

Workplace Safety Management System

Site Safety Information



Unit Name

Unit Address

Unit Number

Introduction

Welcome to the Site Safety Information pack

The purpose of this pack is to ensure that the hazards and risks identified, and control measures in place, specific to your unit or business operation as detailed in your **Essential Risk Assessments** are brought to the attention of all individuals who may be affected by those hazards and risks.

This pack includes specific information in relation to the control measures and safety arrangements in place which individuals must follow to ensure their own and others' safety.

Please refer to the completion guide within your **Workplace Safety Management System Folder** for detailed information on how to complete this Information Pack and train individuals.

STEP 1

Before you deliver the pack to individuals, work through this pack, familiarising yourself with the contents, and complete any sections where required, to ensure it is specific to your unit.

STEP 2

Deliver the entire contents of this pack to all individuals. Work methodically through each page. This pack should be completed in full and should not be delivered across several training sessions.

STEP 3

Once you are happy that individuals have understood the contents of this pack, sign the completion record on their individual WSMS Training Card and file safely for reference.

Communication

This behaviour is about a positive two-way dialogue about safety. In the workplace this would be expressing safety concerns to your supervisor or manager.



SPEAK OUT

Risk Assessment

This behaviour focuses on the hazards in the workplace and how we control them. This is as simple as taking the time to plan how to do the job safely.



BE MINDFUL

Involvement

Finally this behaviour is about being proactive to help keep safety front of mind. We can do this within the workplace by sharing our safety knowledge with others.



GET INVOLVED

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Workplace Environment Hazards

STCSSI 00

Creating a positive health and safety culture in the workplace begins with employers ensuring individuals are provided with a safe environment to work in which ensures their health, safety and welfare. Poorly designed and maintained workplaces create hazards and risk to individuals and can lead to a significant increase in accident and incident rates as well as potentially affecting an individual's health and mental wellbeing.

Do your bit to contribute to keeping your workplace clean and tidy. Report general workplace hazards, faulty equipment and facilities to the relevant person on site.

TEMPERATURE

A normal working temperature should offer reasonable comfort. Where this cannot be achieved, for example, in storage chillers, or outdoors in hot weather, then other factors must be considered, such as providing hot or cold drinks, warm clothing, heaters or fans, rest periods to limit exposure, PPE and adequate training.



MAINTENANCE

Any equipment, tools or machinery that are used by individuals, or are present in the workplace, must be well maintained and where applicable inspected and serviced at periodic intervals to ensure their safety.



TOILETS

There should be an appropriate number of toilets and sanitary conveniences available, including disabled facilities. Separate male and female toilets are not required if the workplace is small and the toilets are fully lockable.



CLEANLINESS

Good hygiene should be maintained at all times, so waste should be regularly disposed of and cleaning should be routine.



VENTILATION

All working environments must have a sufficient supply of fresh air, either via a mechanical ventilation or air conditioning system, or by simply opening windows or doors.



LIGHTING

Adequate lighting must be provided to ensure all areas of the workplace are well lit. This reduces the likelihood of slips, trips and falls and individual issues such as eye strain.



REST FACILITIES

An area should be provided for individuals to take their breaks and eat meals. This area should be clean and free from any work-related contaminants.



WASHING FACILITIES

Adequate washing facilities should be provided, with soap, hand drying facilities and warm and cold water. If the nature of the work is especially physical, or there is a risk of individuals coming into contact with contaminants such as bodily fluids or hazardous chemicals, showering facilities should also be made available.



DRINKING WATER

Clean, fresh drinking water should be available to all staff. If there are drinking and non-drinking water supplies, the drinking water should be clearly marked.



CHANGING ROOMS

If individuals are required to change into a uniform or PPE to carry out their job, a private area for changing should be provided.



Fire Safety – Good Practice

STCSSI 01



Fire poses a risk in every workplace so it is important that everyone understands their responsibilities to ensure safety measures are in place and procedures are followed to prevent a fire from starting.

Fires need three things to start:

1. A source of ignition (heat)

Sources of ignition include heaters, lighting, naked flames, electrical equipment, smokers' materials (cigarettes, matches etc), and anything else that can get very hot or cause sparks.

- Heaters and lighting must never be placed close to combustible items.
- Cooking and electrical equipment should be turned off when not in use.
- Electrical equipment should be inspected regularly for signs of wear or damage.
- Smoking is prohibited in the workplace and you should only smoke in the designated external locations provided.
- Any equipment which gets hot should be allowed to cool before storing away.

2. A source of fuel (something that burns)

Sources of fuel include wood, paper, plastic, rubber or foam, some chemicals, loose packaging materials, waste rubbish and furniture.

- Rubbish and litter must be disposed of frequently and properly outside the building.
- Where site access is not secure, external bin lids may be kept locked to prevent arson.
- Doorways, passages, corridors, stairs and escape routes must be kept clear at all times and waste products should not be allowed to build up.
- Flammable items must never be stored close to heat sources and should be stored in accordance with manufacturers' instructions.

3. A source of oxygen

Air is the main source of oxygen.

- Fire doors must never be propped open.
- Some fire doors may be locked for security reasons when the building is unoccupied.
- Fire doors must be unlocked at all times when individuals are in the building.
- In the event of an emergency evacuation, close windows and doors as you evacuate (if it is safe to do so).
- Ventilation equipment should be switched off when not in use.

Fire Safety – Emergency Procedures

STCSSI 02

It is important that you understand what to do in the event of an emergency situation. Your workplace will have a specific fire evacuation procedure to follow. Your line manager will explain this to you.

Your local fire wardens are:


Your fire assembly point is:

--

Upon arrival you report into:

--

In addition to understanding the fire evacuation procedure, your line manager must ensure you also understand the following:




The location of all fire alarm call points and how to raise the alarm should you discover a fire.




The location of all available emergency exits and where they lead to.




The location of your fire assembly point and who to report to once you arrive.




What the fire alarm sounds like and any times when an audibility test is carried out on the fire alarm system.




Hearing Impairment



Visual Impairment



Mobility Impairment



Short-Term Injury

Some individuals may have difficulty hearing the fire alarm or evacuating swiftly from the building. Discuss any concerns you have with your line manager. If required they can create a Personal Emergency Evacuation Plan (PEEP) for you which will ensure your safety.

Fire Safety – Fire Extinguishers (correct selection)

STCSSI 03

Fire fighting equipment should only be used by trained personnel (fire wardens) **unless your immediate safety is compromised**. In case of such an emergency, you will need to know how to select the correct type of extinguisher:

Signage is displayed alongside each fire extinguisher. This gives information on what type of fire the extinguisher should and should not be used on.



If a fire extinguisher appears to be damaged or if it is missing from its location, report this to the relevant person in your workplace.

Fire extinguishers should be located in areas where there is a risk of fire and also near to the exits in your working area.

Make sure you know the locations of all the fire extinguishers in your workplace.

WATER



For use on wood, paper, fabrics etc.

DO NOT use on electrical or flammable liquid fires

FOAM



For use on flammable liquids, oils, fats, spirits etc.

DO NOT use on electrical fires

POWDER



For use on most fires (including electrical and flammable liquids).

DO NOT use on cooking oil fires

CO₂



For use on electrical and flammable liquid fires.

DO NOT operate in confined space where there is a danger of fumes being inhaled

WET CHEMICAL



Specifically for use on fires in deep fat fryers.

DO NOT use on LIVE electrical equipment

Fire Safety – Fire Extinguishers (correct use)

STCSSI 04

Once you have selected the correct fire extinguisher, follow the PASS rule to operate. Fire extinguishers are designed for use on small fires and will usually fully extinguish such a fire within approximately 30 to 90 seconds.

- 1 P** Pull the pin
- 2 A** Aim the nozzle
- 3 S** Squeeze the lever
- 4 S** Sweep side to side

Caution: Fire extinguishers can be heavy. If this is an issue, once you have selected the correct extinguisher, place it on the floor at a safe distance from the fire before following the PASS operating method.



Fire Safety – Fire Blankets (hot oil fires)

STCSSI 05

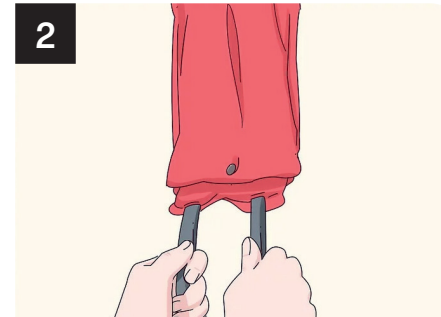
Fire blankets are located in kitchens where cooking with hot oils or naked flames takes place. Fire blankets are used to extinguish hot oil fires. Remember, some cooking equipment may have a fire suppression system, thus eliminating the need for manual intervention. Your line manager will advise you if there is a fire suppression system in place.

To use a fire blanket in the event of a hot oil fire:

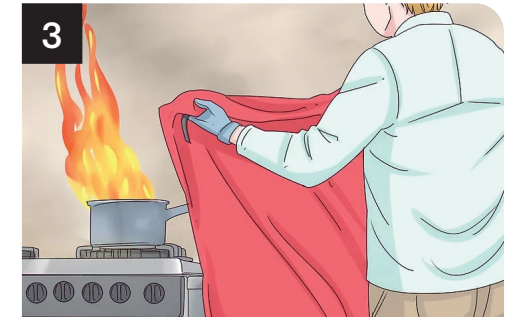
Make sure you know where all fire blankets are located. If a fire blanket is missing from its location or appears to be damaged, report to the relevant person in your workplace.



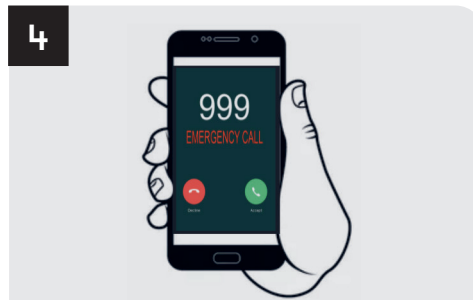
1 Turn off the heat source.



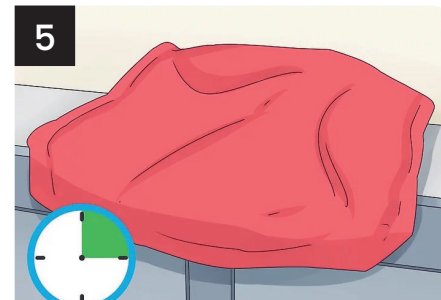
2 Remove the fire blanket from its container by pulling down sharply on the tabs, and open out the blanket.



3 Shield yourself from the fire by holding the fire blanket at arms' length in front of you. Roll the corners of the blanket over your hands to protect them. Place the blanket over the fire. Do not throw it, but lay it down gently. Start with the nearside of the flames and lay the blanket away from you. NEVER throw the blanket across the fire, this can cause the flames to creep up over the blanket, worsening the situation.



4 Call the emergency services. Even if you have extinguished the fire you will need to make sure there is no chance of lingering embers or heat which could cause another fire.



5 Leave the blanket at the heat source until the flame is suffocated. This should take about 15 minutes. Do not attempt to move or touch the blanket until it's cool again.

Do not use a fire blanket on a deep fat fryer; in this circumstance a wet chemical fire extinguisher should be used.

Fire Safety – Fire Blankets (clothes fires)

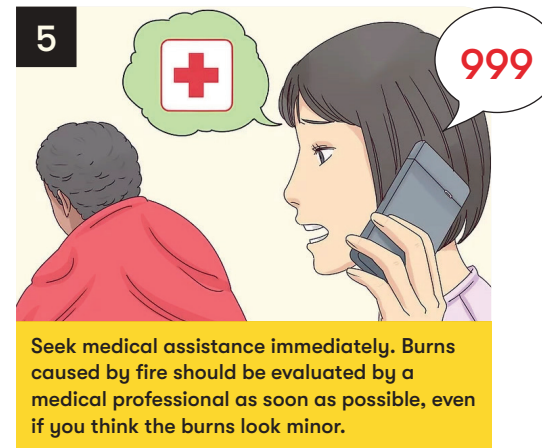
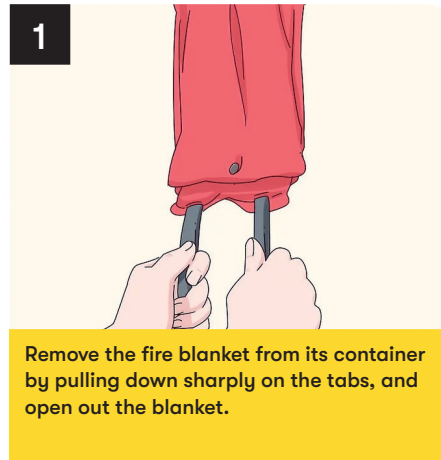
STCSSI 06

Fire blankets can also be used to extinguish flames on an individual.

To use a fire blanket in the event of a clothes fire:

Remember

You must never put your own safety at risk. Make sure you know the locations of all emergency exits, fire-fighting equipment and any gas shut-off points.



Fire Safety – Fire Suppression Equipment

STCSSI 07

In addition to fire extinguishers and fire blankets, some work equipment or locations may also have additional fire safety devices known as fire suppression equipment.

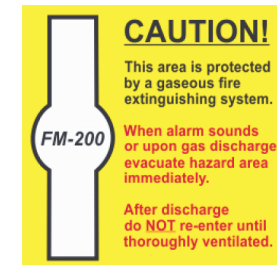


Where there is an increased risk of fire present, some cooking appliances (those with naked flames or hot oil vessels) may have a fire suppression system fitted. This system may activate should a fire break out. It works by releasing a fire extinguishing chemical from above to extinguish the fire (usually within the canopy hood). If this system is present your line manager will advise and explain its function to you.



You may also find fire suppression systems present in data rooms. These systems are designed to detect a fire and release a gas to extinguish the fire, preserving data equipment. The main point to remember with these systems is that they should be deactivated before an individual enters the data room. This is due to the gas which is emitted in the event of a fire, removing oxygen from the room. Only individuals who have been trained in these suppression systems should be allowed to enter any areas where it is present.

Signage is displayed to warn where data room fire suppression systems are present



First Aid Arrangements

STCSSI 08

If you become ill or sustain an injury in your workplace, you may need to summon the assistance of a first aider, so it's important that you know who your first aider is, and where first aid kits, defibrillators and any first aid rooms which are available are located.

Your first aiders are:



First aid kits, defibrillators and first aid rooms are located:



Your nearest hospital with Accident and Emergency is:



To call for an ambulance in an emergency dial 999 from a landline or mobile telephone.



For non-emergency advice call 111 from a landline or mobile telephone.



Medical conditions and prescribed medicines

If you have a medical condition or currently take any prescribed medicines, and feel that it would be beneficial to share this information with a local first aider or colleague, please speak with your line manager.

Reporting Accidents, Incidents and Near Misses

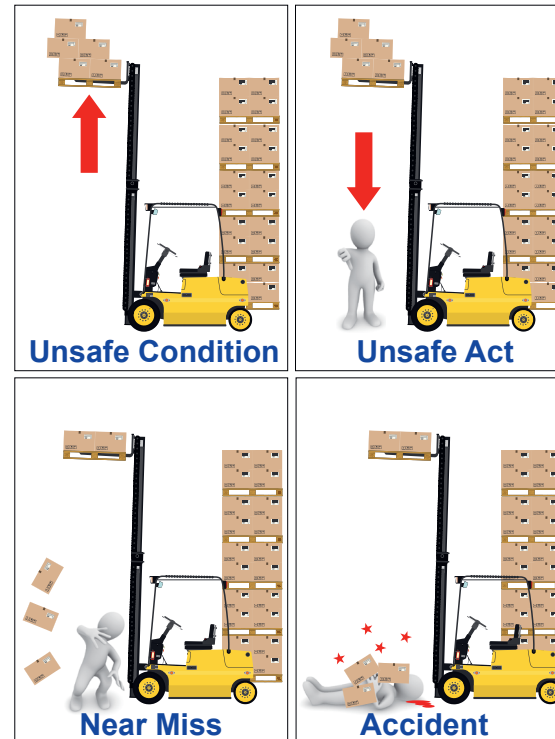
STCSSI 09

You have a legal duty to report to your employer all accidents and incidents, however trivial, which occur during working hours, regardless of whether they occur on or off site. Your line manager will upload the incident to the AIR3 reporting system and will carry out an incident investigation with you.

Hazard spotting and reporting near misses

Reporting accidents is an important responsibility, but this is very much a reactive activity. We place a high importance on reporting and removing hazards before they lead to someone getting hurt.

If you spot a hazard or dangerous situation which you cannot resolve yourself, you must report it as soon as possible. Report any hazards or other issues to your line manager.



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UNSAFE CONDITION

A condition in the workplace which, if unnoticed or ignored, has the potential to cause injury, illness or damage to property.

UNSAFE ACT

The actions of an individual when carrying out a task or other activity in a way that has the potential to cause injury, illness or damage to property.

NEAR MISS

An event which has occurred and had the potential to cause injury, illness or damage to property but didn't.

ACCIDENT

An event which has occurred and has caused injury, illness or damage to property.

We treat accidents seriously, not from a culture of blame, but as a means to understand why they happen and to learn how to prevent them in the future.

Although accidents during business travel (such as driving) are required to be reported to insurers, you also have a duty to report this as an accident at work.

It is really important that all accidents are reported promptly, and this must be done as soon as possible.

AIR3
ALL INCIDENT REPORTING SYSTEM

Slips, Trips and Falls

STCSSI 10

Slip, trip and fall potential:

ENVIRONMENT

Bright lighting and sun reflection can cause glare on smooth or shiny flooring and stop people from seeing hazards. Poorly lit areas such as corridors and stairways will also prevent people from seeing hazards. Rainwater walked in at the entrance to a building can cause slip hazards. Winter conditions will also create slip hazards when snow and ice are present.

PEOPLE

Human behaviours can create hazards in the workplace. Items placed in walkways, build-up of waste, fallen debris, wet floors, spillages and rushing can all contribute to slips, trips and falls. Don't walk on by, deal with hazards when you spot them.

FOOTWEAR

Footwear must be suitable for your working environment. If you have been provided with safety footwear you must wear it! If you have any concerns with suitability of footwear, discuss with your line manager.

CONTAMINATION

People rarely slip on a clean, dry floor. Contamination is involved in almost all slip accidents, that is anything that ends up on a floor, such as rain water, oil, dust. If a floor has a smooth surface, even a tiny amount of contamination can be a real slip problem. Care must be taken when selecting floor cleaning products. Some can leave a residue which will cause slip hazards.

CLEANING

Wet floors from mopping, and trailing cables from vacuums, can cause slip and trip hazards. Timings of when these work activities are carried out must be considered and safety signage displayed to warn others of the potential hazards.

FLOORING

Worn, poorly maintained or raised floor coverings and matting, uneven or broken tiles, slabs and concrete, changes in floor surface level, narrow staircase footings, lack of warning signage and incorrect selection of flooring type will cause slip, trip and fall hazards. If you spot any damage or potential hazards, report them to your line manager.

Did you know?



UK Health and Safety Executive statistics show slipping and tripping to be the single most common cause of major injury in UK workplaces. Slips and trips are often the initiators of accidents attributed to other causes, such as some machinery accidents, scalding and falls from height.

“Spot a hazard and can't sort it? – REPORT IT!”

Safety Signage

STCSSI 11

Safety signs can be a vital control in safeguarding individuals. All health and safety signage used in the workplace must comply with the Safety Signs and Signals Regulations 1996 and should fall into one of the below four categories:

PROHIBITION ("You must not...")

Usually red on a white background or just red signage with black picture (usually with a red line through the picture), which will identify pictorially what you **MUST NOT DO**



No pedestrians



No smoking

MANDATORY ("You must...")

Usually blue on a white background or just blue signage with white picture which will identify pictorially what you **MUST DO**



Hi-visibility vest
must be worn



Fire door
Keep shut

WARNING ("Take care, or be careful of...")

Usually yellow on a white background or just yellow with black picture which will **WARN** you pictorially of a hazard or danger



Caution wet floor/
slippery surface



Danger high
voltage electricity

SAFE CONDITION ("In an emergency here is the...")

Usually green on a white background or just green with white picture which will identify pictorially a **SAFE CONDITION**



Defibrillator



Fire assembly point



DON'T



DO



WATCH OUT



YOUR SAFETY

Manual Handling

STCSSI 12

Did you know? – One in three accidents at work is caused by manual handling, with many accidents resulting in musculo-skeletal injuries. Every year 300,000 people in the UK suffer from back pain due to manual handling accidents.

Always assess the risks before carrying out the task!

T TASK

Consider the activity itself, i.e. the lifting, lowering, carrying, pushing or pulling. Does the task involve repetitive movements, strenuous movements, long distances, or uneven weight distribution?

I INDIVIDUAL

Consider your capabilities before carrying out the manual handling activity. For example, how strong, fit or able are you? Are you capable of manual handling alone? Do you need assistance?

L LOAD

Consider the object or person that is being moved and look at how this may affect health and safety. For example, is the load particularly heavy, bulky, hard to grasp or unstable?

E ENVIRONMENT

Consider the area and look at how this could make the manual handling task unsafe. Is the floor slippery or uneven? Are there slopes? Is there sufficient lighting? Are there any trip hazards?

O OTHER FACTORS

Are there any other factors which need to be considered? Is any Personal Protective Equipment (PPE) required?

- ✓ Conduct a manual handling risk assessment
- ✓ Ensure you have the correct manual handling training
- ✓ Use mechanical aids wherever possible
- ✓ Plan the route before you start
- ✓ Work from a stable base
- ✓ Hug the load when carrying
- ✓ Bend your knees when lifting and lowering
- ✓ Avoid twisting or leaning
- ✓ Keep your head up
- ✓ Know your limits
- ✓ Push a load rather than pull it

If you carry out significant manual handling activities within your role, you will be provided with additional in-depth manual handling training. Speak to your line manager if you have any specific concerns.



Bend knees, back straight.



Hug the load, head up.



Lower gently, do not stoop.



Get help when required.



Use mechanical aids wherever possible.



Working with Chemicals

STCSSI 13

In order to work safely with chemicals, you must be aware of what they are, how they can cause harm and the safety guidelines for their use. If you use chemicals or are exposed to chemicals within your workplace, your line manager will ensure you have received the necessary training and information.

What do the Chemical Hazard Symbols mean?



Dangerous to the environment



Toxic



Gas under pressure



Corrosive



Explosive



Flammable



Caution – used for less serious health hazards like skin irritation



Oxidising



Longer-term health hazards such as cancers

The 10 Golden Rules for Working with Chemicals

1

Only use chemicals if you have been trained to use them. Your line manager will ensure you receive the required training.

2

Be sure you can read the labels and follow the instructions for use. Never guess what chemical is in the container.

3

Always follow the safety rules and safe working practices in the workplace. Always use chemicals in accordance with manufacturers' advice.

4

Be sure you know what first aid treatment is required if you or anyone else comes into contact with chemicals.

5

Use the recommended Personal Protective Equipment (PPE). It is provided to you to keep you safe! Do not use damaged or faulty PPE.

6

Dilute chemicals according to manufacturers' recommendation. Never change dilution rates as the concentration may become harmful.

7

Do not mix chemicals. Some chemicals when mixed can react, causing explosions, toxic fumes and corrosive solutions.

8

Never put chemicals into or use chemicals in unmarked containers. This is dangerous for anyone who attempts to use an unknown product.

9

Never put chemicals into bottles or containers that have other uses, for example, eating or drinking. Residue can be harmful to health if ingested.

10

Report any damaged containers, spills or faulty containers or dispensers to your line manager. Safety is everyone's responsibility!

Use of Personal Protective Equipment (PPE)

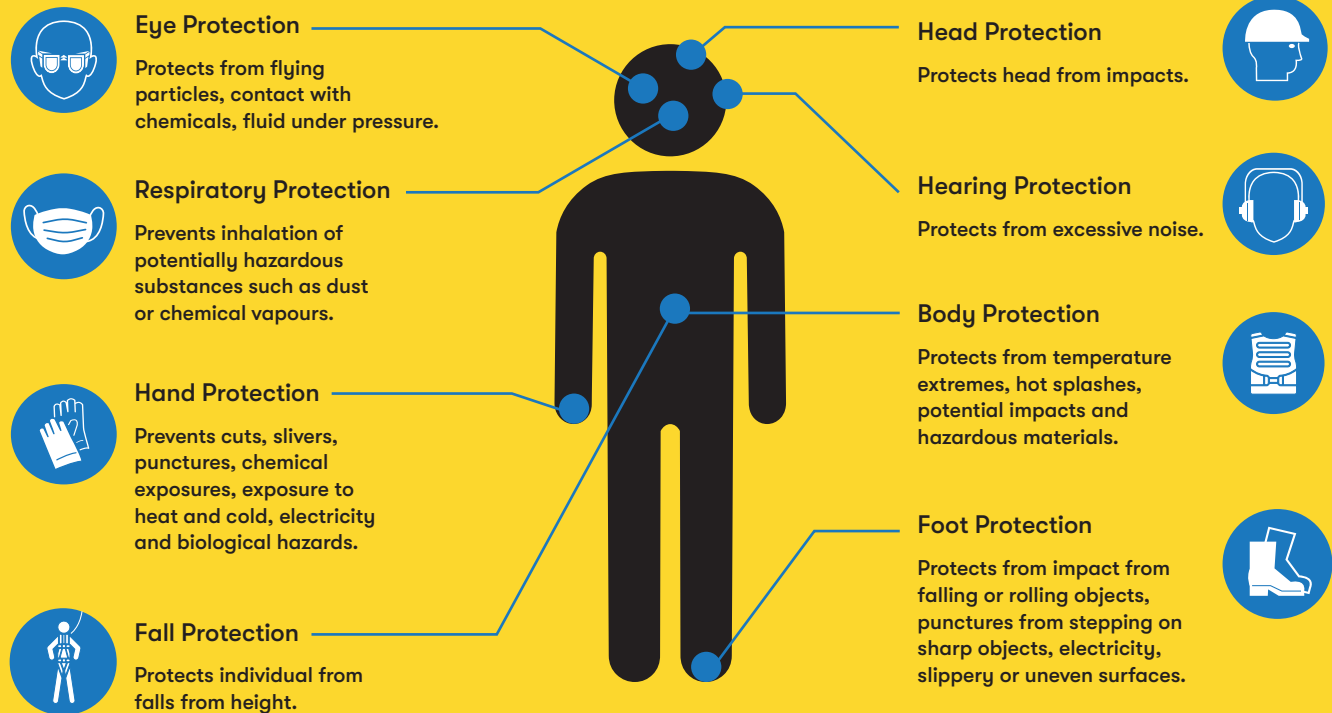
STCSSI 14

Even where control measures are in place to reduce risk, and safe systems of work have been applied to work tasks, some hazards may still remain. If PPE is still needed after implementing other controls, then your line manager will issue this to you and train you to use it correctly.

If you use PPE you must:

- ✓ Ensure PPE fits correctly
- ✓ Keep PPE clean, in good condition and store it correctly
- ✓ Not share PPE with others
- ✓ Make sure that if more than one item of PPE is worn at the same time, they can be used together. For example, wearing safety glasses may disturb the seal of a respirator, causing air leaks
- ✓ Ensure single-use PPE is used only once and disposed of correctly
- ✓ Select the correct PPE for the task
- ! Only use PPE which is certified with the current CE mark
- ✗ Not use damaged or faulty PPE

When and why should I use PPE?



Electrical Safety

STCSSI 15

Electricity can kill or severely injure people and cause damage to property. However, you can take simple precautions when working with or near electricity and electrical equipment to significantly reduce the risk of injury to you and others around you.

What are the hazards?

The main hazards of working with electricity are:



- Electric shock and burns from contact with live parts.
- Injury from exposure to arcing, fire from faulty electrical equipment or installations.
- Explosion caused by unsuitable electrical apparatus or static electricity igniting flammable vapours or dusts.

Electric shocks can also lead to other types of injury, for example by causing a fall from ladders or scaffolds etc.

Remember:

All portable electrical equipment must display a current (in-date) PAT test sticker or be listed on a PAT report!



Before using any portable electrical equipment the user must check the item for:

- Damage (apart from light scuffing) to the supply cable, including fraying or cuts
- Damage to the plug or connector, such as the casing cracking, or the pins being bent
- Inadequate joints, including taped joints in the cable
- The outer sheath of the cable not being effectively secured where it enters the plug or the equipment. Evidence would be if the coloured insulation of the internal cable cores were showing
- The equipment having been subjected to conditions for which it is not suitable, for example it is wet or excessively contaminated
- Damage to the external casing of the equipment
- Loose parts or screws
- Evidence of overheating (burn marks or discolouration)

These checks also apply to extension leads, plugs and sockets.

Never overload plug sockets or 'daisy chain' extension leads

Check plugs, leads, connection points and plug sockets for damage

Store electrical items correctly

Wrapping cables around appliances can damage them. Items should not be exposed to moisture

Use electrical appliances only for their intended use

Items should only be used in accordance with manufacturers' guidance

Never attempt to repair electrical equipment

Always report defects to ensure a competent person repairs equipment

Use of Gas Appliances

STCSSI 16

Gas can kill or severely injure people and cause damage to property. If gas appliances, such as ovens, cookers and boilers, are not properly installed and maintained, there is a danger of fire, explosion, gas leaks and carbon monoxide (CO) poisoning.

Gas appliances can only be maintained and serviced by someone who is a Gas Safe registered engineer (UK) or a Registered Gas Installer (ROI). It is illegal for an unregistered person to carry out work on any domestic gas appliance.

You must **never** attempt to carry out repairs or modifications to any gas equipment. Always report defects to ensure a competent person repairs equipment.

Check gas equipment before use

Check controls, ignition switches and connections and look at the general condition of equipment and any visible pipework/hoses for damage.

If you suspect a gas leak report it immediately

Report to the relevant person on site. Open doors and windows where possible, do not switch any electrical equipment or lighting on or off and evacuate the area.

Gas bottles must be kept in a locked outdoor store away from the main building with a sign indicating **No smoking or naked flames**.

Taking simple precautions when working with, or near, gas equipment will significantly reduce the risk of injury to you and others around you.



You must only use gas appliances if you have been trained



Ensure you know the location of the main gas isolation button in case of emergency



Never leave gas equipment switched on unattended



Only light gas equipment with the ignition switch supplied



If there is no ignition switch then a long-handled taper should be used



Always switch off gas equipment at the end of the shift



NEVER blow out the flame, always turn off at the controls



Do not store sources of fuel or combustibles near to naked flames

Safe use of LPG Gas Bottles

- Check for any obvious signs of damage to the pipes or fittings. If in doubt consult a Gas Safe registered engineer (UK) or a Registered Gas Installer (ROI) for advice.
- Follow the manufacturer's instructions and the instructions on the gas canister.
- Make sure the tap is turned off before changing the gas cylinder.
- Change cylinders outdoors if possible or in a well ventilated area.
- If you suspect a leak to the cylinder or pipe work, do not use and report it to the relevant person.
- Ensure the gas bottle is upright at all times.
- Ensure equipment carries a British Standard Kite Mark or European C.E mark.

If you are involved in the connection of single LPG bottles to a piece of equipment such as a BBQ then you should complete an online safe use of LPG course. All other types of LPG connections for events should be completed by a Gas Safe registered engineer (UK) or a Registered Gas Installer (ROI).



Use of Work Equipment

STCSSI 17

There are many different types of work equipment and it is likely that you will be required to use such equipment as is relevant to your role. If so, your line manager will identify all equipment you are expected to use and where its use poses a significant risk to safety, will ensure you are trained to use it safely, without risk to yourself or others.

What you must do to ensure equipment is used safely

Only use equipment if you have been trained to do so and in line with any manufacturers' instructions

Make sure you are confident you know how to use the equipment safely and if large, heavy, or awkward, that it is within your physical capabilities. If you have any concerns, do not use the equipment and speak with your line manager.

Inspect equipment before use (pre-use checks)

Pre-use checks should be undertaken by the operative to ensure the work equipment is safe to use. Checks should focus on the condition of the equipment, checking for any damage or deterioration, particularly focusing on parts of the equipment necessary for its safe operation, such as on-off switches, cables, any structural parts and any charging accessories required.

Store equipment correctly and safely when not in use

Equipment must be stored securely, in a suitable location, to ensure that it does not pose a risk to others and is not susceptible to damage. Care should be taken when storing electrical equipment to ensure it will not come into contact with water. If charging equipment is used, cables must not present trip hazards. Charging devices must only be used for the intended piece of work equipment.

Report all defects

All defects must be reported to the relevant individual and equipment labelled to identify it. It should not be used and should be removed from use (or from the location where it is likely to be used) until it is repaired or replaced.



Display Screen Equipment (DSE)

STCSSI 18

Incorrect use of DSE or poorly designed workstations or work environments can lead to pain in the neck, shoulders, back, arms, wrists and hands as well as contributing to fatigue, headaches and eye strain.

What is DSE?

DSE refers to any alphanumeric or graphic display screen, regardless of the display process involved. It covers PCs, laptops, tablets and smartphones as well as other methods of displaying data, such as cash registers and CCTV screens.

Am I a DSE User?

If you use DSE as a significant part of your normal work then it is likely you are a DSE User. We define this as 'individuals who use DSE daily, for **continuous periods** of an hour or more'. Use the table provided on this page to determine if you are a DSE User.

Question	Answer	Answer Score	Your Score
1. If necessary, could you adequately complete your daily tasks, without using DSE?	Yes	0	
	No	3	
2. On an average day, what is the maximum length of time you would continuously use DSE, without having a break or doing something else?	0 – 1 hour	0	
	1 – 2 hours	3	
	2 – 3 hours	4	
	3 + hours	5	
3. On average, how many days a week would you use DSE continually for a period of one hour or more?	1 day	1	
	2 days	2	
	3 days	3	
	4 days	4	
	5 + days	5	
Your Score			



eLearning
Display Screen Equipment
(DSE)

If your total score is less than 7 you are not a defined DSE User.

If your total score is 7 or higher you are a defined DSE User and you must complete the relevant online DSE Training and Risk Assessment which can be found on the HSE web page.

New and Expectant Mothers

STCSSI 19

If you are currently pregnant, have given birth in the last six months or are breastfeeding, then you are a new or expectant mother. It is important to inform your employer as soon as possible to ensure the health and safety of both you and your child whilst you are at work.

It is important that you discuss the nature of your working tasks with your line manager at regular intervals both during and after your pregnancy to ensure any necessary adjustments are made and in a timely manner.

You must ensure that all the risks presented to you in relation to your role are identified. This should be documented using the ES10 New and Expectant Mothers Risk Assessment and should be reviewed as often as you feel is necessary. Remember, things change!

Make sure you advise your line manager of any upcoming medical appointments so they can make arrangements when scheduling work and arranging any cover.

Consider all aspects of your role



Employers are required by law to:

Provide suitable areas where breastfeeding mothers can express milk and rest.

This should be a hygienic and private area (toilets are not suitable).

A suitable chilled facility to store expressed milk should also be provided. Remember to label your container so it is easily identifiable.

Remember:

We look out for each other!

Don't be worried about asking a colleague for help.

Young Persons in the Workplace

STCSSI 20

Many young people are likely to be new to the workplace and in some cases will be facing unfamiliar risks relating to their role and surroundings. They must be provided with clear and sufficient instruction, training and supervision to enable them to work safely and without putting others at risk.

Line managers must ensure:

- ✓ A risk assessment has been completed in relation to the young person.
- ✓ Young persons are given information and understand all site safety procedures.
- ✓ Young persons have been given sufficient training to carry out their tasks.
- ✓ Young persons only carry out low-level risk activities.
- ✓ Consideration is given to their age, experience, maturity and physical capabilities.

Note: No one under the age of 18 is permitted to drive on company business or drive a company vehicle.

If you are responsible for supervising a young worker you must:

Give them a tour of the workplace and explain to them any risks or hazards present.

Show them where the first aid kits are located and introduce them to their first aider.

Make sure they know where all the emergency exits are, the location of the fire assembly point and who the fire wardens are.

Ensure they know what to do in the event of an emergency and escort them during an emergency evacuation.

Advise them on how to report hazards such as wet floors or trip hazards.

Ensure they are wearing suitable footwear and clothing for the environment they are working in.

Supervise them when using equipment which poses a risk to their safety.

Ensure they have the correct PPE for their tasks.

Lone Working

STCSSI 21

Lone working should be eliminated wherever possible; however, this is not always practical. If you are defined as a lone worker for some or all of your working tasks, your line manager must make the necessary arrangements to ensure you are safe whilst carrying out your role.

Who are lone workers?

The Health and Safety Executive (HSE) and the Health and Safety Authority (HSA) define a lone worker as:

‘Those who work by themselves without close or direct supervision.’

- Those who work outside normal office hours.
- Those remote from a central office.
- Those who work in remote areas of an occupied building.
- Those remote from emergency services.
- Those working from home.
- Those who travel as part of their job.

To determine the necessary arrangements required to ensure your safety whilst carrying out any lone working, your line manager will complete the Lone Working Risk Assessment and checklist with you.

You must discuss lone working arrangements with your line manager and they must ensure there are sufficient measures in place to ensure your safety when carrying out any lone working tasks. Arrangements could include:

The use of walkie-talkies to stay in regular contact with colleagues.



Regular telephone calls between yourself and a control room or supervisor.



A reliable system in place to ensure a lone worker has returned to their base once they have completed their task.



Workplace Stress

STCSSI 22

Stress in the workplace can develop due to a number of factors, or from one single event. It can impact both employees and employers. In the UK and Ireland, work-related stress accounts for more than half of all working days lost to ill health.

The Stress Bucket

Imagine each individual has a bucket and fills it with water (water being the amount of pressures).



When the bucket is full, the water overflows and creates a problem. Everyone's bucket is a different size and will dictate how much work pressure they are able to cope with before they become overwhelmed and issues arise.

Think about the size of your bucket and whether all of the water you need to carry will fit without overflowing!

Remember to use the outlet taps to prevent your bucket overflowing!

Pressure in the workplace cannot be avoided completely and can affect us all at different times and in different ways.

These pressures can be identified in two categories:

Positive Pressures

- Motivate individuals.
- Give individuals a sense of achievement, for example when a problem is solved, or a tight work deadline is met.
- Give individuals confidence in their abilities.
- Create positive working relationships and work environments.
- Create a healthy work-life balance.

Positive pressure can give individuals a feel-good factor and enhance their working performance. They look forward to the day-to-day challenges their role presents.

Negative Pressures

- Demotivate individuals.
- Cause individuals to feel anxious when workloads become demanding or too challenging.
- May cause individuals to question their ability, lose confidence and appear indecisive.
- Create negative working relationships and a tense working environment.

Negative pressure can lead to mental and physical ill health, absence from work, poor performance and a lack of concentration, which could lead to an accident.

Driving on Company Business

STCSSI 23

If you carry out any driving as part of your role, including driving between sites, or to run an errand, this is known as driving on company business. Your line manager must ensure you have been included in our company Driver Safety Risk Management programme. In the Republic of Ireland (ROI) you will be asked to complete a risk assessment and added to the Ireland Specific Driver Training Program.



You will receive an email invitation from our risk management partner, requesting you to log into their online training portal and upload your driving licence details and, where applicable, vehicle insurance and MOT certificates. In the ROI you will be asked to provide your license and complete a declaration to ensure your insurance NCT/CVRT is up to date and sufficient (if applicable).



You must also complete the online driver training module and the driver risk assessment which is also available within the online portal. In the ROI you will be added to the Ireland Specific Online Risk Assessment Training Program.



Your driver documentation will be checked to ensure you are able to drive the correct category of vehicle, and, where applicable, you have the correct type of motor insurance and MOT cover. The results of your driver training and risk assessment will also be reviewed. In the ROI your manager is responsible for ensuring you complete your declaration. Your driver assessment online training will be reviewed by the HSE manager.



Following the results of your driver training and risk assessment, you may be offered some additional training to improve your driving skills, helping to keep you and others safe whilst on the road.

This applies to driving:



Motorcycles



Cars



Vans



Lorries

Work-Related Aggression and Violence

STCSSI 24

Across all our service sectors we are seeing an increase in the number of incidents reported which are related to aggression and violence towards our employees. This is clearly unacceptable, and we must ensure that both the physical safety and mental wellbeing of our teams is a priority. So we need to ensure that all of these type of incidents are reported on AIR.

For violence to be work-related, it must be in connection with the work activity. Personal disputes between workers are not included in this definition. Nor are sexual harassment and bullying.

Guidance or support required in relation to these types of abuse should be directed to your People Business Partner or Nominated Safeguarding Lead.

If you experience or observe inappropriate behaviours of any kind, including harassment, hostile, abusive or discriminatory behaviours, please speak to your Manager, People Business Partner or Nominated Safeguarding Lead. To raise an issue anonymously use the

24 hour confidential helpline:

UK: 0800 041 8157

ROI: 1800 904 177

What is work-related violence?

The Health and Safety Executive (HSE) and the Health and Safety Authority (HSA) define work-related violence as:

‘Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.’

This includes verbal abuse or threats which are either face to face, via the telephone, online or physical, from members of the public, customers, clients or patients.



What are the consequences of work-related violence?

The consequences of violence in the workplace are far-reaching. Direct effects include physical injuries and psychological trauma to the individuals involved.

Indirectly, there can be a significant impact on employee well-being, with an increased risk of absenteeism and reduced productivity. Moreover, there's a tangible business cost associated with violence, including potential legal fees, compensation claims, and a tarnished company reputation that can deter both potential employees and customers.

The most common types of work-related violence incidents which occur in our business are generally either face to face verbal abuse or physical attacks. As an individual's reaction to a situation is influenced by many factors it can be hard to predict when a situation may potentially result in aggressive or violent behaviour. On STCSSI 25 we will look at some of those factors which may increase the likelihood of a situation occurring, what we can do to help prevent an occurrence and what to do if something does happen.



Work-Related Aggression and Violence continued

STCSSI 25

Some common potential contributing factors

Alcohol Consumption

Whilst most individuals will enjoy a glass or two, sometimes over-indulgence can lead to verbal and aggressive behaviour. Where drinks are served in glasses or glass bottles these can become a weapon. Managers may consider serving in plastic only and limiting the amount of drinks served. Always ensure that Challenge 25 is followed and don't serve any customer who appears to have had one too many!



Being Under the Influence of Illegal Drugs

Individuals who are under the influence of illegal drugs can become violent and unpredictable, and it can be very difficult to reason with them. This is more likely to be a concern at events or in Healthcare settings, where Security Officers who are specially trained are present to assist and deal with any situations that arise.



Mental Illness

Some mental disorders can affect individuals' emotional regulation or behaviours which can cause them to become violent and aggressive. Such situations occur more commonly in Healthcare settings, and it is likely that Security, Police and Ambulance Services will become involved.



Hosting Sporting Events

Large crowds and passionate sports fans are factors that can result in a hostile situation escalating. Event organisers will consider ensuring that queues flow quickly to avoid frustration and that venue capacity is not exceeded to avoid overcrowding. Security bag checks are also often conducted to ensure individuals are not carrying weapons, drugs or alcohol.



Carrying Valuables

Mobile phones, ear pods, laptops and some work equipment or goods can be enticing to a thief and reports of theft or mugging are on the increase. Be mindful if you are carrying valuables; keep them safe and away from eye view. Line managers may need to complete a Lone Worker Risk Assessment with you to ensure your safety.



Customer Complaints

Dissatisfied customers may complain either face to face, via email or telephone and could be aggrieved by many factors such as food quality, poor customer service, guest room cleanliness or long service waiting times for example. It's important that when customers are making a complaint, they feel their complaint is being taken seriously and dealt with professionally and amicably. However, regardless of the cause for the complaint, aggressive behaviour is unacceptable



What can you do in the first instance ?

- Watch out for early signs of aggressive behaviour and if you have concerns make your supervisor or manager aware immediately.
- Try to stay calm, keeping control of your tone of voice and be careful with the words you use - it is usually best to say nothing and not engage.
- If possible, defuse the situation by changing the subject or walking away.
- Keep your body language open, relaxed and un confrontational.
- Create a physical barrier between yourself and the individual to reduce the risk of physical harm; this could be a table, bar or service counter.
- Enlist the support of security officers if they are present.
- Report all incidents to your supervisor or manager regardless of how minor the situation might appear.
- Some sectors may have specific training requirements based on their risk profile, so please ensure you liaise with your People and Safety Team to ensure you have the relevant information.

