

# HEALTH AND SAFETY POLICY AND ARRANGEMENTS

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## Page

1.	General Statement of Policy	2
2.	Responsibilities and Arrangements for Health & Safety Management	3
3.	Building Maintenance	6
4.	Good Housekeeping	7
5.	Welfare Arrangements	9
6.	Personal Safety	10
7.	Visual Display Units and Computer Equipment	13
8.	Fire Safety	15
9.	Universal Hygiene Controls	16
10.	First Aid and Accident Reporting	17
11.	Control of Substances Hazardous to Health	18
12.	Manual Handling	19
13.	Stress Management	20
14.	Contacts	22

# **1. GENERAL STATEMENT OF POLICY**

- 1.1 It is the policy of William Davies Care to comply with the terms of the Health and Safety at Work Act 1974 and subsequent legislation, to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and to provide such information, training and supervision as they need for this purpose.
- 1.2 William Davies Care also recognises and accepts its responsibility to protect the health and safety of all visitors to the workplace (including contractors, temporary staff and any members of the public) who might be affected by our activities. William Davies Care will also co-operate on health and safety matters with other organisations accommodated within the William Davies Care premises area.
- 1.3 A copy of this policy will be issued to each member of staff. The policy will be kept up to date and the way in which it has operated will be reviewed each year.
- 1.4 The specific arrangements for the implementation of the policy and the personnel responsible are set out below.

## **2. RESPONSIBILITIES AND ARRANGEMENTS FOR HEALTH & SAFETY MANAGEMENT**

### **2.1 THE BOARD**

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

### **2.2 THE DIRECTOR**

- 2.2.1 The Director has overall responsibility for ensuring that the health and safety policy is put into practice at William Davies Care's premises. In particular the Director will ensure that:-
- employees receive sufficient information, training and supervision on health and safety matters
  - line managers are aware of their responsibilities to their staff and volunteers
  - a risk assessment is undertaken and the results written up and made available to all employees
  - accidents are investigated and reported to the Executive Committee
  - there are arrangements in place to monitor the maintenance of the premises and equipment
  - there are adequate arrangements to liaise and co-operate on health and safety matters with other employers sharing William Davies Care premises.
  - that William Davies Care accepts its responsibility for the health and safety of its employees based in the offices of other organisations.
  - ensure that the William Davies Care Health and Safety Working group has the time, facilities and resources to carry out its business effectively.

### **2.3 COMPETENT PERSONS**

- 2.3.1 The Director will appoint from amongst the William Davies Care employees, at least one "competent person" as defined in the Management of Health and Safety at Work Regulations 1999.
- 2.3.2 Competent persons will report to the Director and will assist in assessing the health and safety risks to William Davies Care's employees and devising and applying measures to improve health and safety. The Director will ensure that the competent persons have adequate time, information, training and resources to undertake their task.
- 2.3.3 All employees will be told who the competent persons are.
- 2.3.4 The competent persons at the time of issuing this policy statement is Abid Patel - Director

## **2.4 HEALTH AND SAFETY CONSULTATION**

2.4.1 As part of this policy, William Davies Care establish a Health and Safety Consultation process which shall include the following:-

- 1 x staff representative
- 1 x management representative

2.4.2 The team will have the following terms of reference:-

- (a) to monitor the implementation of the William Davies Care health and safety Policy including Risk assessments.
- (b) to monitor and review all health and safety incidents and make recommendations where appropriate.

## **2.5 TRADE UNION PARTICIPATION**

2.5.1 Where relevant and where employees are Trade Union members; the management will consult with the agreed trade union on the development of health and safety policy, ensure the union receives all the information to which it is legally entitled and provide reasonable time off without loss of pay to carry out their duties.

## **2.6 ALL EMPLOYEES**

2.6.1 All employees have the responsibility to co-operate with the Director and the Board to achieve a safe and healthy workplace and to take reasonable care of themselves and others.

2.6.2 Employees must not intentionally or recklessly interfere with anything provided for their health, safety and welfare. Serious breaches of the Health and Safety Policy and rules (e.g. misusing equipment, deliberately putting someone else's safety in danger) will be dealt with through William Davies Care's Disciplinary Procedure.

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

2.6.4 Health, safety and welfare matters may be raised by any employee at William Davies Care staff meetings.

## **2.7 FIRE OFFICERS**

2.7.1 William Davies Care will appoint two Fire Officers who shall receive appropriate training.

2.7.2 The responsibilities of Fire Officers will be to:

- meet on a regular basis with each other and the Office Manager
- be instructed on potential fire hazards and the use of fire fighting equipment
- ensure the Office Manager arranges the testing of fire alarms and fire drills
- assist with the efficient evacuation of William Davies Care staff and visitors.
- liaise with the Fire Brigade and Office Manager at the assembly point.
- ensure William Davies Care staff are aware of the fire alarm and fire drill.

FOR DETAILED FIRE SAFETY ARRANGEMENTS SEE SECTION 8.

## **2.8 FIRST AIDERS**

- 2.8.1 At the time of issuing of this policy the employees, who have undertaken a recognised training course approved by the Health and Safety Executive
- 2.8.2 The trained first aider(s) named above will ensure that the first aid box is kept in the correct place, contains the items laid down in the Code of Practice and Guidance Notes published by the Health and Safety Executive (and nothing else) and is regularly restocked.

FOR DETAILED FIRST AID AND ACCIDENT ARRANGEMENTS SEE SECTION 10.

## **2.9 RISK ASSESSMENT**

- 2.9.1 William Davies Care will ensure that a competent person carries out a risk assessment in accordance with the 1999 Management of Health and Safety at Work Regulations and the Approved Code of Practice (ACOP). This risk assessment will be written up, and be made available to all staff.
- 2.9.2 The written risk assessment will be reviewed and updated annually to ensure it covers all employees against all risks, and to ensure that any action identified as needed in the risk assessment has been carried out. The risk assessment will also be updated every time that there is a major change in working practices. The risk assessment will cover all William Davies Care employees, wherever they may be based, and will cover all aspects of their work.

## **2.10 TRAINING**

- 2.10.1 William Davies Care will ensure that new employees and volunteers receive information on health and safety as part of their induction.
- 2.10.2 William Davies Care will organise training for employees and volunteers on health and safety matters as appropriate, including: general health and safety training, first aid, manual handling, fire safety, risk assessment. William Davies Care will also organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work.
- 2.10.3 If employees and volunteers consider they have health and safety training needs they should inform their line manager.

## **3. BUILDING MAINTENANCE**

- 3.1 William Davies Care has a responsibility to provide a safe and healthy environment for staff and volunteers. The Office Manager will be responsible for ensuring that any repairs are carried out swiftly with the minimum of disruption.
- 3.2 All William Davies Care staff are responsible for spotting hazards or potential hazards. If a hazard is seen, it should be removed or dealt with as soon as possible, or if not, reported to the Office Manager.

### **3.3 EXAMPLES OF HAZARDS:**

#### **3.3.1 Things out of reach:**

Chairs or other furniture must not be used to stand on for the purposes of replacing light bulbs, reaching for things off tops of cupboards etc. A properly maintained, undamaged step ladder must be used.

#### **3.3.2 Damaged Equipment:**

Regular checks must be carried out on furniture and equipment for damage which leave sharp edges protruding or other hazards. Any damaged furniture must be reported for repair or condemnation straight away and must be removed from use.

#### **3.3.3 Damage to Fabric of Building, Windows etc.:**

All such damage must be reported immediately to the Office Manager.

#### **3.3.4 Misplaced Furniture, Equipment or Supplies:**

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

## **4. GOOD HOUSEKEEPING**

### **4.1 AISLES & GANGWAYS**

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

### **4.2 SMOKING**

4.2.1 William Davies Care is a non-smoking building. Staff may smoke only in the designated smoking area which is outside the rear entrance door.

### **4.3 OVERCROWDING**

4.3.1 The general minimum space per person, recommended by the 1992 Regulations is 11 cubic metres. William Davies Care will avoid unhealthy and overcrowded working conditions, and will consult staff on any changes in office layout.

### **4.4 VENTILATION**

4.4.1 William Davies Care will endeavour to provide a well-ventilated workplace in which staff has control over their local level of ventilation.

### **4.5 TEMPERATURE**

4.5.1 In office workplaces a minimum temperature of 16°C must be maintained. Efforts will be made so far as is reasonably practical to ensure the workplace temperature does not rise to an uncomfortable level. A thermometer will be provide in a conspicuous place and in such a position as to be easily seen. William Davies Care will do all in its power to ensure reasonable temperatures in the workplace at all times.

### **4.6 LIGHTING**

4.6.1 Adequate lighting must be provided. If lights are found to be out of order, the fault must be corrected as soon as reasonably possible.

## **4.7 NOISE**

4.7.1 Some William Davies Care staff work within an open plan office and therefore a certain level of noise is unavoidable, however William Davies Care will endeavour to ensure that noise is kept to as low a level as is practicable.

## **4.8 OFFICE ATMOSPHERIC POLLUTANTS**

4.8.1 Office equipment such as photocopiers and printers can emit pollutants into the atmosphere. William Davies Care will take reasonable precautions in ensuring that these levels are kept as low as is possible. Employees will not be expected to work in enclosed spaces with equipment that emit atmospheric pollutants. Spaces where these pollutants are present shall be kept well ventilated.

## **4.9 EQUIPMENT STORAGE AND USAGE**

- 4.9.1 - Equipment must not be left lying around but must be suitably stored.
- No wires must be left trailing across floors.
- Non-flammable rubbish bins must be positioned at various points.
- Except in emergencies, and with the permission of the Director, no paraffin, bar electric or calor gas fires will be used at William Davies Care premises.

## **4.10 ELECTRICAL EQUIPMENT**

4.10.1 All building maintenance such as electrical work, carpentry, painting etc. should be carried out by skilled people. No staff should endanger themselves or others by carrying out such work.

4.10.2 Broken, ineffective or damaged electrical equipment must be reported to the Office Manager. Staff should never perform unsafe practices such as: jamming wires in sockets with matchsticks or nails, improvising a junction box, running power tools from lamp sockets so that they cannot be earthed, forcing a plug into the wrong socket, using improvised wrongly rated fuses for the current that the equipment is carrying, hanging cables on nails or allowing them to trail in pools of water, using equipment with the earth wire pulled out of its terminal, misusing an earthing clamp on welding sets etc.

## **5. WELFARE ARRANGEMENTS**

### **5.1 TOILETS AND WASHING FACILITIES**

5.1.1 William Davies Care will seek to ensure that suitable and sufficient toilets and washing facilities are provided for all staff in accordance with the minimum requirements of Health and Safety legislation, i.e.:

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

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

## **5.2 DRINKING WATER**

- 5.2.1 An adequate supply of drinking water will be provided for all staff.

## **5.3 REST AREAS**

- 5.3.1 So far as is reasonably practicable William Davies Care will provide all staff with seating in a rest area, where they may rest during normal work breaks.

## **5.4 PREGNANT WOMEN**

- 5.4.1 Suitable rest facilities will be provided for pregnant employees.

## **5.5 HOURS OF WORK**

- 5.5.1 William Davies Care employees should not work excessively long hours, and should take adequate breaks for meals and rest as indicated within their statements of terms and conditions of employment.

# **6. PERSONAL SAFETY**

## **6.1 Office Security**

- 6.1.1 It is in the nature of William Davies Care's work that staff may, on occasions, find themselves working alone whilst on William Davies Care business. The following policy is concerned to minimise the risk to people working for William Davies Care.
- 6.1.2 Staff who are working on their own should not allow access to casual visitors who have no appointment. Such callers should be encouraged to make an appointment.
- 6.1.3 Where staff are dealing with an individual but feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations, William Davies Care management will put their trust in the feelings of the worker.
- 6.1.4 During normal office hours, the reception is manned.
- 6.1.5 All windows and entry doors will be lockable.

## **6.2 PREVENTION WHILST AWAY FROM NORMAL WORKPLACE ON WILLIAM DAVIES CARE BUSINESS**

- 6.2.1 Staff who are going to be away on William Davies Care business should make it clear to other staff where they will be, how long for and how they can be contacted.
- 6.2.2 If in the course of a trip away from the office plans change significantly, this should be communicated back to the office.
- 6.2.3 Staff should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.



## **6.3 PREVENTION WHILST HOLDING OR CARRYING MONEY OR VALUABLES FOR WILLIAM DAVIES CARE**

- 6.3.1 Staff who carry money for William Davies Care have the right to be accompanied by another person.
- 6.3.2 Large amounts of cash, over and above petty cash should not be kept on William Davies Care premises.
- 6.3.3 Visits to the bank should not be at a regular time.
- 6.3.4 Under no circumstances should staff put themselves at risk on account of William Davies Care's property. If money is demanded with threats it should be handed over.

## **6.4 PERSONAL AWARENESS:**

- 6.4.1 There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. The following steps are recommended to William Davies Care staff as being helpful.

## **6.5 WHILST OUT AND ABOUT:**

**Trust your intuition and listen to your feelings.** If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.

**Be prepared.** Do you know whom to contact and what to do if a difficult situation arises? Find out and if there is no one designated, ask for a supervisor or manager to be nominated.

**Be observant.** Notice everything around you - exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.

**Assess potential risks.** Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car and remember where you have parked it.

**Make sure you have all relevant information with you.** Have you checked to see if there is a known problem with whom you are or where you are going?

**Look confident.** "Walking tall" and being aware of your surroundings deters assailants.

**Never stay in a situation where you think you may be at risk.** Don't feel you have to stay because of your work. You can see the client, arrange the visit or do the interview again. You can ask a colleague to come in or be with you. Don't be afraid to ask for help.

**Be aware of personal space** - yours and others. Encroaching on other peoples personal space can make them aggressive. If other people are too close to you and making you uncomfortable, ask for more space or move away.

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

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

**Think about what you are wearing,** can you run if you need to?

## 6.6 IN DEALING WITH AGGRESSION

If you find yourself in an aggressive situation, what can you do?

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

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

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

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

**Get on the same level as the aggressor.** If they are standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.

**Keep your balance and keep your distance.**

**Do not touch someone who is angry.**

**Don't let your escape route be blocked.**

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

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

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

## 6.7 REPORTING AND RECORDING

6.7.1 All incidents of aggression or violence should be reported to management and recorded in the accident book.

6.7.2 Employers have a responsibility to provide a safe working environment. Staff should report any current or potential situation at work which is a threat to personal safety. Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair which can carry on long afterwards.

The management of William Davies Care recognises this and will be disposed to provide whatever support, counselling or time off work seems appropriate.

## **7. VISUAL DISPLAY EQUIPMENT**

### **7.1 GENERAL**

7.1.1 It is the policy of William Davies Care to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.

7.1.2 William Davies Care will conduct health and safety assessments of all workstations staffed by employees who use VDU screens as part of their usual work. All workstations must meet the requirements set out in the Schedule to the Regulations.

### **7.2 NATURE AND ORGANISATION OF WORK**

7.2.1 Appropriate seating must be available to all users.

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

### **7.3 EQUIPMENT**

7.3.1 Resources will be sought by William Davies Care to:-

- (a) provide VDUs with a detachable and adjustable screen, i.e. in height, swivel etc., to allow for the individual preference of the operator.
- (b) provide computer cleaning supplies.
- (c) provide a wrist and foot rest sat each workstation
- (d) an anti-static mat at each workstation.
- (e) provide keyboards which are separate from screens.
- (f) provide anti-glare screens, where direct light cannot be prevented from falling on the screen.
- (g) provide adequate workstation space.

### **7.4 MAINTENANCE**

7.4.1 The Office Manager should hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

### **7.5 EYE AND EYESIGHT TESTS**

7.5.1 New staff are entitled to have eyesight tests paid for by William Davies Care.

- 7.5.2 Where a member of staff is experiencing eyesight problems attributable to their work with VDUs she/he will be entitled to have an eyesight test paid for by William Davies Care.
- 7.5.3 Where a test shows that as a result of work with William Davies Care VDUs a member of staff needs to purchase special corrective appliances (usually glasses) William Davies Care will pay for these. This excludes those normally used for purposes other than work with VDUs.

## **7.6 WRULDS/RSI**

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

- avoiding sitting in the same position for long periods
- adjusting equipment and furniture to appropriate/comfortable positions
- taking a rest break from VDU work (at least 10 minutes away every hour) by doing some other work.

## **8. FIRE SAFETY**

### **8.1 GENERAL**

8.1.1 It is not only the responsibility of the Fire Officers, but of all staff to be aware of fire hazards, to know the location of fire exits and the assembly point. Everyone must know the fire drill instructions, and these will be part of the induction process for all new staff and volunteers.

8.1.2 Access to escape doors, extinguishers and other fire fighting equipment must not be obstructed and all Fire Officers will be instructed on their use.

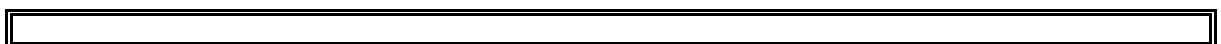
### **8.2 FIRE DRILLS**

8.2.1 Facilities Manager is responsible for carrying out Fire Drills and will arrange at least three each year. The William Davies Care Fire Officers are responsible for ensuring that staff are aware of the evacuation procedures. The Fire Officers have the power to remove obstructions from fire exits. The Fire Officers should liaise with the Office Manager after each evacuation to review the success or otherwise of the evacuation and to make recommendations for improved practices.

8.2.2 The Fire alarms shall be tested at regular intervals by the Office Manager. William Davies Care staff will be notified of any testing taking place during office hours.

8.2.3 Visitors to William Davies Care and all William Davies Care staff, including volunteers, must be made fully familiar with the escape routes and the William Davies Care assembly points.

### **8.3 FIRE DRILL PROCEDURE**



- **If the fire Alarm sounds (a continuous single pitch note)**
- Evacuate the building immediately by the nearest exit.
- Do not use the lift.
- Ensure any visitors leave the building.
- Do not put yourself at risk.
- Assemble in back of the car park away from the main building
- Do not re-enter the building for any reason until the Office Manager or fire brigade confirm that it is safe to so.
- **If You Discover A Fire**
- Raise the alarm by operating the break glass switch at the nearest Fire Alarm call Point. These are located in the stair wells on each floor.
- Evacuate the building immediately as above.

## **9. Universal Hygiene Controls**

- 9.1 All areas must be kept clean and tidy.
- 9.2 Toilets must be washed regularly and kept clean.
- 9.3 If practicable all wash basins should be provided with hot water, soap, clean paper towels or hand dryers.
- 9.4 Vending machines for sanitary products and disposal bins should be provided. Bins should be emptied and sanitised regularly.

## **10. First Aid and Accident Reporting**

### **10.1 FIRST AID**

- 10.1.1 In all William Davies Care premises First Aid provision will be available at all times in an appropriate and accessible First Aid Box.
- 10.1.2 The first aid box is kept in the Management Office.
- 10.1.3 At least one employee will receive will receive appropriate first aid training.
- 10.1.4 All new employees will be told as part of their induction of the location of first aid equipment and the employees who have received first aid training.
- 10.1.5 A record of all first aid cases treated will be kept in the Accident Book, which will be kept with the First Aid box.

### **10.2 ACCIDENTS AND EMERGENCIES**

- 10.2.1 All employees must report all incidents which did or nearly resulted in personal injury to themselves or others, to their line manager and the Office Manager and make sure the accident is recorded in the Accident Book.

- 10.2.6 It is the responsibility of the Office Manager to ensure that any necessary follow up action is taken to reduce the risk of the accident or near accident reoccurring.
- 10.2.7 The Office Manager is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the London Borough of Redbridge Environmental Health Department. RIDDOR covers the following incidents:-
- (a) fatal accidents
  - (b) major injury accidents\conditions
  - (c) dangerous occurrences
  - (d) accidents causing more than 3 days incapacity for work
  - (e) certain work-related diseases.

## 11. COSHH

### 11.1 GENERAL STATEMENT

- 11.1.1 Under the 1992 COSHH (Control of Substances Hazardous to Health) Regulations employers have a duty to make an assessment of the risks related to hazardous substances e.g. chemicals, noxious fumes etc. In accordance with the Approved Code of Practice this assessment will be carried out and written down by a nominated competent person.
- 11.1.2 Following this assessment, in accordance with the Approved Code of Practice (ACOP) William Davies Care will:
- (a) In the first instance take action to **remove** any hazardous substances
  - (b) If this is not possible then action shall be taken to find a **substitute** for the hazardous substance
  - (c) If this is not possible such substances shall be **enclosed** within a safe environment
  - (d) If none of the above are possible **protective equipment** will be issued to ensure the safety of staff.

### 11.2 MONITORING

- 11.2.1 If for any reason a member of staff has to be exposed to a possibly hazardous substance, levels of exposure will be monitored.
- 11.2.2 At all times levels of ill-health related to exposure to hazardous substances at work will be monitored.

### 11.3 REMOVAL, SUBSTITUTION, ENCLOSURE AND PROTECTION

- 11.3.1 All members of staff shall avoid using hazardous substances at all times if at all possible. Where substitute materials are available they should be used (e.g. water based markers, correction fluid etc.). If there is no way of avoiding use of a hazardous substance, then staff must use the substance in an enclosed, ventilated environment away from other workers, and use proper protective equipment, which shall be made available by William Davies Care.

## 12. MANUAL HANDLING

- 12.1 William Davies Care employees should avoid manual lifting where at all possible. However, employees may occasionally be required to manually lift and handle loads. Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury.
- 12.2 The most likely occurrences of manual handling for William Davies Care employees are:-
- the receipt and storage of stationery orders
  - moving paper records into archive storage
  - rearranging the office furniture and equipment
  - handling loads at outside events organised by William Davies Care employees.
- 12.3 All employees should use aids which are available to reduce the risk of injury, e.g. sack trolley, lifts.
- 12.4 Employees should not put themselves at risk by attempting to lift heavy loads which could be divided into smaller quantities. The assistance of other employees should always be sought for moving large quantities or for lifting heavy and awkward loads. When lifting in a team take instructions from one person only.
- 12.5 Any employee feeling a strain should stop immediately and record the incident in the Accident Book. To continue may result in more serious injury.

### 13. STRESS MANAGEMENT

- 13.1 Stress at work is a serious issue: workers can suffer severe medical problems, which can result in under-performance at work, and cause major disruptions to the organisation. Throughout the UK 90 million working days each year are lost as a result of stress, costing employers £1.3 billion. (*TUC/Dept. of Health*).
- 13.2 Stress is a workplace hazard that must be dealt with like any other. Thus the responsibility for reducing stress at work lies both with employer and employee.
- 13.3 The Health and Safety Executive has identified the following primary causes of stress at work:

<b>Context</b> Organisational function and culture	Poor task environment Lack of definition of objectives Poor problem solving environment Poor development environment Poor communication Non supportive culture
Role in organisation	Role ambiguity Role conflict
Career development	Career uncertainty Career stagnation Poor status/status incongruity Poor pay Job insecurity and redundancy Low social value of work
Decision latitude/control	Low participation in decision making Lack of control over work Little decision making in work Overload of decision making

Interpersonal relationships at work	Social or physical isolation Poor relationships with superiors Interpersonal conflict and violence Lack of social support
Home/work interface	Conflicting demands of home and work Low social or practical support at home Dual career problems
<b>Contents</b> Task design	Poorly defined work High uncertainty in work Lack of variety, or short work cycles Fragmented or meaningless work Under-utilisation of skill Continual exposure to client/customer groups
Workload/pace/schedule (quantitative/qualitative)	Inflexible work schedule Unpredictable work hours Long or unsocial work hours

13.4 William Davies Care will do all it can to eradicate problems relating to stress at work. In particular William Davies Care will:

- \* Ensure close employee involvement, particularly during periods of change.
- \* Give opportunities for staff to contribute in the planning and organisation of their own jobs.
- \* Ensure staff have work targets that are stretching, but reasonable.
- \* Implement effective policies and procedures for dealing with bullying and any form of harassment
- \* Encourage good communications between staff and management.
- \* Promote the maintenance of a supportive culture in the workplace.
- \* Where appropriate, take into consideration an employee's personal problems/problems at home.
- \* Ensure employees avoid working long and unsocial hours.

13.5 William Davies Care will ensure that all policies, working practices, conditions of employment etc. do not contradict with the above statement.

13.6 Employees should become aware of the causes of stress, and ensure that they do not work in a way which could cause them to suffer an increase in stress, nor cause an increase in stress on others.

13.7 Employees must respect other members of staff, and ensure that interpersonal conflicts are avoided or dealt with sensibly.

13.8 Employees must not make unrealistic demands of other workers, by imposing impossible deadlines and/or increasing others' workloads to a level they cannot cope with.

13.9 Employees should participate with William Davies Care's intention to maintain a co-operative, supportive workplace environment.

13.10 If an employee is suffering from stress at work, they should discuss this with their line manager or Office Manager at the first opportunity. Where practicable and reasonable, William Davies Care will seek to provide assistance to the employee.



## **14. CONTACTS**

*Local health and safety inspector's office and telephone number:*

***Health and Safety Executive Publications*** - Free leaflets on all aspects of Health and Safety:

HSE Books, PO Box 1999, Sudbury, Suffolk CO10 6FS. Tel: 01787 881165.

*London Hazards Centre - Advice, training and COSHH data sheets etc.:*

Interchange Studios, Dalby Street, London NW5 3NQ. Tel: 020 7267 3387