



Health and Safety Policy



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INTRODUCTION

1. INTRODUCTION

This Health and Safety manual has been prepared by WorkNest on our behalf and with our involvement. It contains our Health and Safety Policy as required by the Health and Safety at Work Act 1974 and it defines the way we manage the health and safety hazards and risks associated with our business, premises and activities.

Redress Scotland are committed to managing health and safety effectively to protect our employees, panel members, board members and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset.

Our Health and Safety Policy Statement sets out our commitment and the objectives we aspire to in managing health and safety. It is signed by the most senior person in our organisation to demonstrate that our commitment is led from the top and in line with our values.

Our approach to managing health and safety will be pragmatic and proportionate and will be prioritised according to risk with the objective of maintaining continuous improvement. We accept that we cannot eliminate risk from everything we do but we can manage risk in such a way that exposure to hazards is controlled as far as is reasonably practical.

We recognise that improvement in health and safety will not happen by chance and that planning to manage using a systematic approach through risk assessment is a necessary first step and an ongoing process. In moving forwards, we will wherever possible eliminate risk through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection.

Our success in managing health and safety will be measurable and we look to establish performance standards against which we can monitor our progress to identify future actions to go into our improvement programme.

Based on our performance measurement in the form of accident monitoring, internal monitoring and external audits we will review our health and safety arrangements periodically and at least annually. The results of our measurement will be recorded and presented to the Oversight Board in our Annual Report.

This Policy has been created by the named consultant from WorkNest with the co-operation of our staff. They have signed the Policy to confirm that at the time of creation it is suitable, sufficient and relevant to our circumstances and operations. Our nominated responsible person has signed the Policy to confirm that it is a true reflection of the activities and operations that we undertake and the circumstances in which the organisation operates.

Creation Date	Signed on behalf of WorkNest	Confirmed
13th February 2023	Gail Dyer	

POLICY REVIEW

This Health and Safety Policy will be reviewed annually by WorkNest in conjunction with our nominated responsible person.

As each review is completed it will be signed off by the consultant from WorkNest and confirmed by our nominated responsible person.

Review Date	Signed on behalf of WorkNest	Confirmed

DOCUMENT CONTROL

The electronic copy of the Health and Safety Policy provided by WorkNest will remain the controlled copy. Where further controlled copies are required then these should be issued accordingly and added to a register of controlled copies. Any amendments made to the policy will be provided for each of the controlled copies to ensure all controlled copies in circulation remain up to date.

If uncontrolled copies of the policy are printed either in whole or part, or if uncontrolled electronic copies are issued, then these will be clearly marked as an 'UNCONTROLLED COPY'.

Register

Copy Number or Reference	Location kept

AMENDMENT RECORD

Any amendments made to the Health and Safety Policy will be recorded below with information on changes made.

Where significant changes are to be made which could impact on the business or our clients, we will consider the reasons for change, potential problems and how it will be implemented.

Date	Section	Ref /Title	Details of amendment made	Change made by

LEGISLATION

Extracts of relevant legislation are provided for ease of reference on the WorkNest webpage. Full copies of relevant legislation are available on the Office of Public Sector Information web page (www.opsi.gov.uk) and the National Archives (www.legislation.gov.uk)

GUIDANCE

Guidance on a number of health and safety issues can be accessed by logging onto the WorkNest webpage which we hope you will find useful as a quick reference source.

Should you require further advice or assistance not available here then remember that advice on any health and safety issue is available from the WorkNest advice line - **Tel: 0345 226 8393**

FORMS

Relevant forms and templates that may be utilised can be accessed by logging onto the WorkNest webpage. This will be available to all – people through cloud based access through the people zone on the pathways portal.

POLICY STATEMENTS

2. HEALTH AND SAFETY POLICY STATEMENT

The management of Redress Scotland recognises that it has a legal duty of care towards protecting the health and safety of its employees, panel members and others who may be affected by the organisation's activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities the management will:

- bring this Policy Statement to the attention of all employees and panel members;
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk;
- communicate and consult with our employees and panel members on matters affecting their health and safety;
- comply fully with all relevant legal requirements, codes of practice and regulations at international, national and local levels;
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes;
- encourage staff to identify and report hazards so that we can all contribute towards improving safety;
- adhere to the emergency procedures of premises we use for in person meetings;
- maintain our equipment;
- only engage contractors who are able to demonstrate due regard to health & safety matters;
- provide adequate resources to control the health and safety risks arising from our work activities this includes having good resources in place to support our wellbeing and self care at Redress Scotland;
- provide self access to a range of resources that support health and wellbeing with particular focus on trauma and vicarious trauma;
- provide adequate training and ensure that all employees and panel members are competent to do their tasks;
- provide an organisational structure that defines the responsibilities for health and safety;
- provide information, instruction and supervision for employees and panel members; and
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees and panel members.

Signed:

Dated:

Name: Joanna McCreadie

Position: Chief Executive

ORGANISATION FOR HEALTH & SAFETY

3. ORGANISATION FOR HEALTH AND SAFETY

The overall responsibility for health and safety rests at the highest management level. However, it is the responsibility of every employee and panel members to co-operate in providing and maintaining a safe place of work.

This part of our policy allocates responsibilities to line managers to provide a clear understanding of individuals' areas of accountability in controlling factors that could lead to ill health, injury or loss. Managers are required to provide clear direction and accept responsibility to create a positive attitude and culture towards health, safety and wellbeing.

The following positions have been identified as having key responsibilities for the implementation of our health, safety and wellbeing arrangements:

The Oversight Board

Chief Executive Officer

Line Managers

Head of People and People & Wellbeing Partner

HEALTH AND SAFETY RESPONSIBILITIES

4. HEALTH AND SAFETY RESPONSIBILITIES

The Oversight Board

The Board has the ultimate responsibility for the health, safety and wellbeing of Redress Scotland but discharges this responsibility through the Chief Executive down to individual managers, supervisors and employees and panel members

The Board has nominated the Chief Executive to have special responsibility for health, safety and wellbeing.

The Board will ensure that:

- they provide a lead in developing a positive health, safety and wellbeing culture throughout the organisation;
- all its decisions reflect its health, safety and wellbeing intentions;
- adequate resources are made available for the implementation of health, safety and wellbeing;
- they will promote the active participation of employees in improving health, safety and wellbeing and safety performance; and
- they will review the health and safety performance of the organisation on an annual basis.

Chief Executive Officer

The Chief Executive Officer has overall responsibility for ensuring our compliance with Health and Safety legislation but delegates the responsibility for implementation to the Head of People.

The Chief Executive Officer will ensure that:

- our Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required;
- a health and safety plan of continuous improvement is created and senior management monitor progress against agreed targets;
- suitable and sufficient funds, people, materials and equipment are provided to meet all health and safety requirements;
- senior management designated with health, safety and wellbeing responsibilities are provided with support to enable health and safety objectives to be met;
- a positive health, safety and wellbeing culture is promoted and that senior management develop a pro-active safety culture which will permeate into all activities undertaken and reach all of our people;
- a system of communication and consultation with employees and panel members is established;
- effective training programmes have been put in to place; and
- an annual report on the safety performance of the organisation is presented to the Board.

Line Managers

All Line Managers will ensure that in their areas of control:

- they actively lead the implementation of our Health and Safety Policy;
- they supervise their people to ensure that they work safely, providing increased supervision for new and young workers, supporting good communication around wellbeing and self care;
- safe systems of work are developed and implemented;
- risk assessments are completed, recorded and regularly reviewed;
- accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported;
- they communicate and consult with employees and panel members on health, safety and wellbeing issues where appropriate;
- they encourage staff to report hazards and raise health and safety concerns;
- safety training for employees and panel members is identified, undertaken and recorded to ensure staff are competent to carry out their work in a safe manner;
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented;
- work equipment is maintained in a safe condition;
- where appropriate personal protective equipment is provided, and those people are instructed in its use and that records are kept;
- any safety issues that cannot be dealt with are referred to the Head of People for action;
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures;
- health surveillance is carried out and records are kept;
- contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures;
- health and safety notice leaflet is available online; and
- health and safety rules are followed by all.

Head of People and People & Wellbeing Partner

The Head of People and People & Wellbeing Partner will ensure that:

- management are advised of relevant changes in health and safety legislation, codes of practice and industry standards;
- risk assessment requirements are co-ordinated and the implementation of any action required is monitored;
- risk assessments are reviewed regularly and any changes are brought to the attention of employees, panel and board members who may be affected;
- regular meetings are held where health, safety and wellbeing issues can be discussed, progress made against objectives and plans monitored and actions decided;
- they provide advice on health, safety and wellbeing training requirements;
- details of accidents, dangerous occurrences or diseases that are notifiable are reported to the enforcing authorities;
- assist line managers in investigating and recording accident investigations;
- contact with external organisations such as the emergency services is co-ordinated; and
- health surveillance assessment requirements are identified and advised to management.

Employees and Panel Members

All employees, panel and board members must:

- take reasonable care of their own safety and wellbeing;
- take reasonable care of the safety of others affected by their actions;
- observe the safety rules;
- comply with the Health and Safety Policy;
- conform to all written or verbal instructions given to them to ensure their personal safety and well being and that of others;
- dress sensibly and safely for their particular working environment;
- conduct themselves in an orderly manner in the work place and refrain from any antics or pranks;
- use all equipment, safety equipment, devices and protective clothing as appropriate;
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others;
- maintain all equipment in good condition and report defects to their line manager;
- report any safety hazard or malfunction of any item of or equipment to their line manager;
- report all accidents to their line manager or HRqueries@redress.scot whether an injury is sustained or not;
- attend as requested any health and safety training course;
- observe all laid down procedures for processes, materials and substances used; and
- observe the fire evacuation procedure for any premises we attend.

WorkNest

WorkNest, in agreement with management, provides us with the following services:

- development of our documentation throughout the period of our contract and keeping it updated for:
 - changes in Health and Safety legislation relevant to us; and
 - organisational changes which affect our management system.
- a general risk assessment in the first part of the contract that forms the basis of our risk management programme and helps us plan our future actions to reduce risk.
- a consultant visit to train senior managers and to support our implementation of this Policy by:
 - assisting us to complete specific risk assessments;
 - providing further training, as agreed, on relevant agreed topics;
 - reviewing and auditing our health and safety procedures and legal compliance; and
 - providing advice on implementing changes and system procedures.

WorkNest is also contracted to:

- fulfil the role of 'Competent Person', providing advice and assistance on Health and Safety issues;
- provide for us a telephone advisory service - available 24 hours per day, 365 days of the year;
- provide crisis help if we have a serious accident or incident involving the enforcement authorities;
- provide briefings to help keep us up to date with new and forthcoming legislation.

HEALTH AND SAFETY PROCEDURES

5. HEALTH AND SAFETY RULES

This section of our Health and Safety Policy specifies the rules laid down for the attention of all employees, panel and board members. These rules are prepared in accordance with legal requirements and acknowledged safe working practices. In addition to the legal duty imposed upon employees and panel members to comply with these rules, failure to observe them will be considered to be a breach of the contract of employment and will result in disciplinary action being taken.

Employees and panel members are reminded that a breach of health and safety legislation by an employee is a criminal offence and action taken by an enforcing officer against an individual may result in heavy penalties.

Safety rules may vary depending upon the nature of work and the circumstances therefore the overriding requirement is that employees are expected to act in a sensible manner and adhere to verbal instructions given by Management.

General

- It is the duty of all employees and panel members to co-operate with management in fulfilling our legal obligations in relation to health, safety and wellbeing.
- Employees and panel members must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.
- Employees and panel members are required to notify to the management of any unsafe activity, item or situation, this includes issues of experiencing trauma or possible vicarious trauma immediately.

Working Practices

- Employees and panel members must make full and proper use of all equipment provided by Redress Scotland.
- If we have employees and panel members under the age of 18 years, they will receive training on equipment they will be using and will have adequate supervision.
- Employees and panel member must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Employees and panel member must ensure that any use of substances, chemicals, liquids etc, in accordance with all written instructions.
- Employees and panel members must not smoke except in prescribed areas on any organisation's premises or the premises of its customers or clients.

Hazard / Warning Signs and Notices

- Employees and panel members must comply with all hazard/warning signs and notices displayed at any premises visited.

Working Conditions / Environment

- Employees and panel members must make proper use of all equipment and when visiting or using other facilities provided to control working conditions/ environment.
- Employees and panel members must keep work areas clear and in a clean and tidy condition.
- Employees and panel member must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided.
- Employees and panel members must clear up any spillage or liquids within the work area to avoid any unnecessary risks.
- Employees and panel members must deposit all waste materials and substances so that they are safe and avoid unnecessary risk.

Fire Precautions

- Employees and panel members must comply with their own home emergency procedures.
- Employees and panel member must ensure they adhere to their health safety and wellbeing fire rules as outlined in the self assessment.

Accidents

- Employees and panel members must seek medical treatment for work related injuries. Upon returning from treatment they must report the incident to their line manager, including suffering from trauma or possible vicarious trauma.
- Employees and panel members must ensure that any accident or injury treatment is properly recorded in the Accident Book which is retained by the people team.
- Employees and panel members must notify their line manager or head of service of any incident in which damage is caused to property that we utilise for in person meetings or events.

Health

- Employees and panel members must report to management any medical condition or medication which could affect the safety of themselves or others or could potentially impact on their ability to carry out their duties.
- Employees and panel member must co-operate with the management on the implementation of the medical and occupational health provisions.

Rules Covering Gross Misconduct

All employees and panel members are encouraged to ensure that their workplace is free from possible issues that could cause harm. However, any issues which arise will be investigated and if founded could be subject to disciplinary action up to and including summary dismissal. The following are examples of possible issues but this list is not exhaustive:

- a serious or wilful breach of safety rules;
- wilful damage to, misuse of or interference with any item provided in the interests of health and safety or welfare at work;
- unauthorised removal or defacing of any label, sign or warning device within property that we utilise for in person meetings or events;
- horseplay or practical jokes which could cause accidents;
- making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence;
- misuse of any item of equipment, utensil, fitting/ fixture, or electrical equipment on any organisation's premises or the premises of its customers or clients; and
- deliberately disobeying an authorised instruction.

ARRANGEMENTS

6. ARRANGEMENTS

Accident, Incident and Ill-Health Recording, Reporting and Investigation

This policy sets out the procedures that are to be followed when any employee, panel member, visitor or contractor has an accident, near miss or dangerous occurrence during the course of their employment.

This will also apply to visitors who are members of the public and are therefore not at work. In addition employees or panel members who develop a work-related illness must also report via these procedures.

Definitions:

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **near miss** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by an employee or panel member through the course of work or from a non-employee as a result of activities carried out by the organisation.

The Accident Book

All accidents resulting in personal injury must be recorded in the organisation's Accident Book.

The Accident Book will comply with the requirements of the Data Protection Act.

The Accident Book will be reviewed regularly by senior management to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to any investigation of the circumstances surrounding each incident. These will also be reported to the senior management team as appropriate.

All near misses and work related illnesses must also be reported to management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence. Reporting this should be contact through team call or on the phone whatever is preferred. Please note you should aim to have a discussion so that any follow up action can be taken immediately.

Employees and panel members must ensure that they are aware of to report accidents in our virtual accident book.

Reporting Requirements

Certain accidents causing injury, both fatal and non-fatal, certain occupational diseases and certain dangerous occurrences are reportable to the Enforcing Authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

The following events must be reported to the Health and Safety Executive:

- a death;
- a specified injury to an employee as detailed in regulation 4 which includes:
- a fracture, other than to fingers, thumbs and toes;
- amputation of an arm, hand, finger, thumb, leg, foot or toe;

- permanent loss of sight or reduction of sight;
- crush injuries leading to internal organ damage;
- serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs);
- scalplings (separation of skin from the head) which require hospital treatment;
- unconsciousness caused by head injury or asphyxia;
- any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours;
- an injury to a non-employee where that person is taken directly to hospital for treatment as a result of their injury:
- any dangerous occurrence;
- any employee or panel member diagnosed by a qualified medical practitioner as suffering from a disease specified in the Regulations; and
- any employee or panel member diagnosed with a cancer caused by work-related exposure to a known carcinogen or mutagen.

Injuries that lead to a worker being incapacitated for **more than seven consecutive days** as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days) must also be reported within 15 working days using the Health and Safety Executive (HSE) website.

As a legal requirement Redress Scotland **must** keep a record of an accident if the worker has been incapacitated for **more than three consecutive days**. All employees and panel members therefore must ensure that they are informing their line manager, completing the accident book under the Social Security (Claims and Payments) Regulations 1979, that record can be treated as a record for the purposes of RIDDOR and informing HRqueries@redress.scot.

Contact details for the Health and Safety Executive are:

Tel: 0345 300 9923 (Monday to Friday 8:30am to 5:00pm)

Website: www.hse.gov.uk

For further advice on injuries, diseases or dangerous occurrences requiring notification please contact the WorkNest Advice Line. (Tel: 0345 226 8393)

The completed report form sent back by the HSE should be kept with the other accident records and documents; this will confirm the notification has been made.

Accident report, completed notification form and investigation notes, witness statements and photographs are to be kept on file to advise the insurers of a potential claim and to present to the Enforcing Authority in the event of an investigation.

Records are to be kept for 3 years from the date of the incident.

Investigation

All injury related accidents that are either notified to the Enforcing Authority or where a serious injury has occurred will be investigated:

- to ensure that all necessary information in respect of the accident or incident is collated;

- to understand the sequence of events that led to the accident or incident;
- to identify the unsafe acts and conditions that contributed to the cause of the accident or incident;
- to identify the underlying causes that may have contributed to the accident or incident;
- to ensure that effective remedial actions are taken to prevent any recurrence;
- to enable a full and comprehensive report of the accident or incident to be prepared and circulated to all interested parties; and
- to enable all statutory requirements to be adhered to.

The investigation will include obtaining signed witness statements, photographs and drawings as appropriate.

Communication and Consultation

It is a legal requirement for the organisation to establish arrangements to communicate and consult with employees and panel members on issues affecting their health and safety and to take account of their views.

To achieve this objective we will:

- establish effective lines of communication;
- involve and consult with employees through:
 - individual conversations
 - online information
 - internal publications
 - team meetings
 - people's champion group which has a focus on health, safety and wellbeing improvements.
- Ensure the 'Health and Safety Law – What You Need To Know' leaflet is available online;
- consult with employees and panel members through the people's champions group when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety.

Where it is not practical to consult with all employees and panel members directly and it would be more appropriate to communicate and consult through employee representatives, we will arrange for representatives of employee safety to be elected.

If there are any active safety representatives Redress Scotland will allow an appropriate amount of time away from their normal duties in order to complete their duties as representatives. We will not hinder representatives in the execution of their normal functions as defined by law.

Disabled Persons

Redress Scotland will give full and proper consideration to the needs of disabled employees, panel member and visitors.

To achieve this, Redress Scotland will:

- treat all disabled employees, panel members and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to any of the facilities we may use;
- ensure that risk assessments are undertaken of the additional needs of the disabled and carry out reasonable adjustments to enable them to carry out duties;
- encourage employees and panel members with additional needs to suggest any task improvements to their line managers; and
- discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity.

Display Screen Equipment

All reasonable steps will be taken by the organisation to secure the health and safety of employees and panel members given that the majority of our work will require our people to work with display screen equipment.

To achieve this objective the organisation will:

- ask employees and panel members to carry out a self assessment of each user's workstation which is covered within the Health, Safety and Wellbeing Self Assessment checklist;
- implement necessary measures you identify to remedy any risks found as a result of the assessment;
- provide adequate information and training to persons working with display screen equipment – this happens through the mandatory training at induction and annually thereafter;
- in terms of wellbeing and support Redress Scotland encourage all employees and panel members to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity;
- review software to ensure that it is suitable for the task and is not unnecessarily complicated;
- encourage all employees and panel members to have regular free eye tests when required, at regular intervals thereafter and where a visual problem is experienced;
- if eye tests identify causes and defects caused by display screen use arrange for the supply of a certificate to contribute a maximum limit of £60.00, for any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment;
- advise existing employees, panel members and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided;
- investigate any discomfort or ill-health believed to be associated with the use of display screen equipment and take appropriate remedial action;

Employees and panel members must:

- comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided;
- inform their line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with display screen equipment (this information will be treated confidentially); and
- report to their line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially).

Driving for Work

Driving is not a requirement at Redress Scotland however when travelling some of our people may use their car to travel to and from meetings, events, even just commuting to in person meetings. If this is the case and you require to submit mileage as part of any expense claims this will be classified as use for business purposes. It is important that all employees and panel members know and understand driving has inherent risks associated with it which drivers should be made aware of.

- not put unreasonable time constraints on travel;
- ensure those driving for business are competent (and where required, authorised) and fit and have a current driving licence;
- establish a travel plan which will limit the requirement for travel and make provisions for long journeys; and
- require drivers to ensure that they are responsible for ensuring that their car is roadworthy and they are fully insured for business purposes and they have a MOT certificate or evidence of the MOT exemption for their vehicle.

Drugs and Alcohol

Alcohol

Employees must not drink alcohol on the premises used by the organisation's or the premises of its customers or clients without express permission from a senior manager or board member.

Any employee, panel or board member who is suspected of carrying out our work under the influence of alcohol when express permission has not been provided will be investigated and this will be dealt with in line with our disciplinary procedures. This could lead to ground of gross misconduct under the organisation's disciplinary procedure.

Drugs and medication

The possession, use or distribution of drugs for non-medical purposes on any organisation's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work you should discuss the issue with your line manager.

If the organisation suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the organisation reserves the right to require you to undergo a medical examination to determine the cause of the problem.

Medical Examination

Existing and prospective employees and panel members may be asked to undergo occupational health assessment, which will seek to determine whether any controlled drug or an alcohol abuse problem is likely to be a concern.

Refusal to give consent to such an examination or refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective employees and panel members and will normally be treated as possible misconduct or gross misconduct for employees, or the need to refer to Scottish Ministers for consideration if the person is a panel member.

If, having undergone a medical assessment, it is confirmed that there are any concerns with alcohol or drugs Redress Scotland will then look to investigate, including the consideration of the right to suspend the individual if necessary, to allow full assessment of impact in relation to your role.

Electricity

All reasonable steps will be taken to secure the health and safety of employees and panel members given that they do use, operate or maintain electrical equipment.

As a new non departmental public body all of our equipment issued to our people will be new or nearly new. The risk from these are low however if leads, plugs, or the equipment itself is damaged or defective accidents can happen, resulting in potentially fatal electric shock or fire.

To ensure this objective the organisation will:

- inspect and test portable and transportable equipment as often as required to ensure safety
- maintain detailed records.

Employees and panel members must:

- visually check electrical equipment for damage before use;
- report any defects found to their line manager;
- not use defective electrical equipment;
- not carry out any repair to any electrical item unless qualified to do so;
- switch off non-essential equipment from the mains when left unattended for long periods; and
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the organisation will:

- encourage employees and panel members to adopt good housekeeping standards and ensure these are maintained to minimise the risk of fire;
- employees and panel members must ensure they adhere to their homeworking fire plan;
- provide adequate fire safety training to employees and panel members as part of mandatory training; and
- if we are using any other premises we will follow arrangements for the safe evacuation of deaf or otherwise disabled persons.

Redress Scotland does not have any buildings or premises as all our work is carried out in employee or panel member homes. The exception is when we get together in person for meetings or events and we would ask on these occasions that employees and panel members make themselves aware of the fire rules associated with those premises.

Health, Safety and Wellbeing

Redress Scotland is committed to providing suitable health, safety and wellbeing facilities and supports in line with current legislation, in particular the provision of:

- adequate maintenance of workplace and equipment;
- adequate workspace allocation has been considered by the home worker; and
- seating with an incorporated back rest when requested.

Redress Scotland is committed to fostering a culture of wellbeing and self-care. This policy will therefore operate in conjunction with supportive services such as occupational health, and an employee assistance program. It is in the nature of our work that employees, panel members and board members will be exposed to potentially upsetting details about historical abuse. Therefore, efforts will be made to support people who may be affected, and this will include using debriefing approaches and training on trauma.

Wellbeing needs will be integrated across all areas of work in Redress Scotland. With a focus on creating a wellbeing culture which is championed at all levels, is prevention focussed and improves our standards and practices. This will ensure that we have a positive impact on the individual and diverse needs of all of our people.

Redress Scotland will achieve this by:-

Mental and Emotional Wellbeing

- Create a culture of open discussion around stress and mental health – so this is not seen as taboo, encourage open discussion;
- supporting individuals to better manage their psychological wellbeing and develop personal resilience;
- ensuring access to de-escalation for possible trauma where needed through line managers and also professionally; and
- provide better access to support, advice and signposting.

Physical Wellbeing

- Support people to take care of themselves and others and take positive steps around health in areas such as sleep, nutrition, physical activity, smoking, alcohol, and drinking enough water;
- create an environment where people feel empowered and are educated about their physical wellbeing; and
- ensure our working environment encourages opportunities and ways of working to improve physical health.

Social Wellbeing

- Build a relationship based organisation where people feel engaged and connected even although the majority of our work is remote and digital;
- build strong professional relationships based on trust and confidence and establish healthy and collaborative opportunities during work to foster a culture of good leadership; and
- create a sense of belonging and connectedness, within Redress Scotland and with other key stakeholders where their voice is important.

Home Working

As most of our work is carried out at home all employees and panel members are subject to the same health and safety requirements as those individuals based in an organisation's premises and their health and safety will be managed accordingly.

To achieve this objective we will:

- ensure that appropriate risk assessments are completed;
- ensure that risk assessments are reviewed annually;
- ensure all employees and panel members are provided with suitable induction training on commencement of their work with Redress Scotland;
- ensure appropriate equipment is provided for the home worker's health, safety and wellbeing;
- ensure all equipment that is provided for use in the employees and panel members is carried out in line with guidance provided;
- arrange for the maintenance of all electrical equipment supplied for use in employees' homes;
- provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out to ensure home workers take periodic breaks during the working day;
- ensure that each individual takes the opportunity to keep informed of what is going on within the organisation; recognising and satisfying the need for social interaction that will reduce stress and ensure the employee or panel member is kept up to date and informed; and
- encourage home workers to 'network' with colleagues.

Infection Control

Pandemics and Epidemics

When notified that the country is experiencing a pandemic or epidemic, Redress Scotland will ensure that we follow any guidance in place to prevent the spread of infection through work-based activities by adopting suitable control measures.

Redress Scotland will:

- follow guidance given by government agencies and close work sites if instructed to or if employees, panel member or any person is put at risk;
- undertake risk assessments to identify tasks or situations that may expose individuals or groups to potential risks;
- monitor any changes to government guidance;
- manage the risk posed by contractors and visitors visiting the workplace;
- develop and implement an emergency action plan to deal with any potential outbreaks;
- allow employees and panel members to take part in any government testing;
- identify, plan and implement controls and safe systems of work to prevent transmission,
- provide information, instruction and training to those identified at risk;
- where required, provide personal protective equipment (PPE) and monitor its use and maintenance;
- organise for the safe cleaning of equipment and, where appropriate, disinfection and thorough cleaning;
- arrange for safe disposal of any infected materials; and
- adopt good hygiene practices.

Lone Working

By the nature of the work we undertake, Redress Scotland employees and panel members work remotely most of the time. Lone workers have responsibilities to take reasonable care of themselves and other people affected by their work, and to co-operate with their employers in meeting their legal obligations.

Redress Scotland have implemented a self-assessment form to monitor activity and look at any further specific control measure are required for individuals.

All employees will have regular 1 – 1's with their line manager where and safety and wellbeing including self-care are a feature of these discussions.

All employees and panel members need to ensure that they:-

- complete the self assessment as necessary;
- take reasonable care of their own health and safety, and of others who may be affected by their acts or omissions at work;
- fully comply with procedures in respect of all matters regarding health and safety;
- not interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions;
- ensure that they log their working hours so that we know when they are working and can ensure support;
- let their line manager know anytime they are going to be away and log this against their activity so that we know they are safe;
- report all accidents, injuries, near-misses and dangerous occurrences to their immediate manager. Report to their line manager any possibility of serious or imminent dangers to health and safety. The line manager will subsequently decide whether this should be reported in line with critical incident reporting; and
- fully comply with the instructions under Contact.

Information and Training

Employee, panel members and others will be given all necessary information, instruction, training and supervision, normally at the point of induction through mandatory training to enable them to recognise the hazards and appreciate the risks involved with working from home alone.

Manual Handling

To prevent injuries and long term ill-health from manual handling Redress Scotland will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. It is not expected that this will be a necessary requirement during the course of work with Redress Scotland however in situations where it is necessary we will carry out a manual handling risk assessment to determine what control measures are required to reduce the risk to an acceptable level. If this is the case, all employees and panel members must discuss this with the line manager in advance of the activity to ensure this is safe.

Manual handling operations 'means holding or moving a load by hand or bodily force. This includes lifting, putting down, pushing, pulling, carrying or moving. Assessment in manual handling will be carried out where necessary and records kept as appropriate.

Redress Scotland recommends the following techniques and guidelines when moving loads or heavy articles :-

- keep the load close to the body, as this makes it easier for the body weight to counterbalance it;
- remember good posture, as this can prevent loss of control of the load. Twisted trunk postures increase stress on the lower back;
- avoid stooping, stretching and twisting;
- a rule of thumb is that if a load can be safely lifted and lowered, it can also be carried without endangering the back;
- the shape of a load determines the way it should be held, as the risk of lifting increases if a load is not small enough to pass between the knees when lifted;
- a bulky/unwieldy load can seriously impair vision. The centre of gravity of a load should always be positioned centrally;
- uneven/slippery surfaces and floors inhibit smooth transit;
- stooping to pick up loads adds to risk, especially where there is restricted headroom and twisting and turning caused by the fixtures of obstacles on floors and surfaces add to the risk;
- ensure you use your upper limbs to push, hold and grip, and do each lifting task slowly;
- it is best to get the load down safely, even if it means slowly;
- emphasise each movement and ensure a clear pathway before lifting the load;
- be aware of fellow workers and pedestrians before and during the lifting work;
- pay particular attention when carrying out these operations in confined areas where maneuverability is limited; and
- when removing loads at an awkward angle, do the task methodically and be aware of the position of fellow workers.

Reducing the risk of injury

In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- considering employee or panel member selection.

No employee or panel member will be required to lift any item that they do not feel confident of doing without risking personal injury.

New and Expectant Mothers

Redress Scotland recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary. As a caring employer, Redress Scotland recognises the need to consider all health and safety aspects pertaining to this group of people.

To implement effective measures for new and expectant mothers the organisation will ensure that:

- employees or panel members are asked to inform their relevant manager of their condition at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times;
- a risk assessment is carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained;
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised;
- new and expectant mothers are informed of any risks to them and/or their child and the controls measures taken to protect them;
- any adverse incidents are immediately reported and investigated;
- appropriate training is provided where suitable alternative work is offered and accepted;
- provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their condition; and
- where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary providing suitable alternative work or suspension with pay.

Risk Assessment

Risk assessment is a systematic examination of what within our business can cause harm to people and it helps us determine whether we are doing enough or further actions are required to reduce the likelihood of injury or ill health.

Our policy is to complete a general risk assessment of all our known and reasonably foreseeable health and safety hazards covering all our equipment and activities in order to plan and prioritise the implementation of the identified control measures.

More detailed specific risk assessments will also be carried out as determined by the general assessment to address those premises, equipment, people or activities to comply with specific legislation or to proactively manage health and safety risks.

We will ensure that:

- assessments are carried out and records are kept;
- control measures introduced as a result of assessments are implemented and followed;
- employees and panel members are informed of the relevant results and provided with necessary training;
- any injuries or incidents lead to a review of relevant assessments;
- assessments are regularly monitored and reviewed; and
- suitable information, instruction and training will be provided to all persons involved in the risk assessment process.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of our risk assessment process.

Smoking

As we work mainly from home we recognise that a complete no smoking policy may not be appropriate. However given the risks associated with smoking, including passive smoking Redress Scotland ask all employees and panel members to refrain from smoking, including e-cigarettes during the course of their work.

It is the policy of the organisation that at work smoking is prohibited, whilst on calls or at meetings whether digitally or in person as we recognise that all employees and panel members have a right to work in a smoke-free environment.

Smoking is prohibited during the course of work and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This includes people using their own vehicles for work purposes and carrying other employees or panel members. This policy applies to all employees, panel members and other visitors.

Implementation

All employees and panel member are obliged to adhere to and facilitate the implementation of the policy.

The organisation will ensure that all employees, panel members and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Everyone is likely to face some element of stress within their work roles. Redress Scotland will aim to carry out stress risk assessment to identify, and eliminate or reduce, anything that causes stress in the workplace. Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly-demanding work colleagues. As a caring employer and provider of services, Redress Scotland aim to ensure that there is a pleasant working environment and that all employees and panel members are as free from stress as possible.

We have chosen to adhere to the Management Standards for stress as developed by the Health and Safety Executive. We will:

- work to identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress;
- regularly review risk assessments;
- consult with employees and panel member on issues relating to the prevention of work-related stress;
- provide access to confidential counselling for employees and panel members affected by stress caused either by work or external factors;
- provide training for all managers and supervisory staff in good management practices; and
- provide adequate resources to enable managers to implement the organisation's agreed stress management strategy.

Employees or panel members who experience unreasonable stress which they think may be caused by work should raise their concerns immediately with their line manager. Alternatively, they can also address this through the organisation's grievance procedure.

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee or panel member concerned, efforts shall be made to reassign that the individual to other work for which the risks are assessed as tolerable, however we are a small organisation which has been created for a specific purpose therefore if this is not possible we may have to consider capability in line with our capability policy.

Redress Scotland recognises that eliminating pressure from work may not always be possible, but will strive to control harmful and unnecessary levels of stress by the following means:-

- we will support our people in highlighting and reporting any problems they feel they are encountering at work, either immediately or through planned 1 – 1 meetings. In the first instance, they should report to their line manager: and
- we will all comply fully with the organisation in terms of any diagnosed work-related stress, so that we can try and quickly identify the possible source and adopt any controls necessary to reduce or eliminate the cause. If this is not possible we must look at capability in line with our Absence Policy.

Training

Training in health and safety is a legal requirement and also helps create competent employees and panel members at all levels within the organisation to enable them to make a far more effective contribution to health and safety, whether as individuals, teams or groups. We all have a responsibility in terms of our own health safety and wellbeing.

Redress Scotland recognise the value of providing training so employees and panel members are made aware and can acquire the necessary skills, knowledge and attitude which will be promoted by line managers and others throughout the organisation.

Our training objectives will cover three areas, that of the organisation, the job and individuals.

All employees and panel members will need to know about:

- the health and safety policy;
- the structure and system for delivering this policy; and
- mandatory training which is delivered online as part of induction or annually as required.

Employees and panel members will need to know which parts of the system are relevant to them, to understand the major risks in our activities and how they are controlled. All employees and panel members will be provided with access to the policy and the organisation Health and Safety Handbook.

Managers training needs will include:

- risk assessment;
- health and safety legislation; and
- knowledge of our planning, measuring, review and audit arrangements.

All our employees and panel members training needs will include:

- relevant health and safety hazards and risk;
- the health and safety arrangements relevant to them; and
- communication lines to enable problem solving.

All employees and panel members will receive **induction training**. This training will cover:

- Health and Safety Understanding
- Fire Safety
- Display Screen Equipment
- Mental Health Awareness
- Working from home
- Trauma Training

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees and panel members.

Employees and panel members must:

- completed mandatory training and other training during the course of their tenure with Redress Scotland;
- work according to the contents of any training they receive;
- ask for clarification of any points they do not fully understand – this can happen at reviews or 1 – 1's – do not leave it, speak with a line manager or other appropriate person;
- not operate use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed; and
- complete self assessment every 2 years or whenever there is a change to your situation as necessary to ensure duty of care and self care.

Violence

Redress Scotland have core values of dignity, respect and compassion and will not condone the use of violence. If there are any situations where violent behaviour towards employees or panel members occurs this needs to be reported immediately to your line manager or another appropriate person, so that Redress Scotland can take all reasonable measures to protect employees and panel members from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults on an employee or panel member;
- psychological abuse of an employee or panel member;
- verbal abuse which includes shouting, swearing and gestures; and
- threats against any employee or panel member.

To achieve this objective we will:

- assess the situation and if necessary carry out risk assessments of potential conflict situations to determine the control measures necessary to further protect employees and panel members;
- where appropriate inform all employees and panel members of the procedure following a violent or challenging behaviour incident;
- not tolerate violence or challenging behaviour towards our employees or panel members;
- if appropriate train our employees or panel members who may be exposed to violence or challenging behaviour situations;
- support the employees and panel members involved in any incident;
- support their decisions regarding the pressing of criminal charges;
- provide any counselling or post-incident assistance required by the employees or panel members; and
- keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee and panel member safety.

Visitors

In the interest of safety and security, the organisation will take the necessary measures to protect employees, panel members and visitors from any accidents or incidents that may occur during visiting.

Employees and panel members who are hosting visitors in-person meetings or other locations must ensure that:

- they adhere to applicable health and safety instructions and rules of the premise during their visit;
- adequate information is passed to ensure their safety including emergency information that may be applicable to that premise;
- any protective equipment required is provided and worn e.g. masks; and
- any accidents / incidents involving visitors are reported through the accident reporting arrangements at that premise and also with Redress Scotland in line with our accident and incident reporting.

Emergency Action

In the event of the fire alarm at a visiting premise, all employees, panel members and visitors should be adhere to the emergency procedures and ensure that they escort visitors to the assembly point by their host.

Work Equipment

As all of our people work mainly work from home – they will be provided with work equipment to enable them to carry out their duties safely. All employees and panel members have been made fully aware of the need to be able to use digital equipment in order to carry out their duties and they have received appropriate safety information and training in at the point of induction.

All employees and panel members need to ensure:-

- all workplace equipment shall be maintained in an efficient state, in efficient working order and in good repair;
- if a potentially dangerous defect is discovered, the equipment should be withdrawn from service immediately and the defect reported to the line manager responsible, or the people team;
- any major defect will be addressed immediately by the line manager or people team; where the defect does not pose a danger but makes the equipment unsuitable for use, it will be taken out of service until it is repaired or replaced;
- records will be held to ensure the maintenance system is properly implemented, and repairs are carried out properly; and
- retain the manufacturer's instruction manual for each item provided.

Where appropriate Redress Scotland will:-

- if requested provide any additional work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations;
- ensure risk assessments are carried out in conjunction with the employee or panel member;
- regularly inspect work equipment in accordance with the manufacturer's recommendations;
- maintain work equipment in accordance with the manufacturer's recommendations;
- keep records of all inspections and maintenance;
- provide adequate instruction, information and training to employees and panel members to enable the work equipment to be used and maintained safely; and
- provide refresher training as appropriate and as determined necessary by workplace inspections.

Young Persons

If in the event we employ a young person between the ages of 16 to 18 we will ensure precautions are taken to protect the health and safety of the workforce in relation to their specific need. We recognise that there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below the age of 18 years.

To ensure the safety of any young person the organisation will:

- carry out risk assessments to cover the activities of young person:
- implement the actions determined by the risk assessment process;
- inform the young person of any risks associated with their work and the control measures taken to protect them;
- provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age if applicable; and
- provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment.

RISK ASSESSMENT

7. RISK ASSESSMENT

Risk Assessment

Risk Assessment involves identifying the hazards present in the work place or arising out of any work activity and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness.

A **hazard** is something with a potential to cause harm and can include articles, substances, methods of work and the work environment.

Risk is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and also with the potential severity of the harm i.e. the resultant injury or ill health effect. If there are no hazards there are no risks.

The regulations require that risk assessments are '**suitable and sufficient**' in that they should identify all the significant hazards present within the business and its activities and that they should be proportionate to the risk. The assessment should cover all risks that are reasonably foreseeable.

The risk assessment must identify all those people who may be affected by the hazard, whether they are workers or others, such as members of the public.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of the risk assessment process.

Health and safety law does not demand absolute safety when considering what safety controls are required but measures taken should go as far as is '**reasonably practicable**'; a balance between risk and costs, the greater the risk the greater the need to commit resources in terms of time and money to remove or control the risk.

It is a legal requirement that the significant findings of our risk assessments are brought to the attention of our employees.

Carrying out risk assessments

Those who are involved in risk assessments should:

- be competent;
- have knowledge and experience of working procedures in practice, potential dangers and strengths and weaknesses of existing precautions;
- have knowledge and experience of how to solve problems identified by the assessment; and
- be in a position to give the commitment, co-operation and resources required to implement the assessment results.

It is important that the person carrying out the risk assessment is competent. This means that the person must have the necessary skills and knowledge gained through experience and training and may have qualifications that enable them to make sound judgments.

The five stages of risk assessment

STEP 1 - IDENTIFY THE HAZARDS

As employees and panel members to consider potential for hazards by walking around their designated workplace they have designated in their home. List the hazards that could reasonably be expected to cause harm. They should then openly discuss this with their line manager or appropriate person at their 1 – 1 or sooner if necessary so this can be discussed and appropriate action taken.

Examples of hazards include:

- cables trailing over floors;
- fire;
- chemicals;
- work stations being appropriate in line with guidance;
- electricity and cables;
- other work equipment; and
- working environment is it appropriate for purpose.

STEP 2 - IDENTIFY WHO MAY BE HARMED AND HOW

It is likely that the risk will only be associated with that individual as we work from home however if others from a work context could be affected or impacted they should also be listed and could include:-

- employee or panel member;
- members of the public; or
- contractors on the premises.

Particular attention should be given to potential to vulnerable persons, e.g. those with disabilities, visitors, female employees who are pregnant or who have recently returned to work after having a baby, inexperienced employees or young persons, where there is a legal requirement to provide additional care and attention

STEP 3 - EVALUATE AND CONTROL THE RISK

Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or if more should be done. When evaluating the extent of the risk, account should be taken of the chance of some harm occurring (likelihood), the likely severity of this, and the number of people who could be affected. The formula:

Severity x Likelihood = Risk

Is used on the risk forms within this policy manual.

Even after all precautions have been taken some risk may remain. Ensure the precautions in place meet standards set by legal requirements comply with a recognised standard, represent good practice and reduce the risk as far as is reasonably practicable.

Where additional controls or further action are necessary to reduce the risk, decide what more could reasonably be done by adopting the following principles:

- avoid the risk completely;

- evaluate risks which cannot be avoided;
- combat risks at source;
- adapt work to the individual;
- make use of technical progress or additional equipment to support;
- replace the dangerous or ineffective with none or less dangerous;
- develop an overall prevention policy;
- give priority to measures which protect the greatest number of people; and
- give appropriate instructions to employees and panel members.

IMPLEMENTING AN ACTION PLAN

Once the level of risk has been determined and the control measures needed to reduce or eliminate the risk established, an action plan should be drawn up with timescales for implementation of the control measures.

STEP 4 - RECORD YOUR FINDINGS

The significant findings of the assessment must be recorded since these provide evidence that something has been done, it is also a legal requirement. Keep any written assessments for future reference and ensure that employees and panel members are informed of the findings and control measures, either existing or additional, that have to be observed and used. In some circumstances the findings of the risk assessment should also be given to others who could be affected, for example agency workers, contractors etc.

Hazards and example controls

Hazard	Example control measures
Manual handling	Mechanical aids, hoists, getting assistance, breaking loads into smaller units, training
Hazardous substances	Substitution for less hazardous alternatives, extract ventilation, personal protective equipment, training
Work equipment (machinery, tools, etc.)	Guarding, demarcation of danger zones, restricted operation and use planned preventative maintenance, training
Ladders	Avoid working at height. correct type of ladder/stepladders, maintained, training
Electricity	Insulated tools, residual circuit breakers, fuses, earthing, inspection and testing of systems and appliances
Stairs, etc	Good lighting, handrails, non-slip surfaces, slightly raised/highlighted front edges
Fire	Detection/warning systems, fire drills, extinguishers, signs, suitable storage facilities for substances and goods, fire retardant furniture and fittings
Noise	Reduction at source, isolation, ear protection, demarcation of danger zones

Stress	Reduce/increase workload, more control over work, work suitable for the individual, avoidance of monotonous repetitive work
Work environment	Good lighting, ventilation, redesign layout of area, heaters/coolers

STEP 5 - MONITOR AND REVIEW THE ASSESSMENT

It is important that the control measures are monitored and that records are kept. A regular review of the assessments should be made to take into account any changes to the methods or systems of work. You should also review the assessment following an accident, where there has been a significant change to the work, if new information comes to light, or if there is any other reason to believe that it may no longer be valid. Following the review, additional control measures should be implemented if required. Even if there are no significant changes since the original risk assessment, it should be regularly reviewed to confirm that it is still relevant and valid.