

Health and safety policy

December 2008

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1 GENERAL STATEMENT

The Office of Fair Trading recognises and accepts its responsibilities and duties under the Health and Safety at Work Act (1974) and other relevant statutory provisions. We are committed to the provision of safe and healthy working conditions for all staff and other users of our premises.

Health and safety is regarded as an important part of what we do and we will work to ensure the commitment of staff at all levels to the successful implementation of our health and safety policy.

We all have a legal responsibility under the above Act to take reasonable care of ourselves and others who may be affected by our actions and to co-operate with the OFT with regard to health and safety matters.

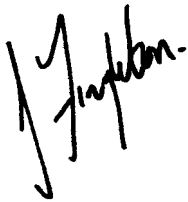
As Chief Executive Officer, I have a personal responsibility to ensure that health and safety at the OFT is effectively managed and that we comply with the Health and Safety at Work Act 1974 and all other relevant legislation.

To achieve this, the OFT will meet all legal requirements and established standards of good practice and will, as far as is reasonably practicable:

- consult with staff on health and safety matters
- manage its activities in such a way as to ensure the health, safety and welfare of staff and others is not put at risk
- maintain the working environment in safe condition and without risks to health
- provide adequate information, instruction and training
- provide and maintain, equipment, plant and safe systems of work
- monitor compliance with safety measures by regular inspection, monitoring and auditing

- encourage those who carry out work on our behalf to promote high standards of health and safety
- ensure suitable and sufficient risk assessments are carried out
- investigate accidents involving health and safety
- provide adequate resources for the requirements of this policy to be achieved.

I encourage everyone to play a role in improving health and safety. We have a good health and safety record, but we must not be complacent. We can only achieve and maintain the successful implementation of this policy through the co-operation and support of everyone who works here.

A handwritten signature in black ink, appearing to read 'John Fingleton', written in a cursive style.

John Fingleton
Chief Executive Officer

2 RESPONSIBILITIES

This section of the policy summarises the main health and safety responsibilities of staff at every level of the OFT.

Chief Executive Officer

2.1 The Chief Executive Officer has overall responsibility for health and safety in the OFT. S/he is responsible on an executive basis for overseeing the successful implementation of this policy. On a day-to-day basis, this authority is delegated as outlined below:

All directors

2.2 Directors of the OFT are responsible for making sure that:

- health and safety is adequately managed in the OFT
- proper consideration is given to health and safety in all decision making and management processes
- adequate resources, in terms of finance or staff, are available to meet policy requirements.

Executive Director of corporate services

2.3 The Executive Director of corporate services is responsible for:

- the overall implementation and effectiveness of this policy
- providing adequate resources for controlling risks and managing health and safety
- making regular reports to the Board on health and safety performance
- ensuring that this policy is regularly reviewed and kept up to date.

Head of facilities management (FM)

2.4 The Head of FM is responsible for:

- providing advice, guidance and information on health and safety issues
- arranging for risk assessments, inspections, reviews and audits (as detailed in the arrangements section of this policy) to be carried out
- implementing actions from assessments, inspections, reviews and audits where these relate to issues under the control of FM
- arranging for adequate health and safety training to be provided to all staff
- establishing and maintaining adequate procedures and facilities for dealing with emergencies, including fire, bomb threats, first aid, etc
- communicating health and safety information as required throughout the OFT.

Director of human resources (HR)

2.5 The Director of HR is responsible for:

- Providing adequate occupational health services. Occupational health is the promotion and maintenance of a safe and healthy working environment to facilitate optimal physical and mental health in relation to work
- promoting the business benefits of health and safety from an HR perspective
- Identifying employees who may be vulnerable or at risk because of adverse or unsafe working practices and assisting in the risk assessment process to control hazards and mental health (for example stress) in the workplace.

- Advising the Head of FM of any work related ill-health matters that may be reportable under RIDDOR regulations.

Health and Safety Manager

2.6 The Health and Safety Manager is responsible for:

- providing advice, guidance and information on health and safety issues
- reporting relevant injuries, dangerous occurrences and diseases to the enforcing authorities and conducting accident investigations
- attending and co-ordinating health and safety committee meetings
- monitoring, reporting and taking action to resolve safety issues
- carrying out risk assessments and safety inspections.

Health and Safety Co-ordinator

The Health and Safety Co-ordinator is responsible for:

- providing advice, guidance and information on workplace and workstation risk assessments
- research and procurement of health and safety equipment
- identifying and advising on significant implications of reported accidents, incidents or near misses
- co-ordinating the activities of first aiders and promoting their interest and training
- supporting the safety inspections regime and providing suitable remedies to address hazards and risks identified.

Managers

- 2.7 For the purposes of this policy, a manager is someone who has responsibility for staff and carries out staff appraisal. Accordingly, the responsibility for effectively managing health and safety is delegated to all managers who are responsible for the health and safety of their staff and the areas under their control. They are also responsible for protecting the health and safety of others (including visitors, contractors, etc.) that may be affected by the work of their branch or division.
- 2.8 All OFT managers are responsible for making sure that, in areas under their control:
- health and safety risks are identified, assessed (in terms of their potential to cause harm) and are adequately controlled with advice from FM if necessary
 - all staff are aware of the health and safety policy and procedures, especially their own health and safety responsibilities
 - all staff (permanent or temporary) are given suitable health and safety training and information on risks and precautions appropriate to their jobs
 - they support people to whom specific health and safety responsibilities have been delegated, including providing adequate resources
 - they set a good example and encourage all staff to participate in health and safety.

Employees

- 2.9 All staff are encouraged to participate fully in the management of health and safety in the OFT. Everyone is responsible for:
- taking reasonable care for their own and other people's health and safety

- working safely, following any information, guidance and training provided
- co-operating fully with the OFT in all health and safety requirements
- promptly reporting health and safety issues, accidents, and near misses to their manager or the Head of FM.
- Notifying their manager or HR of health issues, illnesses, disabilities or other health problems that could affect or be affected by their work.

Duty holders

2.10 For the purposes of our policy duty holders are:

- Incident s
- Floor wardens
- First aiders

Incident Control Officers (ICOs) and floor wardens

2.11 ICOs and floor wardens take control in the event of an emergency affecting staff and other people like visitors or contractors on the premises. Depending on how serious the emergency is, floor wardens are responsible for managing evacuations and emergencies for a particular floor location or throughout the building for a total evacuation. They need to plan how they will manage an evacuation of their area with other floor wardens.

2.12 In the event of an evacuation, floor wardens are responsible for:

- knowing their designated area
- ensuring that all of the staff in their area are aware of the instruction to evacuate

- making a note of any staff waiting at a refuge point
- leaving the building by the nearest available exit
- reporting to the ICO outside the building to inform them whether their area is completely evacuated
- tackling fires with a fire extinguisher, provided they do not endanger their own or anyone else's safety.

First aiders

2.13 First aiders are responsible for:

- administering first aid
- calling an ambulance if required and informing Reception when they have done so
- recording all accidents in the accident report book
- making sure that their first aid box is adequately stocked.

Health and safety committee

2.14 The OFT Health and Safety Committee is the main body through which OFT staff are consulted about health and safety issues. The membership, organisation and objectives of the Committee are detailed in the Terms of Reference in Annexe E of this policy.

Health and safety representatives

2.15 Health and safety representatives are appointed by the recognised Trades Union in the OFT. They are entitled to:

- investigate hazards in the workplace
- examine the causes of accidents, ill health and near misses

- make representations to the OFT on hazards, near misses, accidents and ill health
- make representations on issues affecting the health, safety or welfare of the employees they represent
- carry out inspections of the workplace
- consult with senior management and if necessary, with HSE or Local Authority inspectors, on significant OFT health and safety issues
- attend health and safety committee meetings and bring health and safety concerns to the attention of the Health and Safety Committee.

3 ARRANGEMENTS

- 3.1 This part of the OFT health and safety policy sets out what needs to be done to manage health and safety in practice, including how specific risks are controlled. It includes sections on all the relevant issues and the specific responsibilities of all staff at the OFT. Where there is specific legislation, this is identified in the relevant section.

Accidents, ill health and near misses

- 3.2 All work related accidents, near misses must be reported and investigated as early as possible so that action can be taken to identify the cause and minimise the risk of further incidents arising from the same or similar circumstances.
- 3.3 Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), the OFT have to report certain categories of injuries, dangerous occurrences and diseases to the enforcing authority.

Reporting accidents, near misses and ill health

- 3.4 **All staff** must report any work related accident, near miss or ill health to their line manager or the Health and Safety Manager as soon as possible. This means any incident that occurs while they are working, including while they are travelling for work, or working on other sites, and any ill health that may be caused or aggravated by work.
- 3.5 **The manager** to whom the accident, near miss or ill health is reported is responsible for informing the Health and Safety Manager of any harmful situation or a potentially serious situation, including events or occurrences reportable to the HSE.
- 3.6 All work related accidents, near misses or ill health must be recorded promptly in the accident book at the OFT, including any that occur off site.
- 3.7 Any accidents, near misses or ill health that happen to people other than OFT employees (for example, visitors, contractors, etc.) while they are

on OFT controlled premises must also be reported, to the Head of FM and recorded in the accident book.

3.8 The Health and Safety Manager is responsible for:

- maintaining the accident book and making it easily accessible
- monitoring the accident book on a regular basis and for promptly reporting details of serious or potentially serious accidents, near misses and ill health to the Head of FM for action, who will inform the Executive Director of corporate services of progress and the action taken to rectify matters.

3.9 **HR** is responsible for monitoring sick notes sent in by staff in order to identify any reports of work related accidents or ill health and for reporting these to the Health and Safety Manager.

External reporting of injuries, dangerous occurrences and diseases

3.10 **The Health and Safety Manager** is responsible for reporting, within 10 days, all work related accidents resulting in an absence from work for more than three days under RIDDOR to the Incident Contact Centre, at www.riddor.gov.uk. Full details of how this is done and what is reportable are available on the RIDDOR web site.

3.11 Reportable events include:

- fatalities
- major injuries (for example, fractures, amputation, admittance to hospital for more than 24 hours, etc.)
- injuries to members of the public on site that result in them going directly to hospital
- 'over three day injuries' (where an employee is unfit for their normal work for more than three days)

- dangerous occurrences (a serious accident or near miss that does not result in a reportable injury, but which clearly could have done, as defined in RIDDOR)
- occupational diseases included under RIDDOR that have been diagnosed in writing by a doctor.

Investigation of accidents, near misses and ill health

- 3.12 **The managers** of individuals who are injured, involved in near misses or suffer from ill health that may be work related are responsible for making sure that these are adequately investigated. The cause should be identified, treatment for the injured person assessed, and preventative measures considered with the help of advice from FM if necessary. Managers and their staff must ensure that suitable actions are taken and necessary controls or safety measures introduced. HR should be kept fully informed of developments as they relate to the individuals affected, or to hazards in the building relating to the infrastructure or equipment.
- 3.13 **All staff** are responsible for participating in investigations as required.
- 3.14 **The Health and Safety Manager** is responsible for providing assistance to managers and individuals in carrying out investigations following work related accidents, near misses or ill health and in implementing any necessary remedial actions.

Consultation with staff

- 3.15 The OFT consults all of its employees about health and safety issues and promotes the active participation of all employees in managing health and safety. Consultation involves listening to the views of employees and taking account of what they say before any decision is taken.
- 3.16 There are two sets of regulations that require the OFT to consult its staff:
- The Safety Representatives and Safety Committees Regulations 1977

- The Health and Safety (Consultation with Employees) Regulations 1996.

3.17 Consultation is carried out via elected Safety Representatives. These are elected by the recognised Trades Unions in the OFT.

3.18 Safety Representatives form part of the Health and Safety Committee.

3.19 The Health and Safety Committee is responsible for consulting staff on local issues.

3.20 The role and responsibilities of the Health and Safety Committee are detailed in paragraph 2.14 and Annexe E of this policy.

Issues included in consultation

3.21 The OFT consults its employees on issues that may affect their health and safety. These issues include:

- the introduction of changes (for example, new equipment, workplace or tasks) that may significantly affect their health and safety
- the arrangements for appointing and/or nominating people to assist the OFT in complying with health and safety legislation and to assist in emergency procedures
- the provision of relevant health and safety information
- planning and organisation of health and safety training
- the health and safety consequences of introducing new technologies and practices into the workplace.

Display screen equipment

3.22 The OFT will seek to ensure that risks from using display screen equipment (DSE) at work are minimised.

3.23 The Health and Safety (Display Screen Equipment) Regulations 1992 set out the legal requirements for protecting people at work who use display screen equipment.

Workstation assessments and reducing risks

3.24 Workstation assessments are carried out:

- for all staff at regular intervals, including those who use laptops and those that use DSE away from OFT premises, such as for home working
- for new joiners within a month of them starting work (see also paragraph 3.234 below on training and information in connection with engaging temporary staff).
- by competent assessors (either trained OFT staff or external assessors)
- through use of a DSE self-assessment form, from time to time, as part of preliminary screening process.

Managers are responsible for making sure that:

- workstation assessments are carried out for all OFT staff (permanent or temporary) who use display screen equipment
- any identified risks are reduced as far as possible.

3.25 **All DSE users** are responsible for using their workstations safely and reporting any problems that arise to their line manager or the FM Helpdesk.

3.26 **DSE assessors** are responsible for recommending suitable actions to be taken to reduce risks, which should be reduced as far as reasonably practicable.

- 3.27 The Health and Safety Manager is responsible for:
- arranging for workstation assessments to be carried out
 - making sure that there are competent assessors (internal or external) to carry out workstation assessments
 - implementing any actions arising from assessments that require the provision of new equipment or relate to other issues managed by FM.
- 3.28 HR is responsible for notifying the Health and Safety Manager of any new joiners.
- 3.29 Workstation assessments are recorded, a copy provided to the relevant DSE user and a copy kept within FM. Workstation assessments are carried out on a DSE form which is available on the OFT's health and safety web site on the intranet – click under letter H and then Health and Safety. The individual should complete this form for processing in FM. The Health and Safety Executive also provides a useful guide to Working with VDUs, the link to which can be found on the OFT's health and safety web site. The DSE form includes advice on rest breaks to ensure prolonged computer activity is controlled to prevent fatigue, especially the eyes.
- 3.30 Workstations assessments must be reviewed if there are any significant changes that may affect health and safety, or if DSE users report any problems, or move desks, or at regular intervals (at least annually).

Further guidance to staff

- 3.31 Working with computer screens and other display screen equipment can lead to upper limb disorders or back pain, as well as stress or visual fatigue. Many a cause for pain or injury is attributable to an individual's lifestyle habits, or an accident away from the office. DSE workstation assessments can help identify an individual's personal requirements in the workplace or at home for home workers.

- 3.32 The individual who is in pain or discomfort must seek immediate medical attention and advice. A doctor, a physiotherapist, a chiropractor, or an osteopath can provide professional advice to ensure treatment and rehabilitation for the individual.
- 3.33 A medical diagnostic opinion from a qualified medical practitioner will also assist the employer better to provide suitable remedies in the workplace, and to enable FM, or external consultants, to carry out effective DSE workstation assessments tailored to the individual's needs. The onus is on the individual to take steps to seek appropriate medical attention and to provide a diagnostic medical report to the employer if necessary or as requested. If there are specific remedies to suit a particular medical condition, it is always helpful if an employee of the Executive Director of corporate services cooperates fully with the employer and health and safety officials in such situations.
- 3.34 If the pain persists and the prescribed DSE remedies have not proved successful, FM can refer the individual to HR for a medical opinion from the Capita Health Services. It should be noted that an individual can be referred earlier to HR depending on the nature and seriousness of the problem.

Other issues

Training and information

- 3.35 Managers are responsible, in conjunction with the requirements of paragraph 3.24 for ensuring that all DSE users receive adequate training and information on how to use DSE safely.

Workstation requirements

- 3.36 All workstations must meet at least the minimum requirements set out in the Schedule to the DSE Regulations. It is the responsibility of whoever specifies new equipment or alters the working environment to consult with FM branch to ensure that minimum requirements are met.

Rest breaks

- 3.37 Any display screen work should be planned to include regular rest breaks, ideally before the onset of fatigue. A rest break can include changes of activity in order to prevent intensive periods of display screen usage.

Eye and eyesight tests

- 3.38 All DSE users are entitled to eye sight tests during their employment and at regular intervals (at least annually). DSE users can use any optician and get the test fee reimbursed. OFT provides £40 towards the cost of any glasses or contact lenses, and £60 for glasses required only for DSE use. Users should inform HR Department when they arrange a sight test.

Electrical safety

- 3.39 The OFT minimises the risks from using electrical equipment and carrying out electrical work. This section of the health and safety policy sets out how this happens in practice.
- 3.40 The Electricity at Work Regulations 1989 set out the legal requirements for protecting people who work with or near to electricity.
- 3.41 All staff must comply with the following basic electrical safety rules.
- Always use electrical equipment safely and only for the purpose for which it is intended.
 - Always check electrical equipment before using it to make sure that it is in good condition.
 - Keep electrical equipment clean and away from any liquids or moisture.
 - Use all cables and extension leads safely, making sure that they are located safely so that they will not be damaged and no-one can trip over them.

- Do not use any electrical equipment (including plugs, cables and sockets) that you think is damaged or defective. Report it immediately and make sure that no-one else uses it until it is repaired.
- Do not overload any electrical circuits, including extension leads.
- Always unwind extension cables before use.
- Do not interfere with any electrical equipment or make any repairs.
- Always switch off electrical equipment before you leave, unless it must be left on overnight. That applies particularly to desktop equipment like PCs and monitors. Also, kettles which should be unplugged from the wall sockets overnight. No mobile chargers should be left plugged into the mains socket unsupervised and particularly overnight.
- Do not bring personal electrical equipment into work.

3.42 **All managers** are responsible for ensuring that

- all work activities involving the use of electricity are carried out safely
- electrical equipment in their departments (if not supplied through FM or by IT for computer related equipment) is safe to use.

3.43 All electrical work must only be carried out by competent people. **The Head of FM** must ensure that electrical contractors or anyone else who carries out electrical work are competent (see paragraph 3.179 of this policy).

Electrical installations and non-portable equipment

3.44 All electrical installations and equipment must be suitable, used safely and maintained properly.

- 3.45 All electrical installations under the control of the OFT must be inspected and tested at least once every five years.
- 3.46 **Anyone who controls the installation of electrical systems or any maintenance on electrical systems** must ensure that the installations are to a suitable standard (for example, the relevant British or European Standard) and are maintained in a safe condition.
- 3.47 **The Head of FM** is responsible for making sure that:
- all electrical installations and non-portable equipment are safe to use and properly maintained, and adequately inspected and tested
 - adequate records relating to electrical installations and non-portable equipment are kept.

Portable electrical equipment

- 3.48 All portable electrical equipment and appliances provided for use by OFT staff must be suitable, used safely and properly maintained.
- 3.49 **Anyone who selects and/or purchases portable electrical equipment** on behalf of the OFT must ensure that it is safe (for example, manufactured to the relevant British or European Standard,) and suitable for the working environment and the purpose for which it will be used.
- 3.50 **The Head of FM** is responsible for ensuring that all portable electrical appliances owned by the OFT are regularly inspected and tested as follows:
- high risk equipment (for example, kettles, extension leads, laptop leads, any equipment that is moved frequently, etc.) every two years dependent upon type of equipment.
 - lower risk equipment (for example, desk top computers, other equipment that is rarely moved, etc.) at least once every five years.

- **Unless specifically allowed for the individual, staff are not authorised to bring personal electrical equipment onto OFT premises for use.** These would be kettles, laptops, cameras, PDAs, iPods etc. However, the office recognises the exceptional need for personal mobile phone chargers. If chargers are in use, they should not be left plugged into the mains socket overnight for reasons of fire safety. Infringement of this instruction could lead to disciplinary action against an individual. It should also be noted that unauthorised electrical equipment will not be PAT tested as is all electrical equipment provided by the office.

Emergencies

- 3.51 There are procedures in place to both prevent and to respond to emergencies. These are detailed in this section. All employees, contractors and visitors need to be familiar with these and know what to do in the event of an emergency.
- 3.52 The Management of Health and Safety at Work Regulations 1999 require the OFT to put in place suitable emergency procedures. In addition, there are two pieces of legislation covering fire at work that are relevant to the OFT:
- Fire Precautions Act 1971
 - The Fire Precautions (Workplace) Regulations 1997 (as amended).
- 3.53 The emergency evacuation procedures are included in Annexe A of this policy. It is vital that everyone reads and understands these procedures so they know what to do in an emergency if one occurs.
- 3.54 **All staff** must make themselves familiar with the evacuation procedures and comply with them whenever necessary, including during fire drills.
- 3.55 **All managers** must make sure that they, all the staff that report to them, their visitors and any contractors under their control are familiar with the emergency procedures and comply with them at all times.

3.56 **The Health and Safety Manager** is responsible for making sure that:

- the emergency procedures in this policy are adequate, kept up-to-date and provided to all staff, visitors and contractors where relevant, and properly displayed on OFT premises
- adequate training and information on the emergency procedures is provided to all OFT staff (see paragraph 3.226).
- a fire alarm test is carried out every week. A record is kept in the Fire Register held within FM. The test will be carried out at times when the premises are occupied so that staff will become familiar with the sound of the alarm. The fire alarm call points will also be tested as part of maintenance to ensure correct operation.

3.57 Duty holders – ICOs and floor wardens take control in the event of an emergency.

3.58 The names of floor wardens are displayed in tea points and on the intranet. If anyone wishes to become a floor warden, they should contact the ICO.

3.59 **The Head of FM** is responsible for:

- appointing the ICO (including deputies) and enough floor wardens to cover all areas occupied by the OFT
- making sure that ICOs and floor wardens receive adequate training and information so that they understand their role and responsibilities.

3.60 The ICO is responsible for

- going to the Incident Control Point (usually outside Reception) as soon as an evacuation or other emergency starts
- taking charge of the evacuation, that is, overall management of the emergency

- liaising with the fire brigade or other emergency services
- deciding, with the fire brigade, when the building is safe to be re-occupied.

3.61 **Floor wardens** manage evacuation and other emergencies in the areas where they are based. Their names and how to contact them are displayed in tea points and on the intranet. For the intranet, the names can be found under the letter 'F', or the Health and Safety link under the letter 'H'. There must be enough floor wardens to cover the whole premises, including cover for holidays and other absences (see Further Guidance below). Floor wardens are responsible for:

- planning how they will manage an evacuation of their area with other floor wardens
- managing evacuations and other emergencies in their area
- regularly checking housekeeping and fire precautions in their area.

3.62 In an evacuation, **floor wardens** must:

- put on their high visibility waistcoat
- make sure that anyone with disabilities evacuates immediately or is safely ushered to a refuge area awaiting rescue
- encourage everyone to evacuate promptly, using the nearest fire exit route, when the evacuation alarm is sounding
- check that their area is clear, working towards the fire exit
- note anyone who has not or will not leave the area, including anyone in refuges
- report promptly to the Incident Control Point and remaining there if they have any information that may be relevant to the evacuation (for example, location of fire, people in the building, etc.)

- go to the assembly area and assisting managing the people at the area if they have reported that their area is clear
- inform people that it is safe to return to the building, after they have been informed by the ICO.

3.63 Floor wardens are encouraged to make better use of the GroupWise Rule facility that staff use to inform each other of their absences and leave arrangements in the OFT. Floor wardens should insert an extra line in their Rule informing staff of their non-availability for the purposes of floor warden activity, and that those likely to be affected by their absences should contact, from the list available in the tea points or on the intranet, another named floor warden close to their designated floor for advice. Floor wardens must use GroupWise (Address for Floor Wardens) to keep each other informed about their absences and leave arrangements.

Fire

3.64 The OFT has put in place measures to both prevent fires starting and to respond properly if a fire does start, primarily aimed at protecting people but also property.

Fire prevention

3.65 All staff are responsible for complying with all fire prevention measures, including safe use and storage of flammable and combustible materials, using electrical equipment safely, reporting potential fire hazards, etc.

3.66 Smoking is banned inside the OFT's premises in accordance with the public smoking ban introduced on 1 July 2007. Everyone on site must comply with this ban. Failure to do so will result in disciplinary action. Key points of the ban are:

- no smoking signage is clearly displayed in the reception area in accordance with the legislation

- smoking is not permitted in the basement car park, basement storage areas or on the ramped access leading to the car park entrance
- the OFT does not, and is not required to, provide any designated external smoking areas
- smoking immediately outside of the main entrance doors beneath the canopy is prohibited
- staff driving their own vehicles on OFT business will not be allowed to smoke if they are carrying, or intend to carry, a passenger and the passenger objects to them smoking
- smoking will not be allowed in any vehicle owned, leased or hired by or in the name of the OFT for business purposes.

3.67 **All managers** are responsible for minimising the risk of fires starting in the areas under their control by:

- keeping the amount of combustible materials (for example, paper, cardboard, etc.) to a minimum, that they are properly stored at all times and they are disposed of as soon as possible
- controlling all sources of ignition, including complying with the requirements for electrical safety in this policy (see paragraph 3.39).

3.68 **The Head of FM** has specific responsibilities for minimising the risks of fires starting by making sure that:

- all flammable materials are properly stored, used and disposed of, and for minimising the amount of flammable materials on the OFT's premises
- all electrical equipment and other sources of ignition are properly controlled and maintained, including the installed electrical systems, plant, etc.

Fire precautions

- 3.69 **All staff** are responsible for ensuring that they do not interfere with the fire precautions, including:
- keeping fire escape routes free of obstructions
 - keeping fire doors shut
 - making sure that fire fighting equipment is in the correct places, free of obstructions and easily visible.
- 3.70 **The Head of FM** is responsible for making sure that all necessary fire precautions are provided and maintained in premises controlled by OFT, including:
- fire drills are carried out every six months at premises controlled by the OFT, the results recorded and any actions arising from drills are implemented
 - adequate fire detection systems, fire alarm systems and fire fighting equipment (portable and installed) are provided and adequately maintained, inspected and tested
 - adequate means of escape (including emergency lighting) are provided, protected, adequately signed and maintained.
- 3.71 **The Head of FM** is also responsible for ensuring that no structural changes are made in OFT premises or any changes in use of the building without consulting and gaining the agreement of the relevant authorities.

Fire risk assessment

- 3.72 The Head of FM is responsible for making sure all fire risks and precautions are adequately assessed and that the actions resulting from fire risk assessments are implemented.

Security alerts/bomb threats

- 3.73 It is vital that sensible precautions are taken to minimise the possibility of anything happening and to put in place suitable precautions.

Responding to a suspect package or bomb threat

- 3.74 The relevant procedures are included in Annexe A of this policy.
- 3.75 **The ICO** is responsible for managing the situation if there is a suspect package or bomb threat. He or she liaises with the police and other emergency services (if applicable) to ensure the safety of all staff, including the evacuation of the building if appropriate.
- 3.76 If the Departmental Security Officer is absent, then the **Head of FM or the most senior manager** on site will take control in the event of any security alert or bomb threat.

Use of red telephones for emergencies and raising alarm

- 3.77 These are located at each staircase landing – from B2, all the way up to the Ninth floor. All staircase landings on the North and South side of the building have these red telephones. Staff can use them to sound the alarm for their own safety or to assist someone in difficulty. Simply pick up the receiver and a connection is made immediately at Reception to deal with the emergency. All emergency telephones are regularly checked by Reception staff to ensure maintenance. Each has a red light indicator to show that it is in good working order and live. Emergency telephones are freely accessible. They are not kept under lock and key. There is no need to break glass or dial a number either, simply open the door of the telephone box to pick up the handset to speak to Reception.

To contact Reception during an emergency using a desk telephone in the office

- 3.78 To ring Reception during an emergency, dial extension **3333** and staff at the front desk will answer the call immediately.

First Aid

- 3.79 The OFT provides adequate first aid arrangements and facilities for all staff, visitors and contractors on site.
- 3.80 The Health and Safety (First Aid) Regulations 1981 (as amended) set out the legal requirements for the provision of first aid at work.
- 3.81 Trained first aiders are based throughout the building. Their names and how to contact them are displayed in tea points and on the intranet. For the intranet, the names can be found under the letter 'F', or the Health and Safety link under the letter 'H'.
- 3.82 **First aiders** are responsible for:
- administering first aid
 - calling an ambulance if required and informing Reception when they have done so
 - recording all injuries in the accident book (see paragraph 3.2) kept in Room GW/FM in accordance with data protection requirements of keeping such information confidential
 - making sure that their first aid box is kept adequately stocked.
- 3.83 **The Health and Safety Manager** is responsible for ensuring that adequate first aid arrangements are made and maintained, including:
- making sure that there are enough first aiders, based on the results of risk assessments
 - providing adequate information to all staff and contractors, so that they know how to get first aid
 - arranging initial (an HSE approved course) and refresher training (at least once every three years) for first aiders

- providing first aid boxes and a first aid room (LN 1 in Fleetbank) and restocking them as necessary
- reviewing first aid arrangements on an annual basis, ensuring formal meetings with all first aiders on a regular basis and refresher training, as required, to cover the most serious and most likely events.

3.84 First aiders are encouraged to make full use of MS Outlook to inform each other of their absences and leave arrangements in the OFT. First aiders should also use Outlook to inform staff of their non-availability for the purposes of first aid assistance to staff, and that those likely to be affected by their absences should contact another first aider from the list available in the tea point or on the intranet for assistance. First aiders must use Outlook (Address for First Aiders) to keep each other informed about their absences and leave arrangements, with a copy to FM and Security who will then be aware of the cover available during an emergency.

Home working and off site working

3.85 Health and safety legal requirements apply to OFT staff who work at home or at premises not controlled by the OFT as to staff who work in OFT offices.

3.86 The same legislation applies to people who work at home as to those that work on the OFT's premises, except the Workplace (Health, Safety and Welfare) Regulations 1992.

Home working

3.87 A home worker is someone who works at home for some or all of the time. The arrangement is formalised by a signed home working agreement between the OFT and the employee. Staff who work at home occasionally but who are based in an OFT office are not home workers.

3.88 **Home workers** are responsible for:

- working safely
- providing a safe working environment in their homes
- implementing any actions resulting from risk assessments that apply to matters under their control
- reporting any problems that may arise.

3.89 **Managers of home workers** are responsible for making sure that:

- home working is feasible and safe for each home worker
- risk assessments have been carried out for each home worker
- adequate steps taken to control any identified risks, including providing training and information
- there are adequate communication systems to maintain good contact with home workers.

3.90 **The Head of FM** is responsible for ensuring that managers are aware of their responsibilities for home workers and for ensuring that risk assessments and training are arranged for home workers.

3.91 Risk assessments are carried out for each home worker, including the risks from using DSE equipment at home. The same requirements apply to ensure DSE assessments for home workers as for any assessments carried out at OFT premises.

3.92 Any risks identified in the assessments are reduced as far as reasonably practicable. If shown as being necessary by the risk assessment, this may include the provision of suitable work equipment (for example, furniture, IT equipment, etc.) by the OFT.

3.93 Adequate training and information is provided to all home workers.

Off-site working

- 3.94 Off-site working is where an OFT employee works at or visits premises that are not controlled by the OFT. In this situation, the employer who controls the site and the OFT both have a duty to ensure the health and safety of the OFT staff. The employer who controls the site is responsible for ensuring that the site and the activities carried out there do not put visitors at risk.
- 3.95 The OFT makes sure that staff who work off-site receive adequate training and information to enable them to visit and to work safely on premises other than those controlled by the OFT.
- 3.96 **All staff** who work off-site are responsible for:
- familiarising themselves with the relevant basic health and safety information about the premises that they are working on (for example, emergency evacuation procedure, first aid, accident reporting requirements, etc.)
 - requesting information from their contact at any other premises that they work on whether there are any specific health and safety requirements that they need to be aware of and/or comply with while working there (for example, wearing personal protective equipment is required, any areas that they are not allowed to visit, etc.)
 - working safely and complying with all relevant health and safety precautions when working off-site, including using display screen equipment safely
 - reporting any health and safety concerns to their contact at the other premises and to their own manager
 - stopping work if they believe that their health or safety is at risk.
- 3.97 **Managers** are responsible for identifying staff who work off-site and for making sure that they receive adequate training and information.

3.98 **The Head of FM** is responsible for making sure that training and information is available for all staff who work off-site.

Housekeeping, waste, workplace and welfare

3.99 Everyone in the OFT must abide by these basic health and safety requirements that apply to all areas of the workplace.

3.100 Legislation relevant to this section is the Workplace (Health, Safety and Welfare) Regulations 1992.

Housekeeping

3.101 **All staff** are responsible for keeping their workplace safe and tidy and must comply with the following safety rules:

- Keep floor areas, passageways and access routes clear of obstruction.
- Keep surfaces and floors clear and free from debris so cleaners can clean effectively.
- Clean up any split liquids, food, etc., immediately.
- Take personal responsibility for keeping tea points, including fridges and microwave ovens, clean and tidy in the interest of hygiene. Tea, coffee or milk must not be poured into the drip trays which are not designed for that purpose. Small spills must be cleaned up by users of tea points. Large spills must be notified to FM. When that happens, whoever informs FM must also isolate the area with a hazard warning of some kind to ensure the safety of others.
- Ensure that all food items in fridges beyond their sell-by-dates are removed in the interest of hygiene and safety.
- Store all items properly, including using storage facilities safely, not overloading them and not storing items on top of cupboards, storage units, etc.

- Do not leave any drawers or cupboards open when they are not in use.
- Dispose of waste and any redundant items promptly and safely.
- Use archiving facilities where available to minimise storage in office areas.
- Use only suitable steps for reaching items in high storage.

3.102 **All managers** are responsible for ensuring that good housekeeping is maintained in the areas that they are responsible for, including storage, tidiness and cleanliness.

3.103 **The Head of FM** is responsible for ensuring that OFT premises are kept clean, and that adequate facilities are provided for storage of materials and goods.

Waste disposal

3.104 All waste must be properly managed. Storage and disposal of all waste must comply with the requirements of both health and safety and environmental legislation.

3.105 **All staff** are responsible for minimising the amount of waste produced and for storing it safely.

3.106 **All Managers** are responsible for making that the amount of waste created by their department is minimised, stored properly and regularly removed from their areas.

3.107 **The Head of FM** is responsible for making sure that there are adequate facilities for storing waste and for the regular safe removal of waste, both from where it is produced and from the premises.

Workplace

3.108 **The Head of FM** is responsible for providing and maintaining the workplace and working environment to the correct standard, including making sure that:

- health, safety and ergonomics legislation and standards are complied with when laying out the workplace and when choosing furniture and other equipment
- suitable temperature, humidity, ventilation, lighting and noise levels are maintained as far as is reasonably practicable
- adequate protection is provided against falls and falling objects, wherever necessary
- all floors are suitable and kept free of tripping and slipping hazards
- proper precautions are taken to manage on-site vehicle traffic, including segregating vehicles and pedestrians
- all windows (external and internal) are suitable (for example, made of the correct standard of materials, with sufficient manifestations), safe to use and able to be cleaned safely
- all doors, gates, etc. must be suitable and safe to use
- the workplace is suitable for everyone who works there, including anyone who may have disabilities.
- Welfare facilities.

3.109 **The Head of FM** is responsible for providing and maintaining adequate welfare facilities at OFT's premises, including

- adequate numbers of well ventilated, clean toilets and washing facilities

- adequate tea points with facilities for making drinks and with an adequate supply of drinking water.

Restricted areas

3.110 In the OFT, there are areas to which access is restricted to authorised personnel only. These include plant and equipment rooms, areas of the building such roofs or an area that may be temporarily hazardous.

3.111 **The Head of FM** is responsible for making sure that:

- access to these areas are kept secure (that is, locked) and under the control of the OFT
- only authorised people gain access to them
- all necessary safety precautions are taken by anyone entering them.

Manual handling

3.112 The OFT ensures that risks from Manual Handling at work are minimised. This section of the Health and safety policy sets out how this happens in practice.

3.113 The Manual Handling Operations Regulations 1992 (as amended) apply to all manual handling tasks at work where there is a risk of injury.

Manual handling assessments and reducing risks

3.114 **All staff who carry out manual handling tasks** are responsible for carrying them out safely, using any mechanical aids that have been provided and reporting any problems that arise to their line manager.

3.115 Managers of staff who carry out manual handling tasks are responsible for making sure that

- potentially hazardous manual handling tasks are avoided wherever possible

- all manual handling tasks that cannot be avoided are assessed, if there is a risk of injury
 - any risks identified in manual handling tasks are reduced as far as possible
 - all staff who carry out potentially hazardous manual handling tasks receive training in safe handling techniques
- 3.116 Any potentially hazardous manual handling operations that cannot be avoided are assessed by a competent assessor (either trained OFT staff or an external assessor).
- 3.117 **Assessors** are responsible for recommending suitable actions to be taken to reduce risks, as far as reasonably practicable, preferably by eliminating the manual handling or by providing mechanical aids such as trolleys.
- 3.118 **The Health and Safety Manager** is responsible for making sure that
- there are competent assessors (internal or external) to carry out manual handling assessments
 - training in safe handling techniques is provided for all staff who manually handle loads
 - any mechanical aids that are supplied for manual handling are suitable and properly maintained.
- 3.119 Manual handling assessments are recorded, a copy provided to the relevant personnel and a copy kept on the relevant site.
- 3.120 Manual handling assessments are reviewed if there are any significant changes that may affect health and safety, or if staff report any problems or at regular intervals (at least annually).

Monitoring, inspections and reporting problems

- 3.121 The OFT is committed to checking health and safety performance, including checking whether risk controls are working properly to effectively control health and safety risks. It also aims continuously to improve the management of health and safety in order to minimise the risk of injuries or ill health.
- 3.122 The Management of Health and Safety at Work Regulations 1999 require safety precautions at work to be monitored and employees to report hazards and other health and safety issues.

Inspections

- 3.123 Regular health and safety inspections are carried out to check whether risk controls are working properly and to identify hazards and defects on OFT sites.
- 3.124 **The Head of FM** is responsible for ensuring that regular health and safety inspections are carried out.
- 3.125 Inspections are carried out following the guidance provided in Annexe C of this policy, Health and safety inspections. This includes information on what should be included in the inspection, plus a checklist and a form for reporting any actions that arise from the inspection.
- 3.126 Inspections can be carried out by FM, safety representatives, other managers or any OFT staff who are competent to do so.
- 3.127 Whoever carries out the inspection is responsible for making sure that any resulting actions are communicated to the **Head of FM** and to everyone else who needs to know about them, including the people who work in the area that has been inspected.
- 3.128 Inspections are carried out at least every two months.

3.129 Inspections cover all areas used by OFT staff. If any problems are identified in any areas that are used by OFT staff but are not controlled by the OFT, then the relevant landlord or managing agent or the local authority must be informed of the problem in writing, as soon as possible.

Reporting problems

3.130 **All staff** are responsible for promptly reporting health and safety hazards and issues to their manager.

3.131 **All managers** are responsible for taking the correct action in response to reports to them concerning health and safety hazards or issues, including providing feedback about the outcome or action taken to staff.

3.132 There is also the facility to report health and safety hazards and issues via the Facilities Management Helpdesk. All health and safety hazards **must** be reported to FM for investigation and corrective action.

Notices and signs

3.133 The OFT makes sure that all necessary health and safety notices and signs are properly displayed on its premises.

3.134 There are two sets of Regulations that require specific health and safety signs and information to be displayed:

- The Health and Safety (Safety Signs and Signals) Regulations 1996
- The Health and Safety Information for Employees Regulations 1989.

Procedures include:

- emergency evacuation procedures, including what to do in the event of a fire
- fire precaution signs, including fire exits, fire extinguishers, fire doors, etc.

- signs warning of hazards, including noise, hazardous substances, dangerous machinery, vehicles, etc.
- traffic signs (for example, speed limits, access controls) and markings (for example, roadways, directions, etc.)
- lists of floor wardens and first aiders
- the HSE approved Health and Safety Law poster.

3.135 The **Head of FM** is responsible for making sure that:

- all necessary safety signs are properly provided and maintained
- lists of floor wardens and first aiders are adequately displayed and kept up-to-date
- HSE Health and Safety Law posters are displayed in all work areas and the required local information is included on them and kept up-to-date.

Occupational health

3.136 The OFT has a duty to prevent, as far as is reasonably practicable, both physical and mental work related ill health and to provide a safe working environment for all staff, including those that may be more vulnerable to health and safety risks, such as those who are pregnant or have disabilities.

Reporting health conditions, disabilities, etc.

3.137 In order to protect people from health and safety risks at work, the OFT needs to be aware of any health issues, illnesses or disabilities that could either affect an individual's ability to work or could require a higher level of protection to be provided.

3.138 **All staff** have a duty to inform the OFT of any health issues, illnesses, disabilities or other health problems that could affect their ability to carry

out their work safely or that may require the OFT to provide new or different safety precautions. This includes pregnancy, breastfeeding, stress, etc.

3.139 Staff should report any problems initially to their line manager. If they prefer, they may report initially to the HR department.

Stress

3.140 The OFT is concerned for the health and well-being of its staff. This includes considering both work and home-related stress. Stress is the reaction that people have to excessive pressures or other types of demand placed upon them. People can be subjected to pressures from both inside and outside the workplace. Either or both of these combined can result in harmful levels of stress.

3.141 The OFT aims to minimise, as far as is reasonably practicable, the factors that can lead to harmful stress levels and makes sure that anyone who is suffering from stress is treated sympathetically.

3.142 **All staff** are responsible for reporting stress issues.

3.143 **All managers** are responsible for identifying work-related stress issues as far as possible and for reporting these to the HR department.

3.144 **The HR department** is responsible for making sure that:

- occupational stress is included in risk assessments and that steps are taken to reduce the causes of work related stress, as far as possible
- further assistance is requested from internal or external advisors if necessary
- suitable support is provided to any OFT staff who are identified as suffering from stress.

3.145 There is also a private and confidential counselling service for OFT staff provided by an external organisation. Details of how to contact this welfare service and the welfare officer are included on the OFT intranet.

Smoking

3.146 In the interests of health and safety and a more pleasant working environment smoking is not allowed on any OFT premises.

Personal protective equipment (PPE)

3.147 The OFT has a duty to provide suitable personal protective equipment (PPE) for its staff, where necessary. PPE is the 'last resort' and will only be provided when other ways of controlling risks are insufficient to provide adequate protection.

3.148 The Personal Protective Equipment Regulations 1992 (as amended) set out the legal requirements for how PPE is selected and used at work.

3.149 All staff must:

- use the PPE that the OFT has provided at all times when carrying out the tasks that require it
- wear and store PPE properly
- keep their PPE clean and in good condition
- report any problems with PPE to their manager.

3.150 **All managers** are responsible for making sure, in areas under their control, that:

- staff who report to them and who need to wear PPE have received adequate information and training to enable them to know when and how they should use the PPE

- any staff who report to them wear the PPE that is required for their job, where necessary
- suitable PPE is available to staff when it is required as part of their job.

3.151 **The Head of FM** is responsible for making sure that:

- risk assessments identify the need for PPE, but that it is only used when necessary
- suitable PPE is chosen properly, including consulting the staff who will be wearing the PPE
- adequate PPE is provided to the people who need to use it, including replacements when necessary
- adequate training and information about the PPE is provided to all staff who need to use it
- the need to wear PPE is reviewed whenever the relevant risk assessments are reviewed.

Reviews and audits

3.152 The OFT regularly reviews and audits its health and safety performance and arrangements (including policies and procedures) with the aim of achieving continuous improvement in health and safety standards. This is carried out as described in the rest of this section.

3.153 **The Head of FM** is responsible for:

- making sure that health and safety performance is regularly reviewed
- arranging for audits to be carried out of the health and safety management system at OFT and communicating the results to the Chief Executive Officer via the Executive Director of Corporate Services.

3.154 **The Executive Director of Corporate Services** is responsible for reviewing reports from the Head of FM and the Health and Safety Committee and taking appropriate actions.

Health and safety issues to be reviewed

3.155 The Head of FM should report to the Directors on the issues listed below.

- **risk assessments:** whether all significant risks (including fire) have been assessed, adequacy of assessments, completion of actions, regular reviews of assessments
- **health and safety inspections:** whether they have been carried out, whether the actions have been completed
- **accidents, near misses and ill health:** numbers of accidents, near misses and incidences of work related ill health, trends (that is, whether the numbers are getting better or worse) and patterns of occurrence (that is, what types of incidents are happening) and the results of investigations
- **training and information:** the provision of training and information to OFT staff
- **health and safety audits:** when and where they are required, the results of audits, whether actions have been completed
- **other specific issues as relevant** including: planned changes that affect health and safety, the impact of new legislation or guidance, serious issues that cannot be resolved locally or without referral to the Committee.

3.156 The following issues are considered by the Head of FM when required:

- overall health and safety performance at the OFT, which is reviewed annually

- health and safety policy including arrangements: reviewed every year
- health and safety representatives: whenever new representatives are required.

Auditing

3.157 Health and safety audits are systematic assessments of the effectiveness of the health and safety management system and include drawing up plans for making improvements where necessary. These are carried out periodically at the OFT. The audits provide information on how effectively this policy is being implemented with the OFT.

3.158 **The Head of FM** is responsible for:

- identifying when audits are required
- the scope of each audit
- monitoring the completion of any actions identified in audits
- reporting the results of audits to the Executive Director of Corporate Services and the Health and Safety Committee.

3.159 A full audit of the OFT health and safety management system must be carried out periodically (at least every three years). Further audits of specific issues, areas, etc. are carried out as required.

3.160 Audits are carried out by external competent health and safety consultants in order to obtain an independent view.

3.161 **The Chief Executive Officer** has overall responsibility for making sure that the actions identified in audits are implemented.

Risk assessment and control

3.162 The OFT ensures that all significant **health and safety risks** to its employees and anyone else who could be affected by its activities are properly assessed and adequately controlled.

3.163 The Management of Health and Safety at Work Regulations 1999 require the OFT to assess all significant health and safety risks and to apply the principles of prevention to control them.

Responsibilities

3.164 **The Head of FM** is responsible for making sure that all significant health and safety risks at the OFT are properly assessed and adequately controlled.

3.165 **All managers** are responsible for making sure that any activities carried out by the employees that report to them have been assessed and measures put in place to control any significant risks. They are also responsible for identifying any activities or equipment that may need a risk assessment and informing the Head of FM.

3.166 **All employees** are responsible for participating in the risk assessment process when required and for using any measures put in place to control risks.

Risk assessment

3.167 Risk assessments identify any significant risks associated with the OFT's activities that are reasonably foreseeable, in order to decide how to control the risks. They should be appropriate for the type of activity, and the time and effort put into an assessment should be broadly proportional to the degree of risk. Trivial risks can usually be ignored, as can those risks that are associated with life in general.

3.168 If risk assessments are carried out by OFT staff, they should follow the separate guidance provided as Annexe B to this policy, ***Guidance on risk assessment and control***. This is intended to help OFT staff to assess and control significant health and safety risks (except specific risks as described below).

3.169 Risk assessments can be carried out by individuals and their line managers, FM staff, and depending on the nature of the assessment undertaken, with the help of external consultants. In this case, the

method used to assess risks must be at least as good as the guidance in Annexe B and must meet the criteria set out by the HSE in their guidance on the Management of Health and Safety Regulations.

- 3.170 Assessments must identify everyone who may be exposed to risks associated with the OFT's work, including non-employees and anyone who may be particularly vulnerable (for example, young workers, pregnant women, people with disabilities, etc.).
- 3.171 All risk assessments must be recorded. A form for general risk assessments is included in Annexe B, ***Guidance on risk assessment and control.***
- 3.172 Some risks in the OFT require more specific risk assessment. Anyone carrying out risk assessments in the OFT should identify any specific risks that require separate assessment, record these on the general risk assessment form and inform the Head of FM that they need to be assessed. For instance, the use of all computer workstations should be assessed separately, as should manual handling tasks. These are detailed in the relevant sections of this policy. Fire risks should also be specifically assessed, as should those associated with high risk activities such as working at height.
- 3.173 All risk assessments must be reviewed and updated where necessary, including:
- if there are any reasons to suspect that it is no longer valid
 - if there have been any significant changes
 - at regular intervals, of not more than two years.

Controlling risks

- 3.174 If any risks are identified during a risk assessment that are not adequately controlled, then further controls must be identified, implemented and maintained.

- 3.175 New controls must be chosen following the hierarchy of controls, which is included in Annexe B of this policy, ***Guidance on risk assessment and control.***
- 3.176 Anyone carrying out risk assessments at the OFT must agree any new controls and the date by which they are to be implemented with the Head of FM or the relevant manager and with anyone else who is responsible for implementing them.
- 3.177 Any actions required to implement new controls should be recorded on the general risk assessment form. If the assessment is carried out by OFT staff, then they are responsible for communicating the actions with everyone who needs to know about them (including the staff who may be at risk) and for checking that they have been implemented as agreed. If the assessment is carried out by consultants, then the Head of FM is responsible for communicating the actions.
- 3.178 All risk assessment controls need to be checked at regular intervals to ensure that the risks are still adequately controlled. This should be done as part of regular monitoring, as detailed in paragraph 3.121 of this policy.

Competence

- 3.179 Whoever carries out risk assessments on behalf of the OFT must be competent. They should have received training in the theory and practice of assessing and controlling health and safety risks. In addition, they must have sufficient knowledge about what they are to assess, and experience of carrying out risk assessments.
- 3.180 If external health and safety consultants carry out the assessments, then their competence must be assessed when they are selected, as detailed in paragraph 3.181, Selection and control of contractors.

Selection and control of contractors

- 3.181 Contractors are any individual or organisation that provides a service to the OFT but who are not OFT employees. This includes temporary workers and sub-contractors.
- 3.182 The OFT has a duty to protect the health and safety of non-employees who may be affected by the OFT's work, as far as is reasonably practicable.
- 3.183 This section of the OFT's health and safety policy sets out what the OFT does and what the OFT expects all contractors to do in order to protect the health and safety of the OFT's employees and that of contractors who work on the OFT's premises.

Selection of contractors

- 3.184 Only contractors who are competent and work safely are allowed to work on OFT premises. Contractors must therefore be selected carefully to ensure that they will meet all relevant health and safety requirements.
- 3.185 **Anyone who appoints contractors on behalf of the OFT** must make sure that they have been approved by either the Office of Government Commerce (OGC) or the Head of FM, in order to make sure that the contractors are competent.
- 3.186 Health and safety considerations must be included from the start when planning work that is to be carried out by contractors on behalf of the OFT, and all relevant health and safety requirements must be identified as early as possible.
- 3.187 **All contractors** must complete a health and safety pre-qualification questionnaire. The exact questions to be used will depend on the work that the contractors are being selected for. Annexe D of this health and safety policy, 'Pre-qualification health and safety questionnaire for contractors', provides questions that should be asked and provides further information on which ones should be used.

- 3.188 **Any agency that provides temporary staff to work for the OFT** is required to complete a pre-qualification questionnaire. However, individuals taken on directly as temporary workers do not need to complete it.
- 3.189 **Contractors and agencies** are required to complete the pre-qualification questionnaire satisfactorily, in order to demonstrate their competence and ability to work safely, as a minimum.
- 3.190 **The Head of FM** is responsible for assessing all answers to pre-qualification questionnaires and for checking documents provided by contractors.
- 3.191 **The Head of FM** must ensure that the selection process for appointing duty holders (that is, planning supervisors, designers, the principal contractor and other contractors) complies with the Construction (Design and Management) Regulations 2007 for any planned work that is covered by the Regulations.

Control of contractors

- 3.192 In order for contractors to work safely on OFT premises, they need effective management. This is particularly true when they are carrying out high risk work, such as electrical maintenance, or are involved in managing potential risks, such as the presence of legionella in water systems.
- 3.193 **Whoever appoints and/or manages contractors on behalf of the OFT** must make sure that all of the requirements of this section are complied with so that the contractors are managed effectively.
- 3.194 Adequate information must be provided to contractors, including:
- basic health and safety information such as emergency procedures, first aid, etc.

- details of any risks to the health and safety of the contractors that could arise from the OFT's work or premises and the relevant precautions that need to be taken
- the relevant sections of this policy.

3.195 **Contractors** are required to provide adequate information to the OFT before they start work, including:

- adequate risk assessments for all work that they will be carrying out, which include all significant risks to themselves or others and details of how they will be controlling the risks
- adequate method statements for any high risk work that they will be carrying out (for example, working at heights, electrical work, hot working, etc)
- details of any precautions that the OFT or its staff need to take during the contractors' work
- adequate information on the work to be carried out by sub-contractors, including how the contractors select and control them.

3.196 **Contractors** are required to work safely at all times, manage any sub-contractors satisfactorily and comply with all relevant OFT requirements and health and safety legislation.

3.197 High risk work that may require application of a permit to work (for example, working at heights, working with high voltages, hot working, etc.) must be discussed with and authorised by FM before commencement.

3.198 **Contractors** must report the following to the OFT:

- any problems or hazards that arise during their work for the OFT
- any accidents, incidents (including near misses) and ill health that occurs that may be related to their work for the OFT

- any changes in their work that means that the risk assessments and/or method statements are no longer valid.

3.199 **Contractors** must provide and maintain adequate records of all maintenance work, inspections and tests carried out on behalf of the OFT.

3.200 Any contractor that does not comply with relevant health and safety requirements will be prevented from working for the OFT.

Services provided by contractors

3.201 This section of the policy outlines the main health and safety requirements for some of the services provided by contractors working on OFT premises. This is not an exhaustive list and further health and safety requirements should be established when necessary when the work is being planned (paragraph 3.179).

3.202 **Whoever appoints and/or manages contractors on behalf of the OFT** must make sure that the relevant requirements of this section are complied with so that the contractors are managed effectively. If contractors are engaged to do any work that is not covered by this section, then the OFT staff who appoint and/or manage them are responsible for making sure that adequate health and safety requirements are established and enforced for the work.

3.203 The following legislation must be complied with when carrying out maintenance work:

- The Electricity at Work Regulations 1989
- The Provision and Use of Work Equipment 1998
- The Lifting Operations and Lifting Equipment Regulations 1998
- The Management of Health and Safety at Work Regulations 1999.

Maintenance activities

3.204 **The Head of FM** is responsible for making sure that:

- all maintenance contractors are adequately managed
- adequate risk assessments and, where necessary, method statements are completed for the maintenance work carried out
- all maintenance work is carried out safely and complies with any relevant legislation
- all lifts are adequately and safely maintained, inspected and tested
- all plant is adequately and safely maintained, and inspected and tested as necessary
- permits to work are issued and applied where appropriate.

Work at height

3.205 Work at height is defined as all work where there is a risk of a fall liable to cause personal injury. This must comply with the Work at Height Regulations 2005.

3.206 The Work at Height Regulations 2005 apply to all work where there is a risk of falling that might cause injury.

3.207 **The Head of FM** is responsible for making sure that:

- all work at height is adequately planned and organised
- all those involved in work at height are competent
- adequate risk assessments and method statements are completed for work at height
- appropriate controls to prevent falls are identified, implemented and used, including providing appropriate work equipment

- the risks from any fragile surfaces and falling objects are properly controlled
- equipment for work at height is properly inspected and maintained.
- all work at height is discussed with and authorised by FM before commencement, except for work in areas which have adequate edge protection and no fragile surfaces.

Construction

3.208 Certain construction work (including refurbishments and modifications of existing premises) is covered by the Construction (Design and Management) Regulations 2007 (CDM).

3.209 **The Head of FM** is responsible for:

- identifying all projects carried out on OFT premises or on behalf of the OFT to which the CDM Regulations apply
- making sure that all such projects comply with the requirements of the CDM Regulations.

Window cleaning

3.210 All window cleaning must be carried out safely on OFT premises, without unacceptable risk to the contractors carrying out the work or any other people who may be affected by the work (including the public).

3.211 **The Head of FM** is responsible for making sure that:

- all window cleaning contractors are adequately managed
- adequate risk assessments and, where necessary, method statements are completed for all window cleaning work
- all window cleaning is carried out safely and complies with sections 3.178 and 3.180 of this policy, where relevant

- any high risk window cleaning (for example, which involves work at height) is discussed with FM before commencement.

Water services

- 3.212 The OFT makes sure that all water systems where there is a risk of legionella growth are adequately control to prevent the risk of legionellosis affecting anyone.
- 3.213 The Control of Substances Hazardous to Health 2004 require the OFT to adequately manage the risk of legionella.
- 3.214 There is also the Dangerous Substances and Explosive Atmospheres Regulations 2002 that apply to hazardous substances used at work.
- 3.215 **The Head of FM** is responsible for making sure that:
- competent contractors are selected to manage the OFT's water systems
 - a specific risk assessment is carried out for each water system in OFT premises and a suitable written scheme is prepared, with details of all tests required, including pass/fail criteria, frequency, etc.
 - the requirements of the written schemes are effectively implemented, including carrying out all necessary testing, sampling, analysis, cleaning, disinfection, etc.
 - appropriate remedial actions are taken and monitored if any test results fail the relevant criteria, including showing the presence of legionella bacteria
 - all risk assessments and written schemes for water systems are adequate and kept up-to-date
 - all tests, sampling, analysis, cleaning, disinfection, etc., and any remedial work on the water systems are adequately recorded.

- Control of hazardous substances.

3.216 Only contractors routinely use hazardous substances on OFT premises. These include cleaners, caterers, maintenance, etc.

3.217 **The Head of FM** is responsible for making sure that:

- adequate storage facilities are provided for all hazardous substances used by contractors on OFT premises
- all hazardous waste is disposed of safely
- adequate information is provided by contractors about the substances that they use.

3.218 **All contractors** who use hazardous substances on OFT premises are responsible for making sure that:

- all hazardous substances are identified and stored safely
- adequate health and safety information is provided to the OFT (that is, material safety data sheets, risk assessments and method statements, where necessary)
- the use of all hazardous substances is assessed and properly controlled, including providing supervision, training and information to the people who use them, implementing suitable spillage procedures, etc.

3.219 Other than in exceptional circumstances, OFT staff do not use hazardous substances at work. If they are required to use any substances that are hazardous to health or could cause fires or explosions, then the **Head of FM** is responsible for making sure that the use, storage, transport and disposal of the substances complies with the relevant legislation.

Asbestos

3.220 The OFT is not aware of any asbestos on any of its premises.

Catering

3.221 The OFT makes sure that all catering facilities meet the requirements of all relevant food safety and hygiene legislation, as well as health and safety legislation. This includes catering facilities provided for use by staff and contractors.

3.222 **The Head of FM** is responsible for making sure that:

- adequate catering facilities are provided and maintained
- any catering equipment provided by the OFT is suitable, properly maintained and adequately assessed
- only competent contractors are selected to provide catering services for the OFT
- adequate information is provided by catering contractors on how they comply with both food hygiene and health and safety legislation.

3.223 **Catering contractors** are responsible for making sure that:

- catering facilities and equipment are kept clean and are used properly
- any defects or problems with the catering facilities or equipment provided by the OFT are promptly reported to the OFT
- all relevant food hygiene and health and safety legislation is complied with
- adequate information is provided to the OFT on how they comply with relevant legislation.

Training and information

3.224 Training and information contributes directly to the OFT's health and safety culture and will be provided for all levels. The OFT also provides adequate suitable information to visitors and contractors.

3.225 The Management of Health and Safety at Work Regulations 1999 include specific requirements relating to providing training and information. There are also specific training requirements in many other Regulations, such as the Health and Safety (Display Screen Equipment) Regulations 1992.

Training and information for OFT staff

3.226 Adequate health and safety training is provided by the OFT to all staff, especially those who have specific health and safety responsibilities (including Directors, Head of FM, all managers, floor wardens and first aiders etc.) to ensure that they are competent to carry out their duties.

3.227 It is in the interest of all staff to attend health and safety training offered to them. All staff, including managers and directors, should attend training that is mandatory for health and safety reasons. Failure to attend could raise the level of risk for the individual and others affected by their action and could potentially cause harm.

3.228 All managers are responsible for identifying training needs, including new requirements, for instance when an employee takes on new responsibilities or if there is a change in their work or workplace (including new equipment), and for ensuring that new employees (including temporary staff) and secondees receive adequate health and safety training on induction.

3.229 **All staff** are responsible for identifying their own training needs and requesting any health and safety training relevant to their role in the OFT, and that they are provided with basic health and safety training and information, on induction and when required. This includes:

- fire and emergency procedures, including first aid
- reporting accidents, near misses and ill health
- reporting health and safety hazards and defects

- accident prevention, including the importance of good housekeeping, working safely with electricity and equipment, etc.
- how health and safety is managed at the OFT, including responsibilities
- who to contact for further information, advice and guidance, including Safety representatives.

3.230 **The Head of FM** is responsible for ensuring that all staff receive any further health and safety training and information required for them to perform their job safely. This is either identified by risk assessments or is specified as being necessary for their job and includes:

- how to use display screen equipment safely
- safe handling techniques for people who have to carry out manual handling tasks, such as porters
- general health and safety training, including legal responsibilities, how to manage health and safety, etc.
- training for specific health and safety responsibilities, such as first aid, Floor Wardens, carrying out risk assessments, control of contractors, etc.
- for issuing health and safety advice in accordance with this policy and for monitoring the adequacy of that information and, if necessary, training to assist all short-term or temporary staff and their respective line managers.

3.231 The OFT takes into account the characteristics of their staff and their abilities when providing health and safety information and training, to ensure that it is comprehensible. Where necessary, special provision will be made for people with disabilities, for example, hearing or vision impairment.

3.232 All training is recorded and records kept by line managers and HR.

3.233 Health and safety information, such as accident reports, reports from external consultants or the HSE, is available and provided to safety representatives, as necessary.

Temporary workers

3.234 It is imperative that those involved in bringing temporary workers onto the premises are given the necessary information, instruction, and training to ensure that the health and safety system is considered and applied when engaging temporary workers. Managers have an obligation to consider even straightforward requirements such as a DSE workstation assessment for a temporary worker.

Information for visitors and contractors

3.235 The OFT ensures that all non-employees visiting or working on OFT premises receive adequate health and safety information.

3.236 **The Head of FM** is responsible for making sure that adequate health and safety information is provided to all visitors when they arrive on site, including:

- fire and emergency evacuation procedure
- how to obtain first aid
- reporting accidents, near misses and ill health.

3.237 Where an event is open to people other than OFT staff (for example, public, press, invited guests, etc.) is to be held at the OFT, then the OFT staff involved in organising the event are responsible for providing adequate information to everyone attending the event.

3.238 The provision of health and safety information to contractors is detailed in paragraph 3.235 of this policy.

Health and safety advice and support

3.239 Where necessary, the OFT engages competent health and safety advisors (for example, external consultants) to provide support and guidance for OFT staff in all health and safety issues. A decision to engage a consultant on a health and safety issue will normally reside with the Head of FM after consultation with other interested parties.

Visitors

3.240 The OFT is responsible for protecting the health and safety of visitors to its premises. This includes both visitors that are at OFT sites because of their work and members of the public who visit OFT sites.

3.241 Visitors to the OFT must:

- be supervised by OFT staff at all times, including being collected from and returned to Reception
- sign in at Reception when they arrive on site and sign out when they leave
- wear the badge that they are provided with by the OFT when they arrive and return it to Reception when they leave
- comply with all health and safety requirements on site, including reading the health and safety information provided to them.

3.242 All staff are responsible for making sure that anyone who is visiting them complies with the requirements for visitors listed above.

3.243 Details of the health and safety information that must be provided to visitors are provided in paragraph 3.240.

Vulnerable people

3.244 The OFT has a duty to protect the health and safety at work of its employees, including those who are especially vulnerable and therefore

require a higher level of protection. People at work may be more vulnerable if they are pregnant or a nursing mother, or if they have a disability, illness or health condition or if they are a young worker (under 18).

3.245 The following legislation applies to the health and safety of vulnerable people in the work place.

- The Management of Health and Safety at Work Regulations 1999
- The Disability Discrimination Act 1995.

Pregnant women and nursing mothers at work

3.246 This section applies to women who are pregnant, or who have given birth or miscarried in the last six months or who are breast-feeding. Women in these categories and their children (born or unborn) may be more vulnerable to health and safety risks (such as manual handling, hazardous substances, using display screen equipment, etc.) than other staff.

3.247 The O&T makes sure that particular attention is paid to the working conditions of pregnant women and nursing mothers and that risks are minimised as far as is reasonably practicable.

3.248 **All female staff** are responsible for reporting to their line manager or to the HR Department if they become pregnant or are nursing mothers.

3.249 **All managers** are responsible for:

- informing the HR Department if any of their staff inform them that they are pregnant or are nursing mothers
- making sure that a risk assessment is carried out and any necessary measures put in place to protect the individual's health and safety.

- 3.250 The HR Department is responsible for arranging for risk assessments to be carried out for pregnant women and nursing mothers, as soon as they are informed that one is required.
- 3.251 The Head of FM is responsible for making sure that there are competent assessors (internal or external) to carry out these risk assessments.

People with disabilities or illnesses

- 3.252 This section applies to anyone who has a disability (for example, impaired mobility, hearing, vision or cognitive ability) or who has an illness or health condition (other than pregnancy) that could affect their work and/or which could make them more vulnerable to health and safety risks than other staff.
- 3.253 The OFT makes sure that particular attention is paid to the working conditions of anyone who has a disability or illness to allow them to continue to work and so that risks are minimised as far as is reasonably practicable.
- 3.254 **All staff** are responsible for reporting if they have a disability or illness that could affect their work.
- 3.255 **All managers** are responsible for:
- informing the HR Department if any of their staff inform them that they have a disability or illness that could affect their work or that could make them more vulnerable at work
 - making sure that a risk assessment is carried out and any necessary measures put in place to protect the individual's health and safety.
 - **The HR Department** is responsible for arranging for risk assessments to be carried out for individuals who have a disability or illness that could affect or be affected by their work, when required (for example, when the individual informs the OFT of their condition or when they return to work after they have notified the office).

- **The Head of FM** is responsible for making sure that there are competent assessors (internal or external) to carry out these risk assessments.

Young workers

3.256 Young workers (under 18 years old) may also be more vulnerable. As for other vulnerable people, a specific risk assessment must be carried out for anyone working at the OFT who is under 18 years old, including people on work experience.

3.257 **All managers** are responsible for:

- informing the HR Department and informing health and safety in FM if they arrange for anyone under the age of 18 to work for their department, before that person starts work
- making sure that a risk assessment is carried out and any necessary measures put in place to protect young workers' health and safety.

3.258 **The HR Department** is responsible for arranging for risk assessments to be carried out for young workers, as soon as they are informed that one is required.

3.259 **The Head of FM** is responsible for making sure that there are competent assessors (internal or external) to carry out these risk assessments.

Work Experience, Work Observation and Work Shadowing

Work experience for students between the age of sixteen and eighteen

3.260 HR Operations often get requests from staff who wish to have a school student gain some unpaid work experience at the OFT. In accordance with the OFT's health and safety policy, the minimum age of the school student must be sixteen or above. The member of staff, a parent or guardian, must gain the approval of the Team, Area or Group where the

student will work. HR Operations requires a letter from the individual's school confirming:

- the date(s) the student will be working in the Office, and
- copy of the school's liability insurance to cover the student.

3.261 The parent or guardian will need to inform HR Operations and Health and Safety officials in FM in advance of the date of the student's arrival. Usually the student will be required to complete a School's Agreement Form before his or her acceptance. The form should be released to HR and to FM for the health and safety risk assessment information required by the school on behalf of the student. The parent or guardian must not attempt to complete this form without proper consultation with HR or health and safety officials.

3.262 When the student first arrives in the OFT, Security will issue them with a temporary pass for the building. The parent or the guardian must then bring the student to HR Operations, where the student will sign the Official Secrets Act and Internet Access forms.

3.263 The parent or guardian looking after the student is responsible for carrying out induction and must inform the student about OFT's health and safety policy and procedures, including fire evacuation and security. The parent or the guardian must also make themselves aware of guidelines aimed at work experience students. This is available on the intranet under the letter H for health and safety and at Annexe F of this policy. The guidelines must be observed by the parent or the guardian in the interest of safety of the student and others affected on the premises.

3.264 If parents or guardians have further queries regarding work experience for students, contact HR operations or health and safety in FM.

Work observation or shadowing for children between the age of fourteen and sixteen

3.265 There are also strict rules and procedures governing a parent who decides to bring their child to work between the ages of fourteen and

sixteen. On health and safety grounds, the office cannot risk a child on the premises below the age of fourteen. Parents must be aware of this age restriction before they inform schools or encourage their children about the possibility of gaining work observation or shadowing in the OFT. Office policy for this category will differ slightly from the one described above for work experience students who are sixteen and above. The child, while on office premises, can only be allowed work observation or work shadowing, not work experience - the demands of which are more suited to the older, sixteen to eighteen age group.

- 3.266 How work observation or shadowing works in practice with important advice to the parent is explained on the intranet under the letter H for health and safety and at Annexe G of this policy. The parent must follow these guidelines carefully to ensure that the office is not exposed to liability when the child arrives on the premises and to ensure the child's safety in the workplace. If a parent delegates responsibility to a guardian in the office, the guardian must obtain written authorisation from the parent before the child in this age group can come. If a parent has further queries regarding this, contact HR operations or health and safety in FM.

Work equipment

- 3.267 Work equipment includes all equipment that is provided for use at work. It must be suitable, safe to use and properly maintained. It should only be used by people who are competent to do so.
- 3.268 There are two sets of Regulations that apply to the use of equipment at work:
- The Provision and Use of Work Equipment Regulations 1998
 - The Lifting Operations and Lifting Equipment Regulations 1998.
- 3.269 The OFT makes sure that risks from using work equipment are minimised. This section of the health and safety policy sets out how this happens in practice.

3.270 **All staff** must comply with the following basic safety rules, as well as those in paragraph 3.39 for electrical equipment:

- Always use work equipment safely, in accordance with the manufacturer's instructions and only for the purpose for which it is intended.
- Keep work equipment clean.
- Do not use any work equipment that you think is unsafe, damaged or defective. Report it immediately and make sure that no-one else uses it until it is repaired.

3.271 **All managers** are responsible for making sure that all work equipment in their departments is:

- safe for its intended use and properly maintained
- used safely, including providing safe systems of work for using work equipment under their control that has been identified as being potentially hazardous
- only used by competent staff, who have received adequate health and safety training and information, where necessary.

3.272 **Anyone who selects and/or purchases work equipment** on behalf of the OFT must ensure that it is safe (for example, manufactured to the relevant British or European Standard), and suitable for the working environment and the purpose for which it will be used.

3.273 **The Head of FM** is responsible for making sure that:

- all work equipment under the control of FM is properly maintained
- any defective plant/equipment is taken out of use
- anyone who repairs work equipment is competent to do so (see paragraph 3.179).

- adequate risk assessments are carried out by competent assessors for all complex and/or high risk work equipment (for example, scissor lift, shutter doors, mechanised gates, reprographics equipment, guillotines, franking machine, pump-up trucks, catering equipment, all lifts, etc.) and any risks identified by the assessments are adequately controlled (see information on specific risk assessments in paragraph 3.162).

ANNEXE(S)

A EMERGENCY PROCEDURES

A.1 This contains the emergency procedures in place at the OFT. It is vital that everyone reads and understands these procedures, so they know what to do in an emergency if one occurs.

Fire procedures

Action on discovering a fire

A.2 If you discover a fire, raise the alarm immediately by operating the nearest fire alarm call point. These are located on all floors near the exits on the fire escape routes.

A.3 Make sure you know where the fire alarm call points are, especially those closest to your work area.

A.4 Fight the fire only if

- the alarm has already been raised
- it is safe for you to do so
- you know how to use a fire extinguisher, including knowing which is the right type.

A.5 In all other cases, leave the area immediately by the nearest fire exit and evacuate the building.

Fire Evacuation – Fleetbank House

A.6 Fleetbank House has a staged evacuation system. The alarm is in the form of a recorded message. Please follow the instructions exactly.

Message to evacuate

'Attention please. Attention please. Fire has been reported in the building. Please leave the building immediately by the nearest exit.'

- A.7 In order to evacuate the highest risk floors first, this message is broadcast initially to:
- the floor where the incident is
 - the floor above
 - the roof
 - all floors below ground level.
- A.8 All other floors are told to stand by (see next section). Further floors are evacuated after the highest risk floors, starting with those above the incident, until everyone has been evacuated.
- A.9 When you hear this message, leave the building immediately by the nearest fire exit and go to the assembly point.
- A.10 As well as the main stairs near the lifts, there are emergency exits from the south, east and west wings – make sure you use the closest unless it is not safe to do so. Make sure you know all the alternative exits that you can use.
- A.11 All security doors are unlocked automatically in the event of an evacuation.
- do not run
 - do not use the lifts (these automatically return to the ground floor)
 - do not stop to collect any belongings.
- A.12 Follow any instructions that the floor wardens give you.
- A.13 Security staff at reception call the fire brigade as soon as the fire alarm is activated.

Message to stand by

'May I have your attention please. May I have your attention please. Fire has been reported in the building. While this is being investigated, please remain at your workplace.'

A.14 This message is broadcast to all floors except those that are being evacuated. This will either change to the evacuation message or will cease, if a full evacuation is not required.

Assembly point

A.15 The assembly point is **St Brides Passage**, across Salisbury Square. If you leave the building by the exits that lead to Whitefrairs Street, you have to walk to the assembly point via Primrose Hill and Hutton Street.

A.16 Please move as far as possible to the far end of St Brides Passage to avoid congestion.

A.17 Plans showing the location of the assembly point are displayed in the tea points, by the fire alarm call points and on the intranet. Please make sure that you know where the assembly point is.

People with disabilities

A.18 A personal evacuation plan is developed for each member of staff who has a disability that could affect their ability to evacuate the building safely. This includes those with impaired mobility, vision and hearing.

A.19 **The ICO** is responsible for making sure that a suitable plan is developed for anyone who needs one, in conjunction with the individual concerned. Floor wardens and any colleagues who are involved in making the plan work must be fully aware of the plan and their role in making it work.

A.20 If there are any visitors with impaired mobility or any staff for whom a plan has not yet been developed, they should go to the nearest refuge area, and make sure that a Floor Warden is aware of where they are

waiting. **The Floor warden** must inform the ICO of their location. The **ICO** is responsible for making sure that the individual is then evacuated safely.

- A.21 **Any staff** with any condition that may affect their ability to evacuate the building safely must inform the Director of HR and the ICO as soon as possible.

Bomb threats and suspicious packages

- A.22 The correct response to a bomb threat or to a suspicious package being found in the building depends on the exact circumstances of the incident. Consequently, the following procedures need to be adapted to the particular circumstances as necessary.

- A.23 **The ICO** is responsible for managing the response to a bomb threat or suspicious package, including:

- taking charge of the incident, that is, overall management of the emergency
- liaising with the emergency services
- deciding whether, in conjunction with the emergency services,
- it is safe for people to remain in the building and, if so, where they should congregate
- an external evacuation is necessary and how it should be conducted, including where the assembly area will be
- deciding when the building is safe to be re-occupied
- liaising with the senior management on site at the time of the emergency.

Bomb threats

A.24 Anyone that receives a telephoned bomb threat should:

- remain calm
- try to obtain as much information as possible by asking as many of these questions as they can
 - Where is the bomb?
 - What does it look like?
 - What is it made of?
 - When will it explode?
 - Why did you place the bomb?
 - What is your name?
 - Do you belong to any organisation?

A.25 After the call has ended, all details should be recorded quickly but calmly (including accent, background noises, etc.) and then immediately reported to Security. The individual who records the call should use his or her discretion not to cause a panic amongst colleagues with the information obtained. It might be appropriate to confine information initially to Security, FM staff, HR, a line manager or a Director and a Floor Warden.

A.26 Security must immediately inform the police, the ICO and the Head of FM. Further action will depend on the circumstances of the incident and the recommendations of the emergency services.

A.27 If it is decided to search the building without carrying out an evacuation the ICO will contact all floor wardens in order to ask them to search their area. The floor wardens must be informed that there has been a bomb threat and provided with any information that may help them (for example, if a description or location of the device has been given).

A.28 The floor wardens should search systematically and thoroughly, so that everywhere is checked. They should look for anything:

- that should not be there
- that cannot be accounted for
- that is out of place.

A.29 The actions to be taken if anyone discovers a suspicious item are provided in paragraph A.33.

A.30 If it is decided to evacuate the building, then a suitable location for the assembly point must first be determined. Unless it is considered unsafe, the fire assembly area should be used as the assembly area for an evacuation due to a bomb threat. If necessary, the ICO will identify an alternative assembly point, in conjunction with the emergency services, and broadcast this over the public address system in Fleetbank House. Security and floor wardens will assist in directing people to any alternative assembly point.

A.31 If the bomb threat relates to a bomb outside the building, then it may be safer to initiate an 'internal' evacuation, where everyone is instructed to go to areas in the building where the risk from an external bomb should be minimised.

A.32 Other aspects of managing an evacuation should follow the procedure that is followed in a fire evacuation.

Suspicious packages

A.33 Anyone who finds a suspicious package or item must:

- not touch or move it
- immediately move away from it and evacuate other staff from the immediate area

- inform Security immediately, informing them what they have found and where it is.
- A.34 If there is already an incident in progress (for example, following a bomb threat) then the person discovering a suspicious package or item must go as soon as possible to the ICO in FM or another member of FM, including Security, to provide them with as much information as possible.
- A.35 If a suspicious package is identified in the delivered mail, then the person receiving the mail (which is likely to be the post room) must:
- leave it alone (for example, they must not investigate it, nor put it in a bucket of water, nor put something on top of it)
 - clear and secure the immediate area, making sure that the police will still have unhindered access to the suspicious item
 - inform Security immediately.
- A.36 As for a bomb threat, Security will immediately contact the police, the ICO and the Head of FM.
- A.37 Further action will be determined in conjunction with the emergency services. If it is decided to evacuate the building, then a similar procedure should be followed as for bomb threats, as above.

B GUIDANCE ON RISK ASSESSMENT AND CONTROL

- B.1 This guidance is intended to help OFT staff assess and control significant health and safety risks. Anyone who carries out a risk assessment must be competent to do so.
- B.2 At the end of this guidance, there is a form for recording risk assessments.

Identify the hazards

- B.3 Identifying hazards is the first stage in risk assessment. Health and safety hazards are anything that has the potential to cause harm – death, bodily injury, physical or mental illness.
- B.4 This may involve taking a general look at the whole workplace or looking at particular work areas or activities. It should concentrate on identifying significant hazards that could result in serious harm or affect several people. Trivial hazards can usually be ignored, as can those associated with life in general, unless the work activity significantly alters them.
- B.5 If you rely on only a few sources of information about hazards, you may miss some and misinterpret the potential for harm. It is important therefore to start with a broad view and gather sufficient information to refine your view.
- B.6 There are many sources of information which will help you decide what hazards are or may be present and what harm they may cause. The starting point is to gather information about the work itself. The techniques most often used for this are:
- **Observation** – this should cover both the activities and all the physical aspects of the workplace, equipment, etc. Try to look at your workplace and the activities that happen there from a fresh viewpoint. It is easy to overlook hazards because you see them every day and they have become a familiar part of the workplace.

- **Interview** – talking to the people who know about the activities and workplace, so that you get information from the people involved in the work and who actually carry out the tasks, plus from other people who may have knowledge or experience that you need, such as safety representatives, maintenance staff, etc. Some hazards only come to light when you ask the people who have to deal with them.

B.7 A hazards checklist can be used to help make sure that all the possible ways that harm can be caused are identified. There is no one definitive list available, and different ones will be suitable for different workplaces. The hazards checklist included in this guidance is not an exhaustive or definitive list. There may be other hazards that need to be identified and assessed.

Decide who might be harmed and how

B.8 The next stage is to decide who could be harmed and how this could happen. This might be the OFT's employees only, but health and safety risks may often affect other people: visitors, contractors, maintenance workers, cleaners, members of the public, tenants, etc. People who are vulnerable, such as young workers, new and expectant mothers, or people with disabilities, may be at particular risk.

Risk assessment

B.9 Risk assessments should enable the employer to identify and prioritise the actions needed to control risks. In many cases, it will be clear to the assessor that some risks require attention before others. If there is uncertainty, an estimation of the risk level can contribute to decisions about priorities.

B.10 There are many different systems for estimating risks, ranging from the simple to the very sophisticated. For most risks, a simple risk estimation technique is adequate and the one included in this procedure is based on the technique published by the Health and Safety Executive in 'Successful Health and Safety Management, HSG65'. This technique ranks risks to help in making decisions about controls and priorities. In

estimating the risk level, two factors need to be taken into account.

These are:

- the likelihood that harm will occur
- the severity of the harm that can be caused by the hazard.

B.11 When determining these factors, existing controls are taken into account.

Likelihood of harm occurring

B.12 The likelihood of the harm occurring can be rated:

- | | |
|-----------------|--|
| 1 Low | Where harm will seldom occur |
| 2 Medium | Where harm may often occur |
| 3 High | Where it is certain or near certain that harm will occur |

B.13 Judgements about likelihood can be incorrect, because people focus on a particular level of harm being realised rather than the likelihood of an incident giving rise to **any** level of harm. It can also be difficult to decide how likely it is that something will happen. However simple risk assessment is not an exact science, so a good estimate is usually sufficient.

Severity of harm

B.14 The harm that hazards can cause varies. The injuries or ill health that can result from exposure to hazards can range from temporary, recoverable and minor to permanent, irreversible and major, including death.

B.15 As for likelihood, the potential harm of the hazard may be rated on a three point scale.

- | | |
|------------------|---|
| 1 Slight | Minor injury or illness |
| 2 Serious | Injury or illness causing short-term disability |
| 3 Major | Death, major injury or illness causing long-term disability |

B.16 The severity of harm associated with each hazard can also vary, depending on the exact circumstances, and chance.

B.17 For instance, someone tripping on a torn carpet on level ground will usually fall and sustain some bruising or jarring to the body. Occasionally this fall may result in a broken limb but, very rarely, someone may strike their head, develop a blood clot and be killed.

B.18 However, if someone comes into contact with high voltage electricity they would usually be killed instantly. Occasionally they may survive but suffer some permanent major injury, and very rarely they may survive with only minor burns.

B.19 In both these cases, it would be wrong to rate the severity at the extremes of probability that is, death in the first instance and minor injury in the second. It is more realistic to rate the slip as serious (2) and the electric shock as major (3).

Risk estimation

B.20 In practice, the likelihood and severity of the harm will be affected by how the work is organised, how effectively the hazard is controlled, and the extent and nature of exposure to it. In the case of health risks, the latent effects and the susceptibility of the individuals will also be relevant.

B.21 Experience of the actual circumstances in which the hazard arises and the distribution of the type of injuries sustained in these circumstances can be gained by:

- looking at accident statistics from similar work activities
- seeking expert advice from trade associations
- talking to people exposed to the risks.

B.22 The risk level can then be estimated as:

$$\text{Risk} = \text{Severity of harm} \times \text{Likelihood of occurrence}$$

B.23 The result of this risk estimation can be shown on a table, demonstrating the relative levels of risk, as shown below.

B.24 This simple estimation provides a rough and ready comparison of risks. If hazards could affect more than one person, then a relative weighting could be included to reflect this.

B.25 Assessing relative risks can help decide about priorities and they are also useful when planning and implementing a health and safety management system.

Severity

Likelihood	1 Slight	2 Serious	3 Major
1 Low	1 Very Low	2 Low	3 Medium
2 Medium	2 Low	4 Medium	6 High
3 High	3 Medium	6 High	9 Very High

Estimation of risk levels

Choosing controls

B.26 Any new or altered control measures must be chosen following the hierarchy of control measures, which starts with the most effective, elimination (which totally removes the risk) and finishes with the least effective, personal protective equipment (PPE) (which should only be used as a last resort). The hierarchy is:

1. Eliminate the risk entirely
2. Make the hazard inherently non or less hazardous, by substituting it with something that can either cause no harm or less harm (for example, reducing electricity voltages, using less hazardous chemicals)
3. Combating the risks at source with engineering controls, for instance by providing guarding, insulation, enclosures, etc.
4. Adapting the work to the people who will be carrying it out (including workplace design, work equipment and work organisation) and to technological progress
5. Provide safe systems of work, including maintenance, testing, training, information, supervision, changes in activity or job rotation, reporting systems, warning signs, etc.

6. Provide personal protective equipment.

B.27 For some risks, a mixture of control methods will be needed. For instance, preventing slips and trips requires good, non-slip flooring that is kept cleaned and well-maintained, with a good reporting system for faults.

B.28 This hierarchy is based on a number of general principles

- the most effective measure should be used
- measures that protect everyone must be given priority over ones that only protect individuals (for example, guarding is preferable to training and PPE)
- designing and adapting all aspects of the work to the people who will be carrying it out, that is, following good ergonomic principles
- keeping up with technological progress, which may make measures that are currently not practicable, feasible in the future.

Hazards checklist

B.29 At the end of this section, there is a hazards checklist that can be used to assist assessors in carrying out risk assessments. It is not an exhaustive or definitive list. There may be other hazards that need to be identified and assessed.

B.30 The notes below are intended to help assessors use the checklist. They provide some examples and, like the checklist, are not exhaustive.

Movement of people

- B.31 All of these hazards are associated with people moving around and working in different parts of the workplace. They include the common hazards that everyone may be exposed to, such as slips and trips, and obstructions.
- B.32 It also includes the hazards from working at heights (where there is a risk of falling far enough to cause injury), the risk of objects being dropped (such as tools and equipment being used by people working at heights) and hazards from excavations (such as collapse the walls and flooding).
- B.33 A confined space is any space of an enclosed nature where there is a risk of death or serious injury from hazardous substances or dangerous conditions, for example, lack of oxygen. It does not include any general lack of space in the workplace, which is in the checklist as a separate issue.

Movement of vehicles

- B.34 These hazards are associated with the use of vehicles entering, moving around on and leaving the premises. They can hit people, other vehicles, buildings, equipment, etc. They can also overturn, people can fall out and off them. Also, goods and materials can fall out of vehicles, especially during loading and unloading.

Workplace environment

- B.35 If any of the environmental issues (lighting, ventilation, humidity or temperature) are inadequate or poor, then this may be a hazard to people working in the area. Noise can be a distraction and can make it difficult to concentrate.

Weather

- B.36 Extreme weather conditions can be a hazard to people working outside, especially on roofs and when cleaning windows. Sun can be a hazard to people who work outside for long periods.

Fire and Explosion

- B.37 There are many different hazards that may result in fire and explosion, including hot working, electrical equipment, flammable materials, smoking, heating appliances, etc.

Electricity supply and installations

- B.38 This category covers the electricity supply from where it enters the building to where it is used (that is, to the plug sockets and installed equipment). It includes all electrical switchgear, plant, wiring, sockets, light fittings, etc.

Water

- B.39 These hazards include any water where there may be a risk of drowning (including deep ponds or lakes), steam that may scald or burn, and sewers.

Mechanical hazards

- B.40 These are all associated with plant and equipment that contain hazardous moving parts:
- Entanglement is clothing, hair or bodily parts being wrapped around rotating or revolving shafts, pulleys, drills, etc.
 - Impact includes being hit by equipment like counterbalancing arms, handles on wheels, closing doors or a digger bucket swinging round on an arm.

- Traps and crushes can occur between moving machinery parts, such as conveyors, rollers or toothed wheels, presses, guillotines, etc.
- Ejection is particles of items being machined flying out or parts of machinery rupturing or disintegrating during use. It includes abrasive wheels shattering, the emission of swarf, etc.
- Friction/abrasion can be caused by contact with moving equipment such as grinding wheels.
- Stabbing/puncturing can occur when people are using drills, sewing machines, riveters, etc.

Electrical equipment

- B.41 All electrical equipment powered by mains electricity could expose people to a fatal electrical shock. A very wide range is used in the workplace, including office equipment, catering, cleaning, hand tools, etc., and personal electrical equipment that is brought on site.

Hazardous substances

- B.42 The checklist includes the most common and important hazard classifications for substances and chemicals. Suppliers should include the warning symbols on the substance containers and provide detailed safety data sheets.

Biological hazards

- B.43 These differ from substances because they are naturally occurring and able to multiply, given the right conditions. They include the legionella bacteria (which are commonly found in water systems), hepatitis and HIV (both of which may be a risk for first aiders), moulds and poisonous or sensitising plants.

High temperatures

- B.44 These are all hazards that can cause burns and/or scalds.

Low temperatures

- B.45 As for high temperatures, very low temperatures can cause burns on contact. Working in freezer rooms can be a hazard.

Sharp or rough edges and surfaces

- B.46 Many hand tools and implements include sharp edges, such as knives, saws, etc. People can get splinters, cuts and abrasions from rough wood, metal, etc.

High pressures

- B.47 Some materials are used under very high pressures to operate equipment, such as compressed air and other gases, high pressure hot water (which turns to steam when released) and liquids. High pressure water is used in cleaning processes.

Radiation

- B.48 Ionising radiation includes X-rays. These are commonly used in bomb scanners, industrial and medical equipment. Non-ionising radiation includes ultra-violet (for example, sunshine), visible (for example, lasers), infrared, microwaves and radiowaves.

Noise

- B.49 Exposure to high levels of noise can cause permanent hearing loss and other hearing problems. The risk will depend on the noise level and how long people are exposed to it. If it is difficult to have a normal conversation without raising your voice at about 2 metres, then the noise levels should be measured.

Vibration

- B.50 Using vibrating hand tools or being exposed to whole body vibration (for example, in vehicles) can both cause ill health.

Unsafe or missing procedures

- B.51 If any of the necessary procedures either do not exist or are inadequate, then this lack of adequate safe systems of work may expose people to risks. For instance, poor maintenance procedures may mean that people use damaged equipment. A poor system for issuing Personal Protective Equipment (PPE) may mean that some people work without it. The procedures listed are only a few examples and there are many others.

Inadequate software

- B.52 Poor software may make computers more difficult to use. It may also be a hazard if it is controlling robots, automated processes or equipment.

Work activities

- B.53 Many tasks can expose people to risks at work. These include manual handling – the lifting and carrying of loads. Repetitive work, awkward postures and visual problems can be associated with using computers. There are many other jobs that can also present similar ergonomic risks, such as assembly workers, sewing machinists, musicians, etc. Mental overload and stress can be caused by many different factors in many different jobs.

Behaviour

- B.54 If people behave unsafely, whether intentionally or not, they can expose themselves and others to risks. Incompetence can cause people to work unsafely. This section also includes physical and verbal assault.

Bomb threats and other security alerts

- B.55 Some businesses and locations may be at risk from security issues such as bomb threats, suspicious packages, etc.

Animals, reptiles, birds and insects

- B.56 A wide range of hazards at work can be due to working with or near living creatures. These include allergies, diseases, bites, etc.

Hazards Checklist

Premises	Plant and Substances
<p>Movement of People Slips, trips and falls Working at heights Falling or moving objects Obstructions or projections Excavations Confined spaces Insufficient space</p> <p>Movement of Vehicles Impact Overturning Falling out or objects falling from vehicles</p> <p>Workplace Environment Inadequate lighting Inadequate ventilation High or low humidity High or low temperature Noise</p> <p>Weather - wind, rain, sun, ice, snow</p> <p>Fire and Explosion</p> <p>Electricity supply and installations</p> <p>Water – open or deep water, steam, sewers</p>	<p>Mechanical Entanglement Impact Trapping/crushing Ejection Friction/abrasion Stabbing/puncturing</p> <p>Electrical equipment</p> <p>Hazardous substances Toxic, harmful, corrosive, irritant Sensitising, carcinogenic, asphyxiants Flammable, oxidising, explosive</p> <p>Biological Hazards – bacteria (including legionella), viruses, fungi, parasites and plants</p> <p>High temperatures – hot water, hot surfaces, hot working, naked flames</p> <p>Low temperatures – cold surfaces, freezers</p> <p>Sharp or rough edges and surfaces</p> <p>High pressures – water, liquids, steam, air and gas</p> <p>Radiation – ionising and non-ionising</p> <p>Noise</p> <p>Vibration</p>
Procedures	People and Animals
<p>Unsafe or missing: Work instructions Maintenance procedures Systems of work Permits to work</p>	<p>Work Activities Manual handling Repetitive work Awkward postures Use of excessive force</p>

<p>Health and safety procedures Fire procedures Supervision Reporting systems for hazards Procedure for issuing PPE Monitoring and inspection procedures Reviewing and auditing procedures Inadequate software</p>	<p>Mental overload, stress Visual problems Behaviour Violence – physical or verbal assault Lack of competence Unsafe behaviour of individual Bomb threats and other security issues Animals, reptiles, birds and insects</p>
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General risk assessment	
Organisation: OFT	Location:
Activity:	
Assessor(s):	Date:
Description of activity, working environment and equipment	
Who is at risk?	

Hazard identification

This section provides an overview of the hazards identified as part of this assessment. Please list each significant hazard and a brief description (as required) of how it may arise.

- 1.
- 2.
- 3.

Risk assessment method

Each hazard should be entered in the risk assessment section below, with details of any existing controls and any relevant comments (including what further controls may be required, if necessary). The risk level for each hazard should then be estimated, using the two scales below.

Severity (S)

1. Low = Minor injury or illness
2. Medium = Injury or illness causing short-term disability
3. High = Death or major injury or illness causing long-term disability

Likelihood (L)

1. Low = Where harm will seldom occur
2. Medium = Where harm may often occur
3. High = Where it is certain or near certain that harm will occur

Risk Level (RL) = Severity x Likelihood

Risk assessment

Activity						
No	Hazard	Existing controls and comments	S	L	RL	OK?
A						
B						
C						
D						
E						
F						

G						
H						

Overall assessment of risk						
Overall risk level for this task with existing controls						
Predicted overall risk level after all actions completed						
Date assessment should be reviewed						
Recommended actions						
The following actions are recommended to reduce the risks identified in this assessment.						
No	Action required	Priority H/M/L	Agreed	Person	Target date	Date completed
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
Key: H = High M = Medium L = Low						

C HEALTH AND SAFETY INSPECTIONS

- C.1 This guidance is intended to help OFT staff carry out health and safety inspections. At the end of this guidance, there is a checklist and form for recording the results of inspections. The first part of the guidance explains the items included in the checklist, to make sure that it is clear what should be inspected. Not all issues will apply to all workplaces and there may be other issues that need to be addressed.

Workplace

General housekeeping

- C.2 Is the area generally tidy? If not, what is the problem?

Floors, stairs

- C.3 Are the floors and any stairs or steps in the area in good condition, free from slipping and tripping hazards? Are the handrails on the stairs secure?

General storage

- C.4 Is there enough storage space in the area? Is it in good condition and suitable for the materials stored in it? Is it sensibly and safely used, and not overloaded? Is it easily accessible? If it is high, how do people access the highest areas? How is the storage arranged? Are the heavy/frequently used items at waist level?

Pedestrian access

- C.5 Are all access routes (including gangways, passages, stairs, lobbies, etc.) free of obstructions? Are they clearly marked, where necessary?

Disabled access

- C.6 Is there adequate access for disabled staff and visitors? Are there disabled parking spaces?

Vehicle access

- C.7 Are all access routes clear, wide enough, well designed and properly indicated? Is pedestrian and vehicle traffic segregated? Are there controls on speeding and parking? Do they appear to be enforced and obeyed?

Space

- C.8 Is there sufficient space available to allow the work in the area to be carried out safely? Does it appear to be laid out safely? Are areas under desks kept clear?

Barriers

- C.9 Are there adequate barriers to prevent falls, for example, from balconies or around stairs?

Falling objects

- C.10 Is there a risk of people being hit by falling objects? Is this adequately controlled?

Doors, exits

- C.11 Are exits free from obstructions? Are any doors in need of repair? Are all doors safe to use? Are there vision panels in all doors that require them?

Restricted access

- C.12 Are doors to lift machinery, to the roof, plant rooms, electrical cabinets, and other hazardous areas kept locked? Are they labelled?

Desks, tables, chairs

- C.13 Are desks, tables, etc. in good repair? Are they the right size for the work being carried out? Are chairs of the correct type for the area? Are they safe and in good repair? Are they adjustable?

Ventilation, temperature, humidity

- C.14 Is the working environment acceptable, bearing in mind the type of work being carried out in the area? If there are windows that open, can this be done safely?

Lighting

- C.15 Is the lighting at the correct level for the work in the area? Is it working correctly? Are light fittings in good condition? Are there blinds in the areas where display screen equipment (DSE) is used? Can they be used correctly? Are they adequate?

Noise

- C.16 Are there any noisy areas or equipment that make normal conversation difficult?

Welfare facilities

- C.17 Are they available and are they adequate? Are they kept in good condition? Is there a supply of drinking water? If necessary, are there facilities for eating and drinking away from hazardous areas? Are they used properly?

Kitchens, vending machines

- C.18 Are there facilities for making hot drinks? Are they suitably located? Are they in good condition and maintained? Are they kept clean and tidy? Is food stored safely?

Cleanliness

- C.19 Is the workplace kept clean? Are floors, furniture, walls, furnishings, etc. clean?

Plant and Equipment

Work equipment

- C.20 Is all work equipment in good condition and adequately maintained? Is all hazardous equipment guarded? Do guards appear to be in position, properly adjusted and in good condition? Are all safety devices and interlocks in working order and used?

Electrical equipment

- C.21 Is all electrical equipment in good condition and free from any visible damage, including any signs of overheating or contamination with liquids?

Electrical connections

- C.22 Are all electrical connections (plugs, leads, sockets, switches, etc.) in good condition and properly used? Where necessary, are they protected from damage? Is cabling under and around desks tidy, safe and out of the way?

Portable electrical equipment

- C.23 Is all the portable electrical equipment tested and labelled? Is there any personal electrical equipment (for example, radios, kettles, etc)? Is electrical equipment suitable for use in the area? Does it appear to be used properly?

Display screen equipment

- C.24 Are computer workstations adequate and well arranged? Are laptops used with a docking station, separate keyboard or monitor?

Plant/machine controls

- C.25 Are all controls on plant and equipment accessible and in good condition? Where necessary, are they labelled?

Noise controls

- C.26 Are noise controls in place as required? Are they in good condition and used properly?

Trailing leads/cables

- C.27 Are there any trailing leads, hoses, etc, in a position where they could cause trips?

Tools

- C.28 Are hand tools in good condition, stored properly and used correctly? Are they the correct tools for the work?

Lifting equipment

- C.29 Are lifts in good condition, properly inspected and tested? Are the controls clear? Is all lifting equipment in good condition, stored and labelled properly, inspected and tested, and used safely?

Access equipment, ladders

- C.30 Is all access equipment in good condition, appropriate and kept secure? Have ladders been inspected? Is it available where it is needed? Is it used safely?

Handling equipment

- C.31 Is mechanical handling equipment (trolleys, sack trucks, etc.) in good condition, appropriate and available where needed?

Cleanliness

- C.32 Is all machinery and equipment kept clean?

Signs, labels

- C.33 Are all the required signs and labels relating to equipment properly displayed?

Fire and Emergencies

Flammables, combustibles

- C.34 Are all flammable materials (for example, solvents, aerosols) stored correctly and in minimum quantities? Are combustible materials (for example, paper and cardboard) stored correctly?

Ignition sources

- C.35 Are all sources of ignition (for example, smoking, electrical equipment, heaters, etc) controlled where necessary?

Alarms, break glasses

- C.36 Are there sufficient fire alarms? Are the break glasses and other alarm points adequate?

Fire exits, escape routes

- C.37 Are all the emergency exits free from obstructions and identifiable? Do they appear to be suitable and sufficient for the number of people who are likely to need to use them?

Fire doors

- C.38 Are all fire doors in good condition, labelled and kept closed, but not locked?

Fire procedure

- C.39 Is the fire procedure displayed throughout the building, including in areas where there may be visitors, such as meeting rooms?

Disabled people

- C.40 Are there provisions (such as refuge points, fireman's lifts, evacuation chairs, etc.) to make sure that people with impaired mobility can be evacuated safely? And can people with other disabilities (hearing/vision/etc.) be evacuated safely?

Extinguishers, hoses, etc

- C.41 Is all the fire fighting apparatus (for example, extinguishers, hoses, blankets, sand buckets, etc.) in good condition, regularly checked, properly positioned, available and identified? Do they appear to be the correct type for the area?

Sprinklers, protection systems

- C.42 Are all the sprinkler heads free from obstructions? Are other extinguishing systems (for example, Halon, Inergen, etc.) operative and set in the right mode?

Emergency lighting

- C.43 Is there adequate emergency lighting on all escape routes?

Eye washes, showers

- C.44 Are emergency eye washes, eye wash bottles and showers available where necessary? Are they in good condition? Do they work?

Signs

- C.45 Are all the required signs relating to fire and emergencies properly displayed?

First Aid

First aiders

- C.46 Are there enough first aiders? Do people know who they are and are they able to contact them easily? Are they all trained and is their training up-to-date?

First aid boxes

- C.47 Are there first aid boxes? Are they easily visible and adequately labelled? Do they have the correct contents and are they kept stocked?

First aid room

- C.48 Is there a first aid room? Is it kept clean and tidy? Does it have adequate facilities?

Accident report forms

- C.49 Are there accident report forms available?

Hazardous substances

Storage, segregation

- C.50 Are substances stored correctly and segregated from incompatible materials? Are storage areas clearly identified? Are they positioned safely? Is storage kept to a minimum?

Labelling

- C.51 Are all hazardous substances labelled properly?

Containers

- C.52 Are all containers in good condition, sealed and suitable for the substance?

Spillages

- C.53 Are spillage controls in place and adequate? Is the correct equipment available to deal with spillages? Have all spillages been properly cleaned up?

Smoking/eating/drinking controls

- C.54 Are controls on smoking, eating, drinking and storage of food in place, if required? Are they observed?

Signs

- C.55 Are all the required signs relating to hazardous substances properly displayed?

Waste

Storage, segregation

- C.56 Is all waste stored and segregated correctly, including combustible materials?

Removal

- C.57 Is waste removed at the right frequency (that is, daily) and adequately?

Notice boards

Health and Safety Law poster

C.58 Is the poster displayed? Is it up-to-date? Has it been filled in correctly?

Fire and emergency

C.59 Are the relevant fire and emergency notices displayed? Are floor wardens listed? Is the list up-to-date?

First aid

C.60 Are first aiders listed on notice boards? Is the list up-to-date?

Activities

Specific activities

C.61 Are people doing anything that requires a risk assessment that hasn't already been assessed?

Behaviour

C.62 Is there any unsafe behaviour? Is there anyone not complying with safety rules?

**Office of Fair Trading
Health and safety inspection checklist**

Carried out by		Position	
Department		Date	
Area inspected			
Date of last inspection			
Checklist			
WORKPLACE		FIRE and EMERGENCIES	
General housekeeping		Flammables, combustibles	
Floors, stairs		Ignition sources	
General storage		Alarms, break glasses	
Pedestrian access		Fire exits, escape routes	
Disabled access		Fire doors	
Vehicle access		Fire procedure	
Space		Disabled people	
Barriers		Extinguishers, hoses, etc.	
Falling objects		Sprinklers, protection systems	
Doors, exits		Emergency lighting	
Restricted access		Eye washes, showers	
Desks, tables, chairs		Signs	
Ventilation, temperature, humidity		FIRST AID	
Lighting		First aiders	
Noise		First aid boxes	
Welfare facilities		First aid room	
Kitchens, vending machines		Accident report forms	
Cleanliness			
PLANT and EQUIPMENT		HAZARDOUS SUBSTANCES	
Work equipment		Storage, segregation	
Electrical equipment		Labelling	
Electrical connections		Containers	
Portable electrical equipment		Spillages	
Display screen equipment		Smoking/eating/drinking controls	
Plant/machine controls		Signs	
Noise controls		WASTE	
Trailing leads/cables		Storage, Segregation	
Tools		Removal	
Lifting equipment		NOTICE BOARDS	
Access equipment, ladders		Health and Safety Law poster	
Handling equipment		Fire and Emergency	
Cleanliness		First Aid	
Signs, labels		ACTIVITIES	
		Specific activities	
		Behaviour	
Any problems identified during the inspection should be listed in the rest of the form.			

Health and safety inspection – action list						
Area inspected						
Carried out by					Date	
No	Action required	Priority H/M/L	Agreed	Person	Target date	Date completed
1						
2						
3						
4						
5						
6						
7						
8						
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11						
12						
13						
14						
15						
16						

Key: H = High M = Medium L = Low

D PRE-QUALIFICATION QUESTIONNAIRE FOR CONTRACTORS

- D.1 The questions on the next two pages should be included in pre-qualification questionnaires for contractors, in order to ensure that they are competent and manage health and safety adequately.
- D.2 The level of questioning and detail required from contractors should be proportionate and appropriate to the level of the risks involved in the nature of the work that the contractors are being selected for.
- D.3 All of the questions should be included if the work that the contractors are being considered for includes significant risks for example, electrical work, working at heights, maintaining equipment, working with hazardous substances, etc.
- D.4 For simpler, low risk work, only relevant questions should be included.
- D.5 For some high risk work, the pre-qualification questionnaire should include more questions. This includes any work under the Construction (Design and Management) Regulations 2007 (CDM). In this case, further questions should be added to ensure that all relevant health and safety issues are considered during the selection of contractors. Where necessary, external health and safety advice should be sought.

HEALTH AND SAFETY QUESTIONNAIRE FOR CONTRACTORS

Please answer all of the following questions and provide supporting documentation as requested.

If you are unable to provide any documents, please explain why.

No.	Question	Answer	Documents attached
1	Do you have a health and safety policy? Please provide a copy of your company's current health and safety policy.		
2	Please provide details of the responsibilities for health and safety in your company, that is, your company's organisation for managing health and safety.		
3	Please provide details of the competent person(s) who advise your company on health and safety matters.		
4	Have you carried out risk assessments for all activities under your control? If no, please explain why not. Please provide a sample risk assessment that is relevant to the proposed work.		
5	Do you have written method statements for any of the proposed work? If yes, please provide a sample method statement that is relevant to the proposed work. If no, please explain why not.		
6	How do you monitor your health and safety performance? Please provide details.		
7	Please provide accident, near miss and ill health statistics (including all reports made under RIDDOR) for the last three years, including any		

No.	Question	Answer	Documents attached
	relating to non-employees affected by your work.		
8	Have you been involved in any enforcement action (improvement or prohibition notices, or prosecutions) concerning health and safety issues in the last five years? If yes, please provide details.		
9	Will any of the proposed work be carried out by sub-contractors? If yes, please provide details of your arrangements for selecting and managing (including monitoring) sub-contractors.		
10	Do you provide health and safety training for employees? If yes, please provide brief details of the health and safety training which you have already provided and of the training that you will provide for your staff if you are awarded the contract.		
11	Do you carry out health and safety audits? If yes, please provide details of how the audits are carried out and how often.		
12	Will you permit the OFT to audit your health and safety system?		
13	Will you provide adequate resources to enable health and safety to be managed effectively during the proposed work? Please provide details of the resources that you will provide.		

E HEALTH AND SAFETY COMMITTEE TERMS OF REFERENCE

Membership

E.1 The Committee is made up of the OFT staff listed below:

- Head of FM – Chair of the Committee.
- Health and Safety Manager.
- Health and Safety Co-ordinator
- HR representative
- Trade Union Safety Representatives

Meetings

E.2 The Committee meets four times a year (that is, once every three months). The meeting schedule is set annually and agreed at the last meeting in the preceding year. Emergency extra meetings can be convened if required, in addition to the regular meetings.

Secretariat

E.3 The Head of FM is responsible for making sure that agendas and minutes are produced and circulated.

E.4 The Agenda must be circulated at least two working days before each scheduled meeting. The Head of FM should be informed of any items to be included in the agenda at least three working days before a scheduled meeting.

E.5 The minutes of each meeting must be circulated within five working days of the meeting and must include all actions arising from the meeting and an inspection report. Where issues are urgent, action should

be taken immediately to rectify matters regardless of the completion of the meeting note.

Aims and functions

E.6 The main aims of the Health and Safety Committee are to:

- promote co-operation between the OFT and its employees in order to effectively manage health and safety
- consult staff on issues that may affect their health and safety
- monitor and review performance to ensure that work carried out is in line with OFT policy and the health and safety strategy.

E.7 In order to achieve these aims, the Health and Safety Committee performs the following functions:

- considers results of health and safety inspections of OFT premises and monitors the completion of any actions arising from these inspections
- monitors accident, near miss and ill health reports (including internal and external reports and the results of investigations) in order to make sure that actions are taken to prevent reoccurrence
- monitors accident, near miss and ill health statistics in order to identify any trends or patterns of occurrence and agree action required to identify resulting actions
- considers planned changes at the OFT that may affect the health and safety of staff and consults all staff on these plans
- reviews the results of risk assessments, inspections, audits and reviews, and monitors the completion of any resulting actions

- discusses any major health and safety hazards, problems or issues that cannot be resolved external to the meetings in order to identify and implement any actions required
- considers representations from OFT staff on health and safety issues
- monitors the development, implementation and review of health and safety policies and procedures
- monitors the identification of health and safety training needs and the provision and appraisal of health and safety training
- monitors and reviews the effectiveness of health and safety communications, campaigns and publicity in the OFT
- considers any information or reports from the Health and Safety Executive or local authority environmental health officer

F WORK EXPERIENCE FOR YOUNG PERSONS BETWEEN SIXTEEN AND EIGHTEEN YEARS OLD

Health and safety advice to a parent or guardian

Schools

- F.1 Schools are usually clued up on health and safety on behalf of the student when they seek assurances from the OFT as employer about safety. Their request will most likely be made in a Schools Agreement Form which the employer has to complete. The information requested in these forms would be regarded as reasonable and is generally consistent with the OFT's health and safety policy. The completed Form will ensure the student's safety in the workplace and will help protect the employer from liability as far as possible. So as not to compromise safety, parents or guardians who liaise with the school must consult HR operations and health and safety in FM to assist with the Agreement Form or anything similar presented to the Office for the above age category.

Role of Colleagues

- F.2 The parent or a guardian will have the primary responsibility to ensure the safety of the student in the workplace during work experience. However, colleagues can assist the parent or guardian with the training, provided they too fully understand the guidance, such as this, and health and safety policy and procedures in place.

Security Implications

- F.3 The parent or guardian has primary responsibility for safety and must ensure adequate supervision of the student in the building. That includes accompanying the student as and when required. Work experience students must not be allowed to wander off on their own into areas of the building that have no relation to the work they are engaged in. Infringement could compromise safety and could also trigger the fire alarm system for breach of security. That could lead to an unnecessary

fire evacuation, inconveniencing staff and possibly the fire brigade on call out.

Status of the Student

- F.4 The parent or guardian will be aware of their own obligations under health and safety and also their duty of care to visitors. A work experience student, as a young person, will be designated an employee for the period spent in the working environment. The individual can be delegated low-risk, light office duties as part of the training. The student should also be respected as a Visitor to the office. The parent or guardian must follow FM guidance for visitors by completing the OFT Visitor Notification Form and should be aware of the visitors section in the health and safety policy.

School and Employer Responsibilities

- F.5 When organising workplace visits, schools retain the primary duty of care. However, the employer is responsible for the pupils or students when they are on their premises, or a site or situation where they have duties under the health and safety legislation. In addition to the safety of their employees, employers are under a duty to ensure, so far as is reasonably practicable, the health and safety of anyone else on the premises who might be affected by their activities.

Health and Safety Induction

- F.6 The parent or guardian will have primary responsibility to provide induction in the workplace when the student arrives in accordance with the OFT's health and safety policy. This is to ensure the safety of the student and others. Topics such as Fire, Floor Wardens, First Aid, Accidents, Emergency Evacuation and Security should be covered in the discussion with the person. FM staff are there to assist with this process. See section in the health and safety policy relating to vulnerable people.

Use of Office Equipment

- F.7 The student can use office equipment like a PC, paper shredder, photocopier etc. after the requisite training. The parent or guardian may have to liaise with IT about access to a PC if information on the screen is confidential. That could also apply to material found in a file, but the parent or the guardian would be the best judge of that.

No Lifting or Handling

- F.8 There are strict manual handling issues to observe in any task given to a student during the training period because of requirements of Manual Handling legislation. The restrictions are necessary to avoid injury to the student. Parents or guardians must therefore exercise great care and not request the student to undertake unreasonable physical activity or assist other individuals with carrying, lifting, pushing or pulling tasks, all of which can potentially lead to injury, sprains or torn ligaments. In the event of an incident, the office could be held accountable for causing the injury, hence the need to exercise caution.

Non-smoking environment

- F.9 The OFT has a strict no smoking policy in line with the Government's public smoking ban introduced on 1 July 2007.

Working with VDUs and safety measures

- F.10 Parents or guardians must be aware of prolonged usage of computer screens for the student. That could result in fatigue and possibly harm for the young person. Parents or guardians will be aware of the employer's obligations under the Display Screen Equipment Regulations relating to good ergonomics and the need to ensure adequate and timely rest breaks at workstations. A young person may not have the same capacity as an adult to tolerate lengthy periods of physical and mental activity at a workstation. Rest breaks would have to be frequent and crucial to avoid fatigue or harm. Guidance on rest breaks is available at the health and safety link on the intranet under the letter H.

Employer's Liability Insurance

- F.11 Certain organisations are exempt from this requirement. That would include government departments and agencies. The OFT falls in that category. However, the OFT is not immune from health and safety obligations under law. Compensation for injury sustained at work subject to acceptance that the employer was to blame because of negligence will be paid from public funds, that is, the OFT budget.

Medical issues

- F.12 Parents and guardians can help by providing any relevant information about the young person's medical or behavioural conditions. They might also usefully inform education establishments and organisers of any actual or potential health and safety problems in the placement which they may tell them about. Where a parent withholds information that may have prevented an accident to their child, there is the possibility that contributory negligence could be claimed. Parents or guardians should always confirm that there are no medical issues in relation to the young person which the employer needs to be aware of, and for which first aid assistance may be required. A young person prone to asthmatic attacks, for example, would be a typical concern to be advised about. If there are medical issues, advance warning of the situation will also be helpful to alert first aiders.

G WORK OBSERVATION OR SHADOWING FOR CHILDREN BELOW MINIMUM SCHOOL LEAVING AGE (MSLA) OF SIXTEEN (AND BETWEEN FOURTEEN AND SIXTEEN FOR OFT PURPOSES)

Health and Safety advice to a Parent or Guardian

Work observation or shadowing

- G.1 Work observation or shadowing involves the child spending time with someone from the world of work as they spend a typical working day. The child can be briefed to observe an employee as he or she carries out their duties. Unlike work experience for a young person or student between 16 and 18 years old, specific tasks cannot be delegated to the child because of the age factor. Rules generally about the use of child labour are strict. The parent should not therefore claim in writing in any School's Agreement Form for example, that specific tasks were given by OFT staff and performed by the child during their time in the organisation. That could amount to breach of OFT policy and it could also mislead the school about the welfare of the child and be potentially harmful to the employer in respect of liability in the event of an incident affecting the child.
- G.2 A responsible work colleague can assist with the process, provided the activity relates to work observation or shadowing only. It would not be fair on colleagues if a parent unwittingly involved them in a breach of the rules governing work observation. Work colleagues should behave no different than a parent when dealing with a child in the workplace in accordance with this guidance. The guidance is for a parent. However, if a guardian is involved in the process, then it is important for the guardian to obtain written approval from the parent authorising supervision and responsibility for work observation or shadowing of the child in the office.

School and employer responsibilities

- G.3 When organising workplace visits, schools retain the primary duty of care. However, the employer is responsible for the pupils or students when they are on their premises, or a site or situation where they have duties under the health and safety legislation. In addition to their employees, employers are under a duty to ensure, so far as is reasonably practicable, the health and safety of anyone else on the premises or anyone who may be affected by their activities.

Paper work from Schools

- G.4 Schools are usually clued up on health and safety on behalf of the student or a young person when they seek assurances from the OFT as employer about safety. Their request will most likely be made in a Schools Agreement Form which the employer has to complete. The information requested in these forms would be regarded as reasonable and is generally consistent with the OFT's health and safety policy. The completed Form will ensure the young person's safety in the workplace and will help protect the employer from liability as far as possible. So as not to compromise safety, parents or guardians who liaise with the school must consult HR Operations and Health and Safety in FM to assist with the Agreement Form or anything similar that might be required for the person. If the Form is headed work observation or work shadowing, FM will complete it for the health and safety input, and will liaise with HR as appropriate. If the only School Agreement Form available is for 'work experience', FM is content to modify it to emphasise work observation or shadowing as the sole activity for the child. In the absence of an appropriate Form from the school for completion, the default position for the child's status between the age group allowed under this guidance will be that of a 'visitor' coming into the office. The parent or guardian should then proceed accordingly with all the safety precautions necessary and relevant for dealing with a visitor. The onus would be on parents to brief schools accordingly. See other advice below on status of the child.

Status of the Child

- G.5 The child will have the status of a **visitor**, not an employee for the time spent at work. So the rules and procedures applicable to a visitor apply to the child who is under supervision of the parent. If a parent decides to book leave or is absent from the workplace for any reason, the child should not be allowed to come into the building unaccompanied. The parent's responsibility cannot be delegated to another member of staff in such circumstances. The parent should follow FM guidance for visitors and also be expected to comply with health and safety procedures and advice given in our health and safety policy on the intranet – see section for Visitors. Please also complete the OFT Visitor Notification Form for the child.

Health and Safety Induction for the Child

- G.6 The parent as an employee has primary responsibility to provide induction at the workplace upon arrival on the first day in accordance with the health and safety policy to ensure the safety of the child and others. Fire, Floor Warden, First Aid, Accidents, Emergency Evacuation and Security are some of the areas that should be covered in the discussion with the child. FM staff are there to assist. See also section in health and safety policy relating to vulnerable people.

No Lifting or Handling

- G.7 There are strict manual handling issues to observe in any task given to a child or a student during the training period because of requirements of Manual Handling legislation. The restrictions are necessary to avoid injury to the young person. Parents or guardians must therefore exercise great care and not request the child to undertake unreasonable physical activity or assist other individuals with carrying, lifting, pushing or pulling tasks, all of which can potentially lead to injury, sprains or torn ligaments. In the event of an incident, the office could be held accountable for causing the injury, hence the need to exercise caution, particularly in the interest of a child.

Are there Medical Issues?

- G.8 Parents and guardians can help by providing any relevant information about the young person's medical or behavioural conditions. They might also usefully inform education establishments and organisers of any actual or potential health and safety problems in the placement which they may tell them about. Where a parent withholds information that may have prevented an accident to their child, an employee, or a member of the public, there is the possibility that contributory negligence could be claimed. Parents or guardians should always confirm that there are no medical issues in relation to the young person which the employer needs to be aware of, and for which first aid assistance might be required in the office. Whether the young person is prone to asthmatic attacks, for example, would be a type of concern to be advised of in the workplace. If there are medical issues, advance warning of the situation will be helpful to alert first aiders.

Working with VDUs and safety measures

- G.9 Parents or guardians must be aware of prolonged usage of computer screens. That could result in fatigue and possibly harm for the young person. Parents or guardians will be aware of the employer's obligations under the Display Screen Equipment Regulations relating to good ergonomics and the need to ensure adequate and timely rest breaks at workstations. A child or a young person may not have the same capacity as an adult to tolerate lengthy periods of physical and mental activity at a workstation. Rest breaks would have to be frequent and crucial to avoid fatigue or harm. Guidance on rest breaks is available at the health and safety link on the intranet under the letter H.

Confidentiality

- G.10 The parent may have to exercise discretion or liaise with IT about access to a PC if information on the screen is confidential. That consideration could also apply to material in files.

Employer's Liability Insurance

- G.11 Certain organisations are exempt from this requirement. That would include government departments and agencies and the OFT falls in that category. However, the OFT is not immune from health and safety obligations under law. Compensation for injury sustained at work subject to acceptance that the employer was to blame because of negligence will be paid from public funds, that is, the OFT budget.