



Health & Safety

Employee Handbook

Clydebank Housing Association Limited

This document forms part of the Association's Health & Safety Management System and should be read in accordance with the Association's Health & Safety Control Manual, which sets out the policies and procedures in full.

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1. Your Health & Safety Responsibilities

On average 220 people are killed at work each year, 30,000 are seriously injured and 33 million days are lost due to workplace injuries or ill health. So taking health and safety seriously is important to you and your colleagues.

Everyone in this organisation has a responsibility to ensure their own safety and that of others. All employees can be held liable for negligence or omissions resulting in harm to anyone. Employees must report immediately to their Line Manager or the Chief Executive any breaches of Health & Safety procedures, any accidents or safety related incidents and any unsafe acts. Employees should understand that we will not tolerate horseplay or practical jokes by anyone that could result in harm to themselves or other individuals.

Managers and supervisors have additional responsibility for good health and safety practice and must ensure that all reasonable precautions are taken to allow the staff in their team to work in a safe manner while actively monitoring and checking that our procedures are implemented daily. (The Control Manual sets out these duties in detail.)

The H&S Administrator is responsible for the administration of the Health & Safety arrangements and is available to deal with general Health & Safety related queries. Our H&S Administrator is Alison Macfarlane, Housing Services Manager.

2. Health & Safety Policy Statement

The Management Committee and Senior Management do not want any staff, visitors or people we work with to be injured, hurt or become ill as a result of any of our activities. As a result we have formally committed ourselves to providing a safe working environment and to ensure that we manage and control work related hazards and risks. The Health & Safety Policy Statement has been prepared and endorsed by the Management Committee and is displayed on the intranet and noticeboards at all CHA premises.

3. Health & Safety Control Manual

Clydebank Housing Association's Health and Safety Control Manual provides specific policies, procedures and arrangements for all health and safety related issues for all staff in our employment. The document is regularly updated as legislation changes and ideas on good practice develop. You can view the manual at any time; it is stored on the Intranet, in the Maintenance section and at Centre81. Whilst we encourage you to familiarise yourself with the contents of the Health & Safety Control Manual, this Handbook provides a short summary and you will receive relevant training on the key aspects of the Manual that affect you.

4. Risk Assessments

A programme of Risk Assessments is in place, which includes a General Risk Assessment for the principal activities carried out, individual assessments for employees in certain categories (e.g. expectant mothers), and specific assessment as required by legislation (e.g. fire, chemical substances, display screen equipment).

You will be made aware of the findings of risk assessments relevant to your work and provided with training where necessary to enable you to carry out suitable risk assessments.

DO

- Know where to obtain copies of risk assessments.
- Ensure a risk assessment has been carried out on the operation prior to the work commencing.

- Ensure personnel carrying out the work are aware of the findings of the risk assessment
- Ensure all additional actions/controls are addressed before commencing.

DON'T

- Undertake a task prior to an assessment being completed.
- Undertake a task unless all control measures are followed.

5. Information, Instruction & Training

You will be provided with training in health and safety related matters, including induction, change of job and also training in specific topics as required by legislation or the nature of work carried out. Documented, confidential training plans will be maintained.

DO

- Ensure that you are aware of the training requirements for the job.
- Ensure that you have received training before you undertake a task that requires it.
- Familiarise yourself with the content of the HSE Health and Safety Law poster that is prominently displayed at all out locations, CHA offices (kitchen), Centre81 (reception), Multi storey flats (caretakers offices).

DON'T

- Attempt to undertake a high risk activity if you have not been adequately trained.

6. Health & Safety Committee

Our Management Committee considers all Health and Safety matters. The Committee discusses issues such as accident investigations and ways of improving safety standards within the Association. Health & Safety is discussed on a monthly basis.

Our Committee is made up of the full Management Committee.

DO

- Raise any health and safety issues that you would like the Committee to discuss with the H&S Administrator prior to their meeting for it to be included on the agenda.

DON'T

- Think that the H&S Committee is a 'talking shop'; instead keep up-to-date with their discussions and decisions.

7. Health & Safety Representatives

Where Trade Unions have the right to appoint Safety Representatives, the Trade Unions will provide training. The Representatives have specific rights and responsibilities.

DO

- Involve them in the H&S Committee if possible.
- Keep them involved and informed of any H&S developments.

DON'T

- Treat them as something outside of the normal H&S arrangements.

8. Accident/Near Miss Reporting

Accidents/Near Misses must be reported to find out what happened, to prevent recurrence and to comply with the Law. As a rule of thumb, for every 3 near misses there is an accident, and for every 6 there is a serious accident, so please report them and we can sort the problem now.

DO

- Report all accidents/near misses that you witness or are involved in, no matter how minor you consider them to be. This will enable them to be investigated and actions taken to prevent a recurrence.
- Seek first aid treatment as soon as possible if you sustain an injury.
- Inform your Line Manager if you have an injury at work.

DON'T

- Move anything at the scene of an accident, unless the main purpose of doing this is to secure the safety of the area or reduce risk to other people.

9. First Aid

We have fully qualified first aiders based at the following locations:

Fiona White – CHA office
Chato Chilambwe – CHA office
Donnie McDonald – Radnor Park
Charlie Kane – Radnor Park
Andrew Babbs – Centre 81
James McKay – Centre 81

A first aid box is located at each of the above premises and signage is in place.

If there is an accident or incident that requires attention, you should immediately contact the first aider. For serious accidents requiring medical attention don't wait for a first aider, dial 999.

For 'out of office' work, all staff will be provided with a mobile telephone with which to raise the alarm for help if required. The first aider should be notified as soon as is reasonably practicable of an incident taking place out of the office that required any form of first aid attention.

The first aide or H&S Administrator (whoever was dealing with the incident) will record the details in the Accident Book. The H&S Administrator will investigate and report all accident, incidents and dangerous occurrences to the Chief Executive.

DO

- Familiarise yourself with the names/location of first aiders in your area.
- Report any injury or illness and obtain treatment immediately.

DON'T

- Administer first aid if you are not qualified – seek help instead.
- Move an injured or seriously ill person unless to prevent further injury.

10. Fire Safety

Workplace fires cause many people to suffer from burns each year and some prove fatal. Being familiar with all of our checks and controls to prevent a fire is essential.

We have fire detection systems/fire extinguishers in place and fire notices on display in prominent locations throughout the premises, including at each fire alarm call point, to tell everyone what to do in the event of an emergency. These notices include the location of the Assembly Points, which are at:

Clydebank Housing Association – Open car park, adjacent to office
Centre 81 – Multi use games area, adjacent to Centre

DO

- Familiarise yourself with the location of the Assembly Point and the procedures that should be followed in the event of a fire.
- **On discovering a fire**, raise the alarm using the nearest Fire Alarm point.
- Tackle the fire with the correct type of extinguisher – if it is safe and you have been trained.
- Leave the building and proceed to Assembly Point.
- Dial 999, if phone is available.
- Inform the H&S Administrator or senior member of staff of the location of the fire on leaving the premises.
- **On hearing the fire alarm**, evacuate the building quickly by the nearest exit point and proceed to the assembly point.
- Close all windows and doors if this does not significantly delay departure. Fire doors must always be closed.
- Ensure all visitors you are responsible for are escorted out of the building with you.
- Obtain assistance from colleagues if necessary to evacuate disabled colleagues or visitors.

DON'T

- Use the lifts during an emergency evacuation.
- Delay departure by taking coats or personal belongings.
- Re-enter the building under any circumstances until told to do so by the Emergency Controller (or Depute), or senior member of staff.

The Emergency Controller is: Alison Macfarlane
The Depute Emergency Controller is: Jack Devlin

NB: These roles will vary at Centre 81 depending on staff on duty

A Fire Risk Assessment has been carried out for the premises and the H&S Administrator will inform you of any significant findings or precautions to be taken. Equally, you should inform the H&S Administrator or your Line Manager as soon as possible of any concerns regarding fire safety.

Procedures are in place for the periodic inspection and testing of the fire alarm system, emergency lighting and the fire extinguishers.

11. Electrical Safety

The main type of harm from electricity is electric shock. Each year, there are 1,000 electrical accidents at work and about 25 people die of their injuries.

All electrical equipment (both fixed and portable) in this organisation is subject to a formal documented inspection and maintenance regime by a competent person.

DO

- Inform the H&S Administrator before bringing any new or used electrical equipment onto the premises, or using in company vehicles, so that the equipment can be logged and if necessary tested by a competent person prior to use.
- Inspect electrical equipment prior to use for signs of cable damage, loose plugs, cracked casings and overlong trailing cables and, if no defects are obvious, maintain vigilance during use for sparks etc.
- Only use equipment for its correct purpose.
- Report faulty equipment immediately to the H&S Administrator who will take the item out of service for repair/replacement.

DON'T

- Use damaged or defective items.
- Attempt electrical repairs, irrespective of how trivial the repair may seem.
- Overload sockets/adaptors etc.

12. Gas Safety

There are procedures in place to ensure that all gas appliances, flues and installation pipework are inspected for safety within each 12 month period by a Gas Safe registered contractor and that a structured inspection and maintenance programme is implemented.

In the event of a suspected gas leak (natural or carbon monoxide):-

DO

- Close the Emergency Control Valve as soon as practicable. The emergency control valve is located in the server room at CHA's offices and in the plant room at Centre 81.
- Call the following number immediately if the smell of gas is still apparent or if the leak is suspected to continue - Gas Emergency Freephone Number: 0800 111 999
- Evacuate the building as per the Fire Evacuation Procedures (Section 1)

DON'T

- Switch on or off any electrical equipment.

13. Staff Safety & Violence

In this case, "violence" is not confined simply to physical attack, it also includes verbal abuse, threats, ostracism, discrimination, and racial or sexual harassment. CHA's business involves lots of contact with the public which raises the likelihood of such attacks. All staff are asked to raise any concerns and discuss precautions with colleagues and managers/supervisors.

DO

- Report all incidents of violent or aggressive behaviour to your Line Manager or Chief Executive to allow senior management to fully investigate (confidentiality will be respected).
- Contact your Line Manager or call the Employee Counselling Service direct (*see back page for contact details*) if you need free independent confidential support following any incident.
- Raise any concerns about the risk of violence
- Discuss work place precautions with colleagues and managers

DON'T

- Fail to report any incidents – only by recording and investigating a complaint can the organisation reduce the risk of it happening again.

14. Lone Working

Procedures are in place to protect your safety when you are lone working or working outside of normal working hours. Training is essential for lone workers as they have to deal with situations on their own and with no colleagues or supervisors available.

DO

- Contact your Line Manager by call/text when you are finished working by agreement outside of normal hours or working alone, and are no longer on 'work time', e.g. upon leaving the office, or arriving home.
- Contact the emergency service(s) and your Line Manager should an incident occur whilst you are working alone and they will deal with the situation as appropriate.

DON'T

- Enter the premises outside of normal working hours or carry out any work away from the premises without the knowledge and consent of your Line Manager.

15. Homeworking

If you are permitted to work from home, the risks associated with homeworking must be adequately controlled. Permission must first be granted from your Line Manager or the Chief Executive and you must attend a suitable H&S Awareness training course before commencing homeworking.

DO

- Make sure that you have read HSE guidance note INDG226 and the EVH Guidance Note on Homeworking.
- Take all reasonable precautions to ensure your safety and that of any others who may be affected by your work.
- Contact the office upon starting work and again at the end of your working shift.

DON'T

- Hold meetings within your home.
- Take home any equipment that has not been subject to a suitable and valid inspection and test regime, e.g. portable appliance testing.

16. Slips, Trips and Falls

Slips, trips and falls are the biggest cause of general work related accidents - 95% of these result in broken bones and they cause 15% of all accidental deaths. Some of the most frequently overlooked general requirements involve housekeeping and the guarding of floor and wall openings.

DO

- Keep aisles and passageways clear and free from obstructions.
- Report any faulty or inadequate floor coverings or railings.

- Store materials properly.
- Route cabling safely.
- Return equipment to storage area when no longer in use.
- Ensure lighting is adequate.
- Speak to the H&S Administrator or your Line Manager should you have any queries regarding housekeeping.

DON'T

- Leave cables, hoses or equipment where someone may trip over them.
- Run or take short cuts.
- Leave the problem to someone else.
- Block fire exits or emergency routes.
- Allow waste to accumulate.

17. Manual Handling

Manual Handling covers a number of activities, such as lifting, lowering, carrying, pushing and pulling. These are a major cause of lower back pain, joint injuries and repetitive strain injuries. These injuries are the single most common cause of workplace injury. As a result, risk assessments are required to identify tasks that may cause physical injury. If it is needed, you will be trained in the hazards and risks associated with manual handling, general ergonomics awareness and in safe handling and lifting.

DO

- Ensure that goods being delivered are placed as close to the point of use/storage as possible by the delivery personnel to reduce the amount of manual handling required by yourself/colleagues.
- Identify any unusual manual handling tasks to your Line Manager to allow a specific risk assessment to be carried out prior to starting.

DON'T

- Carry a large load on your own that obscures your vision, even if it is light in weight.
- Direct or carry out a lifting operation involving hoists, pulleys or cranes if you have not been trained in their use.
- Bend or stretch over whilst attempting to lift.
- Attempt any sudden or awkward jerking or tugging actions.
- Twist the body whilst lifting any load.

18. Display Screen Equipment (DSE)

Regular use of DSE without assessment can lead to a number of ill health effects such as musculoskeletal discomfort, eye strain, back injuries and stress. If you regularly use DSE for continuous periods in excess of 1 hour, you are classed as a 'DSE user' and require a specific DSE risk assessment. Your workstation will be examined using an ergonomic approach to office furniture, equipment, design and layout and the immediate work environment relating to you. Control measures identified during the risk assessment as being required (e.g. wrist rests) will be provided and you will be trained in their correct use.

There is no evidence linking DSE with eye/eyesight damage or deterioration, however users are entitled, but not required, to undergo appropriate DSE eye/eyesight tests at the organisation's expense. Where spectacles are prescribed specifically for work with DSE, you will be provided with the cost of a basic frame and suitable lens / the spectacle allowance detailed in the EVH Salary Scales and Allowances sheet. You can also claim an allowance through your Simply Health plan.

DO

- Ensure that your workstation has been assessed and that any required remedial controls are in use.
- Ensure that you have been given awareness training.
- Adjust your workstation so that it is comfortable for you.
- Report any eye or musculoskeletal symptoms to your Line Manager.
- Take frequent breaks to do tasks that don't involve screen work.
- Be aware of the early symptoms of upper limb disorders, such as tingling in the fingers and report them to your manager

DON'T

- Work with DSE for longer than 50 minutes in any 1 hour period. Breaks away from DSE cannot be added together to give longer breaks (NB: a break in this context does not mean a break from work, but simply a break from screen use).

DSE Set Up Tips:



- Top of monitor should be just below eye level, use screen height adjuster if too low.
- Position monitor straight in front of you to avoid twisting, keep it clean and avoid any glare.
- Adjust the back/seat of your chair to support your spine and keep it aligned.
- Adjust height of chair so that your forearms are level with or just above keyboard, wrists flat.
- If your feet are not flat on the floor, try using a foot rest. Make sure you have enough leg room.
- Avoid using computer continuously – change activity and posture regularly.
- Document holders are useful when copy-typing to reduce eye movement.
- Don't hold phone with your shoulder, move it to other side to free your writing hand.
- Stretch regularly to prevent muscle tension.

19. Hazardous Substances

An assessment has been carried out to identify risks posed by hazardous substances routinely used by staff. This is sometimes referred to as a COSHH Assessment (Control of Substances Hazardous to Health).

Hazardous substances can be gases, powders, liquids, dust or solids that can cause damage when they enter the body by mouth or through cuts in the skin; are breathed in; or come into contact with the skin or eyes. Hazardous substances can be used safely provided appropriate precautions are taken.

Should you be likely to be exposed to hazardous substances, then you will be informed of the hazards and risks to health, the findings of the assessment and the correct use of any control measures or good working practices.

DO

- Consult the risk assessment prior to use and ensure all controls are in place.
- Read warning labels on packaging and containers.
- Wear all appropriate protective equipment and ventilation where appropriate.

- Contact the H&S Administrator if you have to use chemicals or be exposed to possible hazardous substances that are non-routine to allow a suitable assessment to be carried out.
- Seek medical advice if you begin to feel unwell
- Always store, handle and dispose of substances correctly.
- Use any skin care products that are supplied.
- Remember to wash your hands after using hazardous substances.

DON'T

- Eat, drink or smoke in potentially contaminated areas.
- Carry out a task involving hazardous substances without a COSHH Assessment.
- Decant materials into wrongly labelled containers, especially ones that once contained food and drink.

20. Environment

Everyone can make a contribution to reduce our impact on the environment. We can reduce the amount of waste we produce and the impact of any pollution by changing the way we do things to reduce, reuse and recover so that it can still be usable.

This can only be achieved through total co-operation between all employees. In general, pollution occurs through: spills and discharges; air emissions; waste; land contamination; and nuisance (dust/noise).

DO

- Segregate wastes and use the appropriate containers.
- Minimise waste production.
- Report all water and compressed air leaks.
- Switch off lights and any equipment when not in use.
- Store chemicals and oils away from surface water drains.
- Report any spills immediately.
- Know the location of the nearest available spill kit.
- Print on both sides of paper (can save an average company £4,000 a year)

DON'T

- Pour anything down the drain (1 litre of oil pollutes 1 million litres of drinking water).
- Put liquid waste into skips.
- Mix special waste with general waste.
- Leave lids off solvents or paints.
- Store chemicals on unmade ground or in areas other than designated storage.

21. Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) includes a range of clothing and protective devices to protect the wearer from certain hazards. It is only a protection if it is fitted and used properly. This is considered the least effective method of risk control because people don't use it!

PPE includes such items as hard hats, respirators, safety boots, protective gloves, weatherproof clothing, coveralls, etc.

DO

- Familiarise yourself with the Risk Assessment for the task you are undertaking, and where PPE is identified as a control measure remember its use is mandatory.
- Ensure you have received training and, if appropriate, fitting for required PPE.

- Take responsibility for keeping your own PPE clean, in good condition and properly stored.
- Report any PPE defects to the H&S Administrator or your Line Manager immediately.

DON'T

- Misuse or modify any PPE
- Use any PPE that has not been issued to you
- Use PPE that is damaged.
- Assume that PPE is fit for the task – consult the COSHH/Risk Assessment or ask for advice.

22. Vehicles

Driving requires you to assess risks all the time and make decisions based on them. Before setting out on a journey consider your own safety: review the length of journey, weather conditions, possible delays, etc. Don't just drive but think about your safety first.

Our Occupational Driving Risk Assessment makes specific requirements for all those driving on company business as your vehicle is considered an extension of the workplace.

DO

- Follow good driving practices in accordance with the Highway Code.
- Report any accidents/incidents to senior staff who will investigate and record in the Accident Book.
- Submit a 'Vehicle Declaration Form' annually to the H&S Administrator confirming your licence and your vehicle documentation is in order, and if you use a company vehicle you must also submit a copy of your licence annually.
- Discuss any driving concerns with your line manager prior to starting any journey.

DON'T

- Attempt to drive when feeling tired, unwell or under the influence of alcohol or drugs.
- Drive for more than 6 hours per day, unless authorised by your line manager.
- Use a mobile phone or other hand-held communications device while driving (even via a hands-free kit).
- Forget to tell the H&S Administrator without delay if any relevant changes occur to your licence or documentation during the year.
- Attempt to deal with anything you have not been trained for in the event of an accident or emergency situation.

23. Asbestos

We have an asbestos management register that includes information on the presence and condition of asbestos containing materials within the office and our properties. Procedures are also in place for dealing with asbestos related incidents and to ensure that any work carried out on the fabric of the buildings takes account of the possibility that asbestos may be present.

DO

- Make yourself familiar with the company's asbestos management register and procedures prior to commencing any work that disturbs the fabric of any building.
- Report any suspect material immediately to your Line Manager to allow an accredited external consultant to be contacted to carry out identification.

DON'T

- Handle or remove any materials thought to contain asbestos.

- Allow any work to be carried out on the fabric of the building unless it is known that the material is asbestos free.

24. Work at Height

Falls from height are the most common cause of fatal injury and the second most common cause of major injuries to employees. Over the last 5 years, on average 49 workers have died and approximately 3,700 workers suffered major injuries each year due to falls from height at work.

For the majority of employees, work at height, use of ladders, scaffolding, or loft and roof work is not part of their job. However, for those employees who do this, they will be given training and copies of the full procedures that must be adopted from the Control Manual. A risk assessment and preparation of safe working procedures will be required prior to any work being done at height.

For staff required to use step ladders or stools:

DO

- Check before use that the stiles, treads and back support are free from damage/cracks and that hinges, cords and restraining stays are in good order.
- Pay attention to where and how you place your feet when dismounting.
- Open ladders fully every time.

DON'T

- Overstretch when you are on a stool or set of step ladders.
- Leave tools on the top platform.
- Go above the maximum recommended step marked.

25. Stress

Pressure plays a part in most jobs, however the Health & Safety Executive (HSE) defines “stress” as an “adverse reaction people have to **excessive pressures** or other types of demands placed upon them”. Pressure can keep you motivated, but too much causes stress. Non work factors can also contribute to your levels of stress. This will affect your ability to ‘bounce back’ and could leave you more vulnerable to work-related stress.

If you think stress at work is affecting you please speak to your Line Manager or a senior member of staff about it. They will be assuming that you can withstand the normal pressures of your job unless you let them know. You may prefer, in the first instance, to speak to one of our stress mentors (*see back page for names and contact details*)

Free counselling and support is also available from our Simply Health plan, this can be arranged for you or you can contact them yourself confidentially. For more general information, the HSE run a Stress Helpline. (*See back page for contact details*)

DO

- Be aware of where stress is becoming a problem and advise your Line Manager (or, if this would not be appropriate, another senior member of staff) without delay if you think you are having an adverse reaction due to stress at work. Your situation will be handled in a confidential manner and with professional support if required.
- Inform your line Manager where there are clear signs that a colleague(s) appears to be suffering from the effects of stress. Again, each situation will be dealt with in a confidential manner.

DON'T

- Ignore the typical symptoms of stress, which include: short temper; absences from work/illness; tiredness; loss of confidence/motivation; unusual mood swings; mistakes in work; errors in judgement; loss of concentration; anxiety; increased alcohol consumption.
- Worry, tell someone: a friend, a colleague, a manager or phone ECS.

26. Noise

Noise is a major health hazard and can permanently damage your hearing. Hearing damage depends on the intensity and duration of noise exposure. The greater the noise level and/or duration, the greater the risk.

Any new equipment/machinery to be used by staff will be investigated to establish what noise levels are likely to be produced – manufacturers now have to supply such information. Low noise options will be selected where reasonably practicable.

An assessment of noise related risks has been carried out and this shows that it is unlikely that the majority of employees will be exposed above the first action level of 80dB(A) from their own activities and this means that normally no special precautions are required.

If an occasion arises where you are required to work in a 'noisy' environment:

DO

- Contact the H&S Administrator who will arrange for a noise assessment to be carried out.
- Follow guidance given in risk assessment.
- Wear ear protection, fitted properly.
- Keep noise exposure to a minimum.

DON'T

- Alter hearing protection
- Insert ear plugs with dirty hands.
- Work in a place where you can't carry out a normal conversation at a distance of 2 metres

27. Electromagnetic Radiation

CHA has identified precautions for the main sources of radiation that you may be exposed to at work, including radiation from the sun, visual display units (VDU's, DSE, computer screens), mobile phones, and microwave ovens.

There is no scientific evidence that electromagnetic radiation from computer screens has an adverse effect on users, including pregnant employees, however existing skin conditions may be aggravated in conditions of low humidity. Similarly, there is no scientific evidence that limited use of mobile telephones is dangerous.

DO

- Wear sun screen and take breaks in the shade if you are required to work outdoors and report any skin problems to your Line Manager.
- Report cracked, broken or damaged computer screens or casings to the H&S Administrator.
- Minimise mobile phone use if possible, make short calls and use hands-free kits where possible.

- Report any adverse health effects believed to be associated with mobile phone use (e.g. headaches, fatigue) to your H&S Administrator or Line Manager, who will arrange for an independent medical examination.

DON'T

- Overexpose yourself to the sun.
- Have mobile phone telephone conversations that last over 20 minutes in duration.
- Carry mobile phones next to your body, or in front pockets adjacent to the genitals, instead use bags or outer pockets where practicable instead.
- Use a microwave oven if the door does not close properly; the oven casing is cracked or damaged in any way; or the interlock switch that turns off the oven when the door is opened does not function correctly.

28. Letter Bombs

The risk associated with letter bombs is considered to be low; you should nonetheless be vigilant and raise the alarm should you suspect that a letter or package may contain an explosive device. Some warning signs to look out for are:

- grease marks on the envelope or wrapping
- an unusual odour such as marzipan or machine oil
- visible wiring or tin foil, especially if the envelope or package is damaged
- envelope or package may feel very heavy for its size
- weight distribution may be uneven
- contents may be rigid in a flexible envelope
- may have been delivered **by hand** from an unknown source or posted from an unusual place
- package may have excessive wrapping
- there may be poor handwriting, spelling or typing
- may be wrongly addressed or come from an unexpected source
- may be too many stamps for the weight of the package

DO

- Get out of the area then call 999 and inform the police immediately.
- Advise senior management without delay.
- Leave the room and if it is suspected that the package may be biologically contaminated, it must be kept separated from staff and be available for medical examination.
- Request a shut down of any ventilation systems, if controlled centrally.

DON'T

- Touch the package.
- Use mobile phones
- Switch on or off any electrical equipment.

29. Food Hygiene

Any food provided for consumption by staff, tenants and the public should be wholesome and without risk to health.

DO

- Only provide food for employees or clients that is 'pre-packed' and purchased from reputable retailers.
- Purchase such food immediately before use rather than storing at the premises.

- Help keep facilities and equipment provided for staff use in a condition that minimises the risks for food safety by keeping fridges, sinks, worktops, tea/coffee making facilities clean and properly used.

DON'T

- Keep old or out of date food in the fridge or cupboards.

30. Smoking

Most people know that smoking can cause lung cancer, but it can also cause many other cancers and illnesses. Smoking kills around 114,000 people in the UK each year. Of these deaths, about 42,800 are from smoking-related cancers, 30,600 from cardiovascular disease and 29,100 die slowly from emphysema and other chronic lung diseases. If you are a smoker, CHA is keen to help you stop.

Smoking is not permitted in any premises which are wholly or substantially enclosed, i.e. ceilings or walls on more than 50% of perimeter. If you are exposed to other people's smoke outwith the offices/vehicles while on company business, you are entitled to a smoke free environment in which to continue your business. Where this is not available, you will be entitled to cease work within the area. In such circumstances, you should report the situation to your Line Manager immediately, who will discuss and agree the right course of action.

DO

- Contact your line manager for details of how we could assist if you wish to give up smoking – we wish to encourage our staff to be non-smokers.

DON'T

- Smoke in any company buildings.
- Smoke in vehicles owned, leased or hired by the Association.
- Smoke in your own vehicle while transporting colleagues, clients or visitors on company business.

31. Alcohol & Drugs

Clydebank Housing Association has a policy on alcohol and drug misuse in the workplace to protect the health and welfare of all its employees. Its aim is to prevent and eliminate where possible the potential for ill health, accidents, absence and poor performance. If you have an alcohol or drug related problem you are encouraged to seek help and treatment voluntarily by contacting your line manager who will be able to arrange an assessment and if necessary treatment.

You can also call the Employee Counselling Service direct if you need free independent confidential support. (*See back page for contact details*)

DO

- Discuss any alcohol or drugs related problem with your line manager or senior member of staff as a first step.
- Find out about alcohol and drugs and the social, health and employment effects.
- Urge colleagues to seek help if they have problems arising from alcohol or drug misuse.

DON'T

- Attend work if under the influence of alcohol or drugs which may impair your judgement or impinge on your own or other's safety.
- Cover up or collude with colleagues suffering from alcohol/drug misuse.

32. Blood, Body Fluids & Sharps

The organisation recognises that staff may potentially be put at risk through exposure to contaminated blood, body fluids or sharps and has therefore put in place control systems to reduce this risk as far as is reasonably practicable.

DO

- Report any blood, body fluid spills or sharps to the H&S Administrator or your Line Manager immediately, for clean up to be arranged.

DON'T

- Attempt to clean up such spills or sharps unless trained to do so.

33. Occupational Health

The HSE estimates that within the UK 1 in 20 of the population (some 2 million people) experience ill health caused by work. Clydebank Housing Association aims to prevent ill health caused by work and to promote good health. We are able to make use of occupational health consultants and specialists to carry out tasks and advise us in such areas when required.

DO

- Contact the H&S Administrator or your Line Manager should you feel that you could benefit from the services of an occupational health consultant, such as: medical examination; health surveillance, monitoring areas or individuals; sampling of air, dust, noise, vibration, etc.

DON'T

- Fail to speak up if you suspect you may be suffering from a work related illness.

34. New & Expectant Mothers (NME)

"New or expectant mother", or "NEM" is a term used to describe someone who is pregnant, who has given birth within the previous 6 months or who is breastfeeding. A specific risk assessment will be carried out for all women who fall into this category to ensure they are not exposed to anything that could damage either their health or that of the developing child. The assessment will be monitored and reviewed throughout the period of being a new or expectant mother.

DO

- Notify your Line Manager or the Chief Executive in writing of you becoming a new or expectant mother.
- Consult risk assessment and COSHH assessments before commencing a work activity.
- Speak to your Line Manager if you have any work related concerns during your pregnancy.

DON'T

- Undertake heavy lifting activities or any other activities that could tire you when you are pregnant.

35. Young Persons

Young people are less likely to know the common workplace hazards, therefore a higher level of risk assessment is required to make sure they are told what to expect.

The Health and Safety technical description “Young Person” means any person under the age of 18. “Child” means a person who is not over school age. If you fall into these categories the company will carry out a full risk assessment of your proposed job functions and appropriate control measures will be put in place before you start work.

DO

- Familiarise yourself with the results of your individual full risk assessment before starting any work.
- Make sure all control measures are in place and being used.

DON'T

- Undertake any jobs that you have not been trained to do.

36. Selection & Use of Contractors

Procedures are in place to ensure that only qualified and experienced Contractors with proven safety records are appointed to carry out work for the Association.

DO

- Familiarise yourself with the company's procedures for appointing contractors if you have responsibility for doing this.
- Report any contractor working unsafely to the Housing Services Manager.

DON'T

- Appoint any Contractors who are not procured by current legislation to carry out work for the Association.

USEFUL H&S CONTACTS

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| H&S Helpline (manned by ACS) <i>(free to EVH Full & Associate Members)</i> | 0141 427 5171 SHE@acs-env.com |
| HSE (Health & Safety Executive) HQ | 0151 951 4000 www.hse.gov.uk |
| HSE Stress Helpline | 0845 345 5678 |
| Simply Health <i>(Health and counselling helpline)</i> | 0800 975 3345 |
| Simply Health <i>(One to one counselling/therapy)</i> | 0800 975 3347 |
| ARAG Business Legal Insurance <i>(Counselling assistance)</i> | 0844 477 1619 |
| Alison Macfarlane (H&S Administrator) | 0141-941 1044 alison@clydebank-ha.org.uk |
| CHA stress mentors: Alan Duckett Janet Dunphy Joan Craig Sam Joyce Michael McLaughlin Ryan Savage | alan@clydebank-ha.org.uk janet@clydebank-ha.org.uk joan@clydebank-ha.org.uk sam@clydebank-ha.org.uk michael@clydebank-ha.org.uk ryan.savage@clydebank-ha.org.uk |
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