<p>Can the user comfortably reach all the equipment and papers they need to use?</p>			<p>Rearrange equipment, papers etc to bring frequently used things within easy reach.</p> <p>A document holder may be needed, positioned to minimise uncomfortable head and eye movements.</p>	
<p>Are surfaces free from glare and reflection?</p>			<p>Consider mats or blotters to reduce reflections and glare.</p>	
<p>Is the chair suitable?</p> <p>Is the chair stable?</p> <p>Does the chair have a working:</p> <ul style="list-style-type: none"> <li>■ seat back height and tilt adjustment?</li> <li>■ seat height adjustment?</li> <li>■ castors or glides?</li> </ul>			<p>The chair may need repairing or replacing if the user is uncomfortable, or cannot use the adjustment mechanisms.</p>	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
<p>Is the chair adjusted correctly?</p> 			<p>The user should be able to carry out their work sitting comfortably.</p> <p>Consider training the user in how to adopt suitable postures while working.</p> <p>The arms of chairs can stop the user getting close enough to use the equipment comfortably.</p> <p>Move any obstructions from under the desk.</p>	
<p>Is the small of the back supported by the chair's backrest?</p>			<p>The user should have a straight back, supported by the chair, with relaxed shoulders.</p>	
<p>Are forearms horizontal and eyes at roughly the same height as the top of the DSE?</p>			<p>Adjust the chair height to get the user's arms in the right position, and then adjust the DSE height, if necessary.</p>	
<p>Are feet flat on the floor, without too much pressure from the seat on the backs of the legs?</p>			<p>If not, a footrest may be needed.</p>	



Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
<b>6 Environment</b>				
Is there enough room to change position and vary movement?			<p>Space is needed to move, stretch and fidget.</p> <p>Consider reorganising the office layout and check for obstructions.</p> <p>Cables should be tidy and not a trip or snag hazard.</p>	
Is the lighting suitable, eg not too bright or too dim to work comfortably?			<p>Users should be able to control light levels, eg by adjusting window blinds or light switches.</p> <p>Consider shading or repositioning light sources or providing local lighting, eg desk lamps (but make sure lights don't cause glare by reflecting off walls or other surfaces).</p>	
Does the air feel comfortable?			<p>DSE and other equipment may dry the air.</p> <p>Circulate fresh air if possible. Plants may help.</p> <p>Consider a humidifier if discomfort is severe.</p>	
Are levels of heat comfortable?			<p>Can heating be better controlled? More ventilation or air conditioning may be required if there is a lot of electronic equipment in the room. Or, can users be moved away from the heat source?</p>	
Are levels of noise comfortable?			<p>Consider moving sources of noise, eg printers, away from the user. If not, consider soundproofing.</p>	

## 7 Final questions to users...

- Has the checklist covered all the problems they may have working with their DSE?
- Have they experienced any discomfort or other symptoms which they attribute to working with their DSE?
- Has the user been advised of their entitlement to eye and eyesight testing?
- Does the user take regular breaks working away from DSE?

**Write down the details of any problems here:**

## Further information

*Working with display screen equipment (DSE): A brief guide* Leaflet INDG36(rev4)  
HSE books 2013 [www.hse.gov.uk/pubns/indg36.htm](http://www.hse.gov.uk/pubns/indg36.htm)

For information about health and safety visit <https://books.hse.gov.uk> or <http://www.hse.gov.uk>. You can view HSE guidance online and order priced publications from the website. HSE priced publications are also available from bookshops.

To report inconsistencies or inaccuracies in this guidance email:  
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