

Unit 223 Health and Safety Procedures in the Workplace

Ensuring Safety of Customers

Employers and employees have a responsibility to ensure the safety and well-being of everyone on their premises. Every person has a duty to take note of rules and information provided and to abide by them.

Employers' Responsibilities include:



- Providing clear policies and procedures about Health and Safety.
- Training staff to ensure safe working practices.
- Providing information on site such as notices and signs.
- Maintaining and replacing equipment and ensuring the building and its features are safe.
- Completing and updating Risk Assessments.
- Recording and monitoring accidents and near misses.
- Providing appropriate protective clothing and equipment (PPE)
- Ensuring testing of fire-fighting equipment, alarms and completion of regular emergency drills.
- Communication with Senior Management and relevant external organisations about H&S issues.

Employees' Responsibilities include:



- Safe handling of equipment and appliances in line with instructions.
- Safe and correct handling of chemicals and use of protective clothing.
- Following procedures correctly in the event of an emergency such as fire.
- Removing any hazards promptly.
- Lifting heavy items correctly.
- Reporting accidents and dealing with injuries correctly.
- Reporting faults and hazards which you cannot rectify promptly.
- Behaving in a sensible manner to avoid accidents.
- Helping colleagues and customers to protect them from harm.

The Health and Safety at Work Act 1974



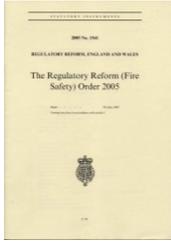
This is the main piece of legislation covering safety in the workplace. It sets out the general responsibilities which employers have towards their staff and to the public.

The employer must carry out a risk assessment to identify the possible dangers (hazards) there may be and to consider ways to reduce the risk to staff and customers.

Under this law, you **MUST** maintain the well-being of yourself and others.

You should also follow company procedure and instructions and comply with any training you have had.

The Regulatory Reform (Fire Safety Order) 2005



This important piece of legislation replaces old laws, including the Fire Prevention (Workplace) Regulations 1997. It came into force in the UK in October 2006 and imposes responsibility on employers to provide and maintain sufficient fire precautions so that people can use premises safely and escape in the event of a fire or other serious incident.

Other Key Pieces of Legislation / Regulation

There are many laws and regulations which relate to health and safety, many of which apply to specific industries.

Those which apply in the service industries include:

- **The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013**

This outlines the responsibilities of recording a reporting serious incidents such as fatalities, customers being taken to hospital, major injuries, reportable illnesses and dangerous incidents

- **The Personal Protective Equipment Regulations 2002**

This ensures that employers provide suitable protective clothing so that employees can carry out their duties safely, for example gloves and goggles when handling chemicals.

- **The Manual Handling Operations Regulations 2002**

This outlines the responsibilities of employers to provide suitable equipment for lifting heavy loads and instruction on how to lift safely.

- **The Health and Safety (First Aid) Regulations 1981**

This outlines the responsibilities for managing the provision of first aid (first-aid kit, equipment, rooms etc.) and requirements and training for first-aiders, appointed persons and staff

Following Health and Safety Procedures



Over 200 people are killed each year in accidents at work and over one million people are injured. Over two million suffer illnesses caused by, or made worse by, their work. Therefore, preventing accidents and ill health caused by work should be a key priority for everyone at work.

Following Health and Safety procedures helps you to:

- Ensure you, your colleagues and customers are not injured on your premises.
- Develop a positive health & safety culture, where safe & healthy working becomes second nature to everyone.
- Find out where the problems are so that health and safety can be managed better.
- Meet your legal duty to protect the health & safety of everyone.

- Minimise the risk of prosecution or legal action being taken by employees or customers.

Information and Support



It is important to know where to find information about Health and Safety whilst at work - and to read and understand it. The first contact in finding information is your **line manager**.

You may also be able to get information from:

- Posters and signs on walls and on staff notice boards
- Leaflets in the office
- Instruction manuals
- External organisations such as the Health and Safety Executive

Information and Support (continued)

Specific information about Health and Safety should be visible or easily accessible in your workplace.

For example:



The Organisation's Health and Safety Policy

This is normally located in the Health and Safety Manual and outlines the responsibilities and procedures set out by the business. Ideally, all new employees should be asked to read (and be given a copy of) the key points from this policy.

Health and Safety Advice



Many organisations provide useful booklets for employees outlining the important aspects of Health and Safety. These are often free and can be sourced from organisations such as the HSE (Health and Safety Executive).

Fire Procedures



You employer must ensure that adequate signs and notices are clearly displayed on walls, including a Fire Action Notice to explain the evacuation procedure and Fire Fighting equipment instructions next to fire extinguishers.

Using Chemicals



Chemicals should be stored in their original containers so that contents can be clearly identified and instructions on use can be read. Information on COSHH (Control of Substances Hazardous to Health) should also be available, such as posters on the wall explaining the dangers.

Manual Handling

Often you will see posters on the wall explaining how to use equipment or carry out a task safely, for example how to lift heavy items safely



Preventing Accidents at Work



It is your employer's and your responsibility to try to prevent accidents. As the saying goes, "Prevention is better than cure." This means that it is better to stop things from happening in the first place than to suffer the consequences of an accident.

In order to prevent accidents you should:

- Follow the rules and procedures at all times.
- Always be alert on the job (don't get over-tired or lose concentration).
- Wear the required uniform and protective equipment supplied.
- Listen and actively participate during training sessions and drills.
- Always ask your supervisor if you are unsure about the risks involved in a task.
- Never take a high-risk job if you have not been trained to carry it out safely.
- Always be on the lookout for possible dangers report them to the management.
- Look out for colleagues – help them if necessary and warn others about dangers.