HEALTH & SAFETY AT WORK

INTRODUCTION

This information pack has been developed as a guide for retail, distribution owners and managers. The purpose of the information in this pack is to tell you about health and safety requirements and provide practical advice for accident prevention in your business.

While every care has been taken to ensure the accuracy of the information published in this guide, no liability is accepted from errors or omissions.

The authors, IBEC, wish to acknowledge the support of the European Commission in developing this publication. We also wish to thank a number of other participants who contributed to this work, in particular the following:

Health & Safety Authority

Health & Safety Agency Northern Ireland

Local Authories, Northern Ireland

Federation of Small Businesses F.S.B. Northern Ireland.

We recommend that you retain this guide as a practical reference. Use the information to revise and update your safety statement and keep abreast of future developments in Occupational Health & Safety Law and Guidance available from the Health and Safety Authority and Trade Associations

INFORMATION PACK

HEALTH & SAFETY AT WORK

Retail and Distribution Sectors

SMALL AND MEDIUM ENTERPRISES

IBEC

HEALTH AND SAFETY AUTHORITY

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The Cost of Accidents at Work
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SECTION 1

An Introduction to Health & Safety at Work

KNOWN HAZARDS

Evidence of the significant causes of accidents from accident analysis for the retail and distribution sectors is difficult to obtain. Accident analysis would suggest that the most common hazards are.

- Manual Handling
- Slips, trips, falls
- Striking objects
- Vehicle movements
- Steps, stairs
- Fire
- Security/challenging behaviour

The above is based on IBEC and UK Accident Survey Data.

THE COST OF ACCIDENTS

Your business is an important part of the country's economy. The priority of most business people is to survive and the aim of this information is to assist you to reduce accidents and the cost of such accidents to your business. Have you ever considered just how much accidents can cost you?

Which of the following would most accurately sum up your attitude to Health & Safety?

- Safety is the most crucial investment we can make and investment in safety measures is cost effective.

OR

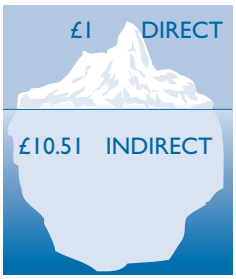
- Accidents are usually inevitable. They will happen in any event and that is why we carry insurance.

Would you agree that the second statement is the most common attitude?

It is easy to underestimate substantially the true cost of accidents to your business. As well as direct insurance costs, there are the many indirect costs which arise following an accident, such as :

- Investigation time
- Loss of production costs
- Sick pay
- Replacement staff costs
- Repair costs
- Administration costs
- Impact on staff morale
- Others

Research in Ireland and the UK has developed the 'Accident Iceberg' which is based on extensive analysis of indirect costs relative to direct costs. (i.e. uninsured costs).



The ratio of direct to indirect costs in a Irish study was £10.51 to £1. The companies involved were in general safety conscious and had procedures in place to reduce accidents.

CASE STUDY

A butcher who severed a tendon while deboning meat received £2,800 in compensation (original damages £7,000 reduced for not wearing chain mail gloves). Although gloves were provided the Court held the employer should have ensured they were worn by the employee.

Remember this is one accident involving one individual, this accident or a similar accident could happen in your premises today.

DIRECT COSTS

Court awarded £2,800

Legal costs	}	
Premium adjustment	}	
Replacement staff	}	
Sick pay	}	?
Court/Administration time	}	Unknown
Investigation costs	}	
Supervisors time	}	

Successful businesses view losses from accidents just like any other type of loss. They understand that the important thing is to tackle

the underlying causes of accidents before losses occur, rather than simply reacting after things go wrong.

THE PRINCIPAL LEGAL DUTIES UNDER HEALTH & SAFETY LAW

Business owners, Directors and Managers can be held personally responsible for failure to control health and safety in the workplace.

Employees also have duties to act in a safe manner and to co-operate with safety arrangements.

Suppliers of equipment, materials and substances used in your business must provide appropriate information for the safe use of these items.

The principal legal instrument on health and safety at work for your business is the Safety Health and Welfare at Work Act 1989. This sets down a number of primary duties for Employers, Directors, Managers and well as employees and others. These principal duties are

- To provide a safe and healthy workplace
- To prepare a safety statement for your business and keep it up-to-date and relevant.
- To consult with employees on safety arrangements
- To have arrangements for the safety of non employees, including the public.

Managing health and safety should be no different to the way you manage other aspects of your business. Begin by thinking about how health and safety fits in with other important management systems for controlling finance, sales, customer services. Don't try to complicate things: have simple management structures.

■ REMEMBER: Organisation and planning are essential.

SECTION 2

The Policy

STEP 1

Prepare a safety policy, keep it simple and relevant to your business. After all, it's your safety policy.

■ EXAMPLE:
(Opening Statement)

ACME Retail and Distribution Ltd aims as a business to act as a good employer and to conduct all aspects of its business activities in such a way as to achieve the best possible standards of Health, Safety and Welfare for its employees, customers and others.

The company regards the successful management of health and safety as equal to all its other business activities. All management personnel including the Managing Director consider it as important as sales and quality.

The co-operation of all employees, contractors and other service providers is vital for the promotion of health and safety within this business.

The company intends to comply with all relevant statutory requirements and codes of practice. We will use authoritative advice on best business practice in furtherance of our health and safety arrangements. In particular we will

- Carry out an assessment of all risks to all employees who work here.
- Provide and maintain safe working conditions and equipment.
- Provide instruction, information, training and supervision.
- Provide suitable protective equipment where necessary.
- Provide adequate resources to fulfil the policy.

Encourage active consultation with employees and invite suggestions for improvement in health and safety measures.

As an employer we recognise that we cannot fulfil this policy without the support of all staff. In this regard, employees have a duty to co-operate by:

- Taking reasonable care for their own safety, the safety of other staff and customers.
- Adhering in all circumstances to company safety rules and requirements.
- Using protective equipment/clothing provided.
- Reporting any dangerous incident including an accident which causes or may cause an injury or damage.

Signed by

Chief Executive/Managing Director

Date

This policy will be regularly reviewed.

Now that you have decided your policy you must support it through organisation and planning.

STEP 2

ORGANISE YOUR STAFF

Have you set specific duties for all management and supervisory staff? If not, you will need to do so.

Structures will vary in each business but generally the organogram may look as follows:

- Chief Executive/Managing Director
- General Manager
- Department Manager
- Supervisors
- Staff

RESPONSIBILITIES

CHIEF EXECUTIVE

Is responsible for

- Supporting/implementing the policy (See Policy-Step 1)
- Provision of appropriate resources
- Monitoring safety performance
- Reviewing the policy at regular intervals
- Ensuring competent advice is obtained where necessary
- Consulting with staff on safety arrangements

GENERAL MANAGER

Is responsible for

- Ensuring managers are aware of the policy and know what is expected of them.
- Day to day management of health and safety issues
- Giving and receiving feedback on the policy
- Allocation of resources
- Plant maintenance, training and consultation.

DEPARTMENT MANAGERS/ SUPERVISORS

Are responsible for

- Ensuring safe work practices are followed
- Ensuring defects are remedied
- Ensuring protective arrangement are in place
- Ensuring incidents/accidents are recorded and investigated
- Carrying out regular safety inspections
- Ensuring employees are made aware of policies and arrangements
- Ensuring employees are appropriately trained
- Ensuring that matters outside their authority are brought to the attention of senior management
- Ensuring disciplinary procedures apply in cases where safety rules are broken
- Ensuring fire drills, first aid arrangements are in place.

EMPLOYEES

Are required to

- Be proactive on safety through their behaviour. Avoid acts or omissions which may cause unsafe situations.
- Report defects in safety matters, systems of work and equipment to their supervisor
- Co-operate with all arrangements
- Use the personal protective equipment provided
- Adhere to company rules

You may additionally need to consider

- The role of your safety representative where one has been selected.

- The preventative duties you may give to the safety co-ordinator or designated person - each establishment should have one.

STEP 3

PLANNING

Think about your business, your shop, warehouse premises, your staff and equipment. Ask yourself what exists that can cause harm and what is the chance, great or small, that someone will be harmed. Weigh up whether you have taken sufficient precautions or should you do more to prevent harm. Set realistic and achievable standards against which you may measure your future performance. For example:

- Methods for reducing housekeeping hazards and reaction to dealing with them where they occur - shop floor areas, warehouse walk ways, public areas.

- Methods and frequency for checking protective features such as guards on equipment/ machinery.

- Methods and frequency for checking fire prevention and containment equipment.

Draw up a safety improvement plan if necessary.

A useful checklist in your planning process would include:

- Do we have a Health & Safety Policy?
- Is it up to date and relevant to our business?
- Does everybody know their Health & Safety duties and responsibilities?
- Do we know the risks and the control measures in place to reduce the risks?
- Is everybody in our enterprise involved in hazard spotting and problem solving?
- Is there sufficient written information and competent advice on Health & Safety matters?
- Is this available to everyone?
- Do we have a plan with realistic and achievable objectives?
- Do we have checks to ensure compliance with these objectives?
- Are all accidents/serious incidents thoroughly investigated?
- Is the information from various checklists, etc. used?

SECTION 3

Safety Cultures and the 4C's

WHAT IS A SAFETY CULTURE?

It is a mix of shared values, attitudes and patterns of behaviour that promotes Health & Safety in the business.

Developing a safety culture may take time, but is a very worthwhile endeavour.

It is recognised that influencing human behaviour is an intrinsic part of accident prevention. It is a complex issue and difficult to achieve without a comprehensive approach.

In a recent examination of serious accidents, it was shown that in over 50% of cases the person who suffered serious injury had a minor incident/injury in the previous two years.

One safety committee in its list of beliefs indicated that ìa safe employee in an unsafe environment is far safer than a unsafe employee in a safe environmentî.

Obviously we can't only look at attitude and behaviour. Engineering controls, procedures etc. also have an important role to play in accident prevention.

PROMOTING A SAFETY CULTURE

A number of different but related actions are needed:

- CONTROL

Think of all your managers, supervisors and employees. Decide who is responsible for which safety duties. Make sure there are no overlaps or gaps. Clearly define duties so that everyone knows what is expected of them.

COMPETENCE

Train yourself and your staff, as everyone needs to have knowledge, skills and experience to be able to work in a safe and healthy manner.

CO-OPERATION

Involve all employees at all levels through regular meetings and briefings. Listen to what your staff have to say. To co-operate, employees need to understand the relevance of safety and health control measures and the importance given to such measures by you.

COMMUNICATION

Both written and verbal communications are essential to the success of any management system. Give feedback on performance, both positive and negative. Ensure that you have a good external communication on legal, technical and managemement aspects of Health & Safety.
Such information can be obtained from the Health and Safety Authority and Trade Associations.

MONITORING AND CONTROLS

You need a system to measure your performance to ensure consistency and prevent divergence from your policy and objectives. These will include:

- Hazard inspections/Safety Audits
- Accident and incident investigation/data
- Comparing your experience with other similar businesses.

SECTION 4

Supporting the Policy

Now lets see how you will support the policy you have determined.

No matter how small your retail or distribution establishment, you will have certain rules to ensure that accidents are prevented during the course of your day to day business.

SAFETY RULES

It is good practice to record all of your Health & Safety rules in the safety policy statement. These should at least include rules for:

- Access and Egress hazards
- Hygiene
- Trips, slips, falls hazards
- Safe manual handling
- Restriction on use of machinery/trained persons only
- Wearing of jewellery
- Dealing with electrical faults
- Forbidding horseplay
- Prohibiting the taking of alcohol or drugs
- Compliance with safety notices
- Use of appropriate equipment for access etc.
- Wearing of protective equipment

ARRANGEMENTS

This part of supporting your policy should specify in detail how you control risks in your business.

The arrangements should cover all your work activities and locations, describing the procedures and resources you have put in place to reduce the risk of injury.

You should be as specific as possible. For example, there is no point in describing your safety rules for dealing with compactors if you don't have one.
An example of arrangements is given in the example below.

The first step in developing this part of your policy should be to identify all hazards in your business. Once you have identified the hazard, you will be able to identify the steps necessary to control them.

TRAINING STAFF
Employees will receive training to enable them to understand and adhere to company policy and procedure. (A separate training manual has been produced to ensure that adequate training is delivered to all members of staff).

FIRST AID
Each workplace has first aid boxes and an appointed First Aider. In the event of an accident, call the First Aider. Do not move the injured person until examined by a First Aider. It is the responsibility of the Manager to keep First Aid Boxes well stocked.

ACCIDENT REPORTING
An Accident Book is provided and must be fully completed when an accident occurs to staff, visitors or members of the public. A report form must be filled in for each accident and sent to Personnel. Accidents likely to result in absence from work of more than three days need to be reported to the Health & Safety Authority.

FIRE SAFETY
Managers will ensure that fire evacuation drills take place once every 6 months. In addition, they will ensure that:
- Fire exits are kept clear at all times
- Fire extinguishers are kept in their designated positions
- Fire extinguishers, fire alarms and emergency lighting are checked weekly
- All fire notices are displayed

ELECTRICAL SAFETY
All electrical equipment will be regularly maintained and will be checked by a qualified electrical engineer on a yearly basis.

Employees should report any defective equipment and remove it from use. Never use adapters or extension leads. Look out for:
- Loose wires
- Blackening around the plugs and socket outlets
- Trailing flexes
- Signs of overheating

MANUAL HANDLING
All employees will be trained in lifting techniques. The following rules should be observed:
- Stand close to the load
- Bend your knees and keep your back straight
- Grasp the load firmly
- Lift with your legs and not your back
- Never lift a load that is too heavy - GET HELP!

A risk assessment has been undertaken by managers for all manual handling tasks.

SAFE STACKING
- Inspect containers, racks and storage systems regularly for damage
- Do not climb racking or shelves
- Do not exceed the safe loading of the racking
- Store heavy items at low levels
- Approved ladders only may be used to access stock at high levels

STEP LADDERS
All step ladders will be inspected by the Manager on a monthly basis. All staff will be trained in the correct use of ladders.

DO NOT:
- Use faulty ladders
- Over reach whilst using a ladder
- Stand a step ladder on a box or other unsteady base

DO:
- Make sure that the ladder is fully extended and locked in position
- Use a ladder which enables you to gain access to the stock safely.

GOOD HOUSEKEEPING
Good housekeeping is essential to an effective safety programme and everyone has a responsibility to keep workplaces and toilets clean and tidy. Walkways should be kept clear at all times.

This is only a summary of a policy; the above examples are by no means exhaustive.
You may need to include separate detailed procedures for each area.

SECTION 5

Risk Assessment

Now that you have thought about your Health and Safety Policy, what about your Risk Assessment?

Risk Assessment is a simple concept which sounds complicated. We all assess risk on a day to day basis. For example, every time we cross a road we assess:

- The speed and proximity of oncoming traffic in both directions
- The gap between the traffic
- The width of the road
- Our physical ability to cross the road in the given time

If the risk is too great, we may decide to control it, e.g. by going to a pedestrian crossing.

Before starting your risk assessment, there are two words which you must understand:

"HAZARD"
means anything that can cause harm e.g. fire or electricity.

"RISK"
means the chance, great or small, that someone will be harmed by the hazard.

NEXT
Get out from behind your desk and carry out a risk assessment by following the five simple steps below.

EXAMPLE
Spillage on the floor in a small supermarket

HAZARD?
Slips, trips and falls

RISK?
High risk of accident

WHO MIGHT BE HARMED?
Staff, customers, contractors

PRECAUTIONS:
1. Check the floor every half hour for spillages.
2. Keep floor areas clear at all times.
3. A spillage must be removed immediately and the area dried.
4. A member of staff must stay with the spillage until it is removed.
5. All staff must wear sensible footwear.

1. Look for hazards, i.e. what can cause harm. Walk around your workplace and talk to your employees (be realistic and only include those hazards which would result in injury).

2. Decide who might be harmed and how. Consider your employees, visitors and members of the public.

3. Evaluate whether the risk associated with each hazard is significant and decide what precautions can be taken to eliminate or reduce the risk.

4. Record your findings and show the assessment to your employees.

5. Review your assessment from time to time and update it when necessary.

SECTION 6

Principal Hazards

Earlier in this booklet we outlined the known hazards of your business.

Let us now consider these and other possible hazards in a more detailed way

You can approach this in two ways: on the basis of looking at particular work areas and additionally by looking at specific hazards.

HAZARDS ASSOCIATED WITH RETAIL AND DISTRIBUTION ACTIVITIES

In each case a general indication is given in terms of some of the risks associated.

Which are the principal areas of your operation?

THE AREAS YOU SHOULD CONSIDER ARE (Particular work areas)	THE RISKS ASSOCIATED ARE
Sales floors/areas	Slips, trips, falls, striking against objects
Stock rooms	Manual handling, access to shelving, security of shelving
Stairs lifts/escalators	Falls, trips, slips
Delivery points	Moving vehicles, trapping points, access to vehicles, fork lift trucks

SPECIFIC HAZARDS THAT ARISE INCLUDE	SPECIFIC RISKS
Challenging behaviour against staff	Physical/non-physical violence
Manual handling	Back injury, falls, cuts
Floor surfaces	Slips, trips, falls
Machinery	Entrapment, electric shock, cuts, lacerations, amputation
Hazardous substances	Skin irritation, skin absorption, dermatitis, burns, scalds, etc.
Pallets and racking	Falling objects
Fire	Entrapment, burns, asphyxiation
Use of knives	Cuts, lacerations

In the enclosures you will see a number of examples of how these hazards are described, assessed and controlled. You also have an additional blank hazard worksheets which you may use or copy to address other hazards.

SAFETY RESOURCES

You should check to see if you have the following in place and include your list with the safety statement.

- First aid equipment
- First Aiders
- Fire wardens
- Equipment Maintenance
- Fire Plan
- List of Personal Protective Equipment
- Staff Welfare Facilities
- Safety Signs/Notices
- Staff Training
- Accident Investigation Arrangements
- Accident Records
- Material Safety Data Sheets/Chemicals

SECTION 7

Useful References

■ HEALTH & SAFETY AUTHORITY PUBLICATIONS LIST - 2001
RETAIL AND DISTRIBUTION

Guidelines on preparing your Safety Statements and carrying out Risk Assessments. £2

Guidelines on Safety Consultation & Safety Representations

Guidelines to the Noise Regulations

Occupational Asthma, An Employers Guide

Short Guide to Health & Safety Law £1.00

Guide to the Safety, Health and Welfare at Work Act 1989, and (General Application) Regulations 1993 £10.00

Handle with Care - Safe ; Manual Handling

Care with Minimal lifting

Guidelines on the Health & Safety of Office Workers £2.00

Guidelines on First-Aid at places of work

Obligatory Safety Signs £1.00

At Work, At Home You Use Chemicals

Violence At Work In the Health Services Sector

Violence At Work

Workplace Stress

Safe Installation of Propane Gas Cylinders

Storage of Liquefied Petroleum Gas

Use Chemicals Safely

Health & Safety at Work when Pregnant

Safety and Workplace Vehicles

Safety with Asbestos

Accident Report Form IR1

Dangerous Occurrences Form IR3

Safe to Work
HSA and you

Workplace Health and Safety Management £10.00

Manual Handling in the Construction Industry - Training Pack £50.00

Health & Safety Authority
10 Hogan Place,
Dublin, 2.
Tel: 614 7000
Fax: 614 7020
E-mail: info@hsa.ie
web: http//www.hsa.ie

APPENDIX 1

Principal Legislative References Guide

- Safety Health and Welfare at Work Act 1989

  in particular duties under sections: 6,7,8,9,10,12,13 also Part V and Part VIII Enforcement and Penalties

- General Application Regulations 1993, SI 44

  in particular general duties under Regulations: 5,6,7,8,9,10,11,12,13,14,15

  also

  Regulation 16,17: Workplace Requirements

  Regulation 18,19,20 Use of Work Equipment Requirements

  Regulation 21,22,23,24,25,26 Personal Protective Equipment Requirements

  Regulation 27,28 Manual Handling of Loads Requirements

  *Regulations 29,30,31,32 Visual Display Screen Requirements

  Regulation 33 - 53 Electricity Requirements 38,39,40-53

  Regulation 54,55,56,57 First Aid Requirements

  Regulation 58,59,60,61,63 Notification of Accidents/Occurrences

* Apply where there is habitual significant use of VDU's

- Miscellaneous Welfare Regulations 1995, SI 358
- *Chemical Agents Regulations 1994, SI 445
- Safety Signs Regulations 1995, SI 132
- *Safety Construction Regulations 1995, SI 138
- Organisation of Working Time Act 1997
- Children and Young Persons Regulations 1998 SI 504
- Night Work and Shift Work Regulations 2000 SI 11
- Pregnant Employees Regulations 2000 SI 218

- Fire Services Act 1981
- Code of Practice Liquid Petroleum Gas**

Available from Government Publications Office, Molesworth Street, Dublin, 2.

*May apply in certain circumstances

**Available from National Standards Authority of Ireland, Glasnevin, Dublin 9.

HAZARD WORKSHEET (SEE SECTION 6)

HAZARD IDENTIFICATION, RISK ASSESSMENT AND CONTROL MEASURES WORKSHEET

SECTION:		**WORKPLACE:**		**ASSESSOR:**		
ACTIVITY:						
HAZARD IDENTIFICATION	RISK ASSESSMENT	AFFECTS	CONTROL MEASURES	List additional controls required	Responsible person to impliment controls	Date to impliment
List Hazard which you could expect to result in harm	What's the risk under normal conditions in your workplace	List groups of people who might be harmed	What, if any, existing control measures are in place			

EXAMPLE COMPLETED HAZARD WORKSHEET (SEE SECTION 6)

HAZARD IDENTIFICATION, RISK ASSESSMENT AND CONTROL MEASURES WORKSHEET

SECTION: Sales **ACTIVITY:**		**WORKPLACE:** **Fashion Department**		**ASSESSOR:** **J. Murphy**		
HAZARD IDENTIFICATION	RISK ASSESSMENT	AFFECTS	CONTROL MEASURES	List additional controls required	Responsible person to impliment controls	Date to impliment
List Hazard which you could expect to result in harm	What's the risk under normal conditions in your workplace	List groups of people who might be harmed	What, if any, existing control measures are in place			
Sales floors	Trips, slips and falls	Employees, customers	All floors are of sound construction level without tripping hazards. Regular checks are carried out to identify trip hazards. Goods are stored in stock rooms. Wrapping removed from floor areas	In exceptional cases where goods are in sales areas stocks are maintained at noticeable height to pre-vent tripping.	Supervisor in each area	Immediate
	Impact with display/areas/ racks		Ensure display racks are maintained, stocked and removed if unstocked		Supervisor in each area	

WORK SHEET 3

Fork Lift Trucks

Fork lift trucks (FLTs) are familiar vehicles in many businesses and are often considered indispensable. However, they account for a large proportion of accidents in workplaces. Many of these accidents are due to operator error associated with inadequate or lack of training. Other reasons include unsuitable premises, poor layout and design of FLT operating areas and poor truck maintenance. Following the steps below will help you to control the risks when using FLTs in your premises.

- STEP 1. Operator Selection: Those selected should be physically capable and have the ability to do the job in a responsible manner. Any employee unfit through alcohol or drugs should not be allowed to operate FLT.

- STEP 2. Training: The training of operators should be carried out by a competent person and always include three stages;
  - basic training - the basic skills and knowledge required for safe operation
  - specific job training - knowledge of work place and experience of any special needs and handling attachments (these stages may be combined but should always be off the job)
  - familiarisation training - operation on-the-job under close supervision

- STEP 3. Authorisation: Personnel should not be allowed to operate a FLT without written authorisation. The authorisation should relate to a specific type of FLT and the work for which the employee has been trained. The keys should be removed from the FLT when not in use and kept in a safe place to prevent unauthorised use.

- STEP 4. Layout: The driving areas should be as flat as possible and free from obstructions. Roads, gangways and aisles should have sufficient width and overhead clearance for the largest FLT using them. Sharp bends should be avoided and one-way traffic systems should be introduced to reduce the risk of collisions. Pedestrians should be excluded from FLT working areas if possible, if not, warning notices and direction signs should be clearly displayed. Audible warning devices and flashing beacons should be fitted to the FLTS.

- STEP 5. Safe Working Load (SWL): Drivers must be aware of the SWL of the truck and ensure that it is not exceeded. Attachments such as clamps and cages will reduce the SWL of the FLT and an authorised dealer should be contacted for advice regarding the reduced SWL. The operators should be given additional training on the use of such attachments.

- STEP 6. Platforms: Working at heights should never be carried out from the fork arms or from a pallet balanced on the fork arms of a FLT. If goods stored at a height are to be hand picked using a FLT, then a properly designed working platform/safety cage should be provided.

- STEP 7. Passengers: Should NOT under any circumstances be carried in the cab, on the forks or on the sides of a FLT.

- STEP 8. Battery Charging: This should be carried out in a separate room or designated area with good high level ventilation and no direct ignition sources. 'No Smoking' and "No Naked Lights" warning notices should be provided in the area.

- STEP 9. Maintenance: Develop a system for reporting defects and for ensuring that remedial work is carried out. Develop a planned routine maintenance system including:
  - Daily checks of tyres, brakes etc. by the driver at the beginning of each shift
  - More in-depth weekly checks by the store/warehouse manager (written reports should be made and kept)
  - Six monthly examinations by an engineer
  - Checks by an engineer following an accident, major repair or modification.

A certificate should then be issued that the FLT is safe to use.

CASE STUDY

A supermarket employee, while standing on a pallet with cases of stock being lowered by FLT, lost his balance and caught his fingers in the fork truck mast. One finger was amputated and he received severe crushing injuries to his hand.

For further Information:
Health and Safety in Retail and Wholesale Warehouse,
Health and Safety Executive,
ISBN 9 - 780118 - 857314

WORK SHEET 4

Safety in Motor Vehicle and Repair

The following details highlight some of the hazards and risks that might exist in motor vehicles sales and repair centres. They are by no means exhaustive and will vary depending on your own particular business. As a starting point use the blank sheet provided in this pack and carry out your own simple risk assessment.

Main Types of Risk	Managing the Risk
Sales Area Risks in the sales area arise from: movement of vehicles exposure to exhaust gases oil/fuel spillages leading to slips and falls	■ Devise a safe system for moving vehicles into and out of the showroom. ■ Provide adequate ventilation and ensure that engines are not allowed to run for longer than necessary. ■ Ensure that all spillages of oil or fuel are cleaned up immediately. Absorbent materials should be readily available for this purpose.
Lifting Equipment Misuse or failure of equipment such as hoists, cranes and jacks, has led to extremely serious injuries	■ Have all lifting equipment including jacks regularly inspected and carry out the necessary repairs immediately. ■ Ensure that maximum working loads are never exceeded. ■ Hoists should be fitted with 'dead mans' controls, toe protection and automatic chocking. Never allow raised platforms to be used as working areas unless proper guard rails are fitted. ■ Ensure that axle props are used to support raised vehicles, never allow anyone to work beneath a vehicle supported only by jacks. ■ Train all staff in the safe use of all lifting equipment.
Vehicle Inspection Pits Flammable vapours from petrol, paints and solvents can build up to explosive concentrations in such pits. People may also be injured by falling into unguarded pits.	■ Vehicle inspection pits should be phased out in favour of purpose built vehicle lifts. If pits are currently in use, then you should ensure that all electrical equipment (including lighting and electric hand tools) is 'explosion protected',. Pits should be fenced or boarded when not in use.
Compressed Air Equipment Injuries, occasionally fatal, have been caused by accidental or deliberate injection into the body.	■ Have the air receiver and air powered equipment examined regularly by a competent person ■ Ensure that hand tools operate at a pressure which is compatible with that of the supply line. ■ Never use compressed air to clean up and ban horse play with this equipment.

WORK SHEET 4

Safety in Motor Vehicle and Repair

Main Types of Risk	Managing the Risk
Petrol Spillages of petrol, due to damage to fuel lines or the use of unsuitable containers, can lead to a serious risk of fire.	■ Assess whether petrol needs to be removed, e.g. if welding next to a fuel line, and, if so, use a fuel receiver to avoid spillages. ■ Work in a well ventilated area away from sources of ignition.
Used Engine Oils Frequent, prolonged contact with used engine oils may cause dermatitis and other skin disorders, including skin cancer.	■ Ensure that protective clothing is worn and that it is cleaned and replaced regularly ■ Dispose of waste oils safely in lidded metal containers.
Exhaust Fumes Vehicle exhaust fumes are toxic.	■ Provide extract or exhaust ventilation, preferably by direct coupling to the vehicle exhaust (use even where catalytic converters have been fitted). Ensure that all couplings and flexible connections are maintained in good condition.
Battery Charging During and after charging, batteries give off hydrogen, an easily ignited and explosive gas.	■ Carry out charging in a well ventilated area and follow individual manufacturer charging instructions. ■ Switch off the battery charger before connecting and disconnecting the clips.
Brakes and clutch Linings Some brake and clutch linings still contain asbestos. The dust created when working with these parts could be harmful if inhaled.	■ Never blow dust from brake drums or clutch housings using an airline. Use properly designed drum cleaning equipment and wet rags. Ensure that proper overalls and masks are worn. Use grinding and drilling machines with integral exhaust ventilation. ■ Provide a special vacuum (Type H) for dust removal.
Wheels and Tyres Air blasts from over inflation of car tyres can cause injuries. Contact with rotating wheels during wheel balancing may cause friction burns.	■ Raise and support vehicles safely. ■ Remove the valve core to deflate tyres. ■ Use an airline with a 'dead mans' handle and ensure pressure gauges are reading accurately
Rolling Roads/Brake Testing Serious injuries have been caused by operators attempting to make adjustments to vehicles under test.	■ Ensure only fully trained operators use equipment. ■ Fit guards to the sides of exposed rolls and provide dead mans controls
Vehicle Valeting Proprietary Cleaners often contain toxic and flammable solvents.	■ Use the least hazardous materials available. ■ Wear personal protective equipment, including eye protection and rubber gloves. ■ Keep the valeting area free from sources of ignition and ventilate the car.

Main Types of Risk	Managing the Risk
Steam Cleaning Because all or part of the machine is often in a wet environment there is a risk of electric shock.	■ Protect the circuit supplying these machines with a 30mA Residual Current Device (RCD) and establish a system of routine maintenance, testing and repair for the installation and safety devices.
Welding and Flame Cutting Risks include; burns, eye damage due to metal fragments or electromagnetic radiation, harmful fumes from paints etc, and fire caused by ignition of materials such as petrol or carpets.	■ For arc welding equipment provide fuse protection and earth the work piece. ■ Use welding screens and eye protection. ■ Control fumes using local exhaust ventilation and prevent fires by removing flammable materials first. ■ Ensure all oxyacetylene equipment has a flashback flame arrestor and a non return valve. Store cylinders upright and protect using racks or trolleys.
Body Filling and Preparation Mixing, applying and finishing fillers may generate toxic fumes. Some materials can also cause dermatitis. Grinding operations can cause excessive noise levels that may damage hearing.	■ Use least harmful material available and ensure that respiratory protection and protective clothing are worn. ■ Provide ear protection if necessary ■ Carry out body work in a mechanically ventilated booth fitted with dust tight lighting. ■ Use tools with integral dust extraction.
Painting and Spraying Many paints and solvents used in vehiclefinishing give off vapours which arereadily ignited and often toxic.	■ Store paints in a fire resisting store. ■ To minimise spillages decant over a tray and use work benches with edging lips. ■ Seek advice of an occupational doctor if using 2-pack paints. ■ Locate paint mixing unit in a fire resisting separate room and exclude ignition sources. ■ Spray only in mechanically ventilated booths. ■ Use only mechanically ventilated ovens for accelerating curing. ■ Ensure breathing apparatus, gloves, eye protection and overalls are worn when mixing and spraying.
Electrical Safety Electric shock or fire can be caused by poor electrical standards.	■ Ensure that the electrical system and all equipment is regularly inspected and maintained in good condition. ■ Protect cables against mechanical damage. ■ In workshops all parts of the fixed installation should be 1 metre above floor level to reduce risk of ignition. ■ Hand lamps and other electric hand tools should be supplied by reduced voltages or should be 'all insulated' or "double insulated".

For Further Information:
Health and Safety in Motor Vehicle Repair
HMSO, ISBN 0 11 885671 5

WORK SHEET 5

Safety in Tyre and Exhaust Centres

Tyre and exhaust centres can be extremely hazardous places. The following details highlight some of the hazards and risks that may exist and the steps that you can take to prevent accidents. The list is by no means exhaustive, but can be used as a starting point in assisting you to complete the blank risk assessment form contained in this pack.

Main Types of Risk	Managing the Risk
Slips, trips and falls Falls may be caused by spillages of oil and water and also by poor housekeeping, e.g. trailing cables and airlines, or tyres, tubes etc. being improperly stored.	■ Keep all floors, passages, steps and gangways free from obstruction. ■ Clean up spillages immediately. ■ Provide sufficient electrical socket outlets to avoid trailing cables. ■ Ensure all parts of the premises are well lit
Fumes Vehicle exhaust fumes are toxic	■ Do not run vehicle engines indoors for prolonged periods unless a ventilation system is provided to extract exhaust fumes.
Welding Welding operations can give rise to risks such as burns, eye damage from metal fragments, sparks etc., and fire damage due to accidental ignition.	■ Ensure all oxyacetylene equipment has a flashback flame arrestor and a non return valve. ■ Ensure visual pressure gauges/volume indicators are fitted. ■ Inspect welding equipment regularly (particularly the welding tip and hosing) for signs of wear. ■ Secure all acetylene cylinders in the upright position and protect from damage in racks or trolleys. ■ Train staff in safe working procedures and provide suitable protective equipment such as goggles, gloves and overalls. ■ Change cylinders away from sources of ignition.
Lifting Equipment Misuse or failure of equipment such as jacks and lifting devices can lead to extremely serious injuries and even death.	■ Use axle props to support raised vehicles, never let anyone work beneath a vehicle supported only by a jack or jacks. ■ Ensure appropriate pins are used in props. ■ Ensure all lifting devices are marked with the maximum safe working load and that these loads are not exceeded. ■ Ensure that a periodic thorough examination of all lifting devices is carried out by a competent person regularly and that any defects are repaired immediately. ■ Inspection pits should be phased out in favour of purpose built vehicle lifts.
Working with Wheels and Tyres Air blasts from over inflation of car tyres can lead to very serious injuries.	■ Raise and support vehicles safely. ■ Remove valve core to deflate tyres. ■ Inflate tyres to correct pressure (see suppliers instructions). ■ Use an air line with a 'dead mans' handle. ■ Never weld or flame cut a wheel to which a tyre is fitted. ■ Train staff in good lifting techniques.
Split - Rim Wheels Fortunately this type of wheel is now becoming less common. However, work with such wheels is one of the most hazardous activities in this type of business due to the fact that they are constructed of several components and the higher pressures involved.	■ Before removing any divided wheel from a vehicle ensure it is completely deflated by removing the valve core. ■ Inflation should only take place in a strong, firmly secured cage, or using a horizontal stool and associated clamping mechanism.

HEALTH AND SAFETY AT WORK

WORK SHEET 5

Safety in Tyre and Exhaust Centres

Main Types of Risk	Managing the Risk
Wheel Balancing Contact with rotating wheels during wheel balancing may cause friction burns, entanglement etc.	■ Check for loose stones, weights etc., before commencing. ■ Ensure the machine is fitted with a fully interlocked cover and that the drive shafts and rotating road wheels are properly guarded.
Bead Breaker Operatives fingers could become trapped in this machine.	■ Position this machine away from thoroughfares in an unobstructed, tidy and well lit workspace.
Asbestos Hazards Although asbestos materials are not used so commonly today, they can still be found in brake and clutch linings. Dust may be created when working with these parts which could be harmful if inhaled.	■ Never blow dust from brake drums or clutch housings using an airline. Use wet rags instead. ■ Ensure the area is well ventilated.
Compressed Air Injuries, occasionally fatal, have been caused by accidental or deliberate injection into the body. Fingers could also become trapped in the drive or other moving parts of the compressor.	■ Ensure water traps are provided in all compressed air supply lines. ■ Have the compressor examined regularly by a competent person. ■ Never use compressed air to clean up. ■ Ban horseplay with compressed air. ■ Ensure the pressure rating of hand tools is compatible with that of the supply line. ■ Ensure adequate guarding to the drive and other moving parts of the compressor. ■ Locate compressor to minimise the level of noise to which staff are exposed.
Battery Charging During and after charging, batteries give off hydrogen, an easily ignited and explosive gas	■ Remove batteries from vehicles and charge in a well ventilated area. ■ Switch off battery charger before connecting or disconnecting. ■ Follow manufacturers instructions.
Electrical Safety Electrical shock or fire can be caused by poor electrical safety	■ Ensure that the electrical system and equipment is checked regularly and faults repaired immediately. ■ Protect cables against mechanical damage. ■ Ensure all electrical equipment used outdoors is supplied through a circuit protected by a 30mA RCD and that it is suitable for outdoor use
Unauthorised Access Customers may be exposed to hazardous substances, dangerous equipment etc., if permitted access to work areas.	■ Do not allow customers to enter workshops unless under supervision.

For Further Information:

Health and Safety in Motor Vehicle Repair
Health and Safety Executive
HS(G) 67 HMSO - ISBN 0-11-8856715

Health and Safety in Tyre and Exhaust Centres
Health and Safety Executive
HS(G) HMSO-ISBN 0-11-8855948

WORK SHEET 6

Safety in Warehouses

Warehouses, large or small, can be hazardous places. The following details highlight some of the risks that might exist in your warehouse and the steps you can take to prevent accidents. The list is by no means exhaustive and will vary according to the particular type of premises and operation. As a starting point, use the blank sheet provided in this pack and carry out your own simple risk assessment.

Main Types of Risk

Managing the Risk

Storage and Racing

Incorrectly stacked goods may fall injuring staff below. Overloading of shelves/racks may lead to collapse. Unsafe methods of stacking or retrieval of goods may lead to falls e.g. persons climbing on racking, being raised on the forks of the trucks (FLTs) or using unsuitable ladders.

- Stack goods securely on selves or racking, with the heaviest items at the bottom.
- Ensure racking is capable of supporting the loads and is properly secured (e.g. bolted to the floor).
- Ensure racking is properly maintained and is protected against mechanical damage from FLTs etc.
- Regularly inspect pallets used for storage and remove damaged ones immediately.
- Organise racking in aisles to allow for safe access to goods, movement of FLTs etc.
- Train staff in safe methods of stacking and retrieval.
- For manual, access, provide proper safety ladders and inspect for damage regularly.
- If using FLTs to access goods, ensure that goods are stacked and retrieved in pallets, or that a safety cage is provided for hand picking. Never allow anyone to stand on the forks of a FLT.
- Consider the use of safety footwear and hard hats.

Vehicular Movement

The movement of delivery vehicles and FLTs around warehouses accounts for a large proportion of accidents e.g. collision with people, collision with other vehicles and overturning of FLTs.

- Try to separate vehicles and people, e.g. by using clearly marked, well planned, traffic routes both indoors and externally.
- Devise one-way traffic routes both indoors and externally.
- For vehicles likely to be reversing in close proximity to people, fit warning lights and audible alarms.
- Properly train and authorise all drivers.
- Issue sufficient information and instruction to visiting drivers.
- Restrict access to dangerous areas such as loading/unloading bays.
- Ensure surfaces over which vehicles are driven are even.
- Check vehicles regularly and ensure they are properly maintained.
- Ensure FLTs are not overloaded (see safe working load).

Loading and Unloading

Accidents have occurred due to loading and unloading, e.g. vehicles prematurely moving away from loading bays or areas causing FLTs or people to fall from the vehicle, badly designed or improperly used dock levellers and tail lifts, improperly loaded vehicles and unsafe methods for retrieval of goods.

- Provide a safe loading and unloading area and train staff in safe procedures.
- Devise a procedure to prevent premature movement of vehicles, e.g. ask the driver to hand over keys until the operation is complete, or at larger premises, with loading bays, use physical restraints and/or a traffic light system.
- If dock levellers are used, ensure they are kept in the raised position when not in use and that they are fitted with skirt plates and toe guards to prevent trapping. Regularly check for damage and maintain in good condition.

WORK SHEET 6

Safety in Warehouses

Main Types of Risk	Managing the Risk
Manual Handling There is a risk of back injury and muscular strains from lifting and moving heavy or bulky items of stock.	■ Ensure tail lifts are designed to British Standards 6109 and 5304, that they are examined by a competent person annually and that the safe working load is not exceeded. ■ Goods should be securely packed and arranged so that they are safe for transport and unloading, e.g. shrink wrapped on pallets, in roller cages etc. ■ If roller cages are used, ensure that vehicles are level when loading or unloading, that they are fitted with brakes and handles and that they are not overloaded. ■ No vehicle should be loaded beyond its rated capacity or beyond the legal limit of gross weight.
Slips, Trips and Falls Uneven, slippery or obstructed floor surfaces, trailing cables and poor general housekeeping may lead to accidents.	■ Assess all of the manual handling operations that your staff perform, i.e. lifting, carrying, pushing and pulling. ■ Use mechanical devices where possible, e.g. trolleys, pallet movers, FLTs, conveyors, scissor lifts etc.. ■ Train staff in safe lifting techniques. ■ Consider breaking up loads to make them more manageable or the use of two or more people for certain jobs. ■ Ensure aisles are of sufficient width and consider raising the height of any working platforms to reduce the need to bend or twist. ■ Keep passageways, stairs and delivery areas clear. ■ Dispose of loose packaging and bindings properly. ■ Clean up spillages immediately and display warning notices. ■ Fasten cables securely to the floor or re-route over head if possible.
Hazardous Substances Certain items of stock (and some chemicals used for cleaning) may be classified as hazardous or highly flammable. Exposure to some of these chemicals through leaks or spillages could cause burns, dermatitis or could be harmful if inhaled.	■ Obtain information on the risks associated with all substances stored and used on the premises from the manufacturer's hazard data sheet. ■ Provide special storage conditions if necessary, e.g. a fire resistant store or cabinet. ■ Inspect substances on delivery to ensure packaging is in tact, devise safe handling procedures and store in original containers. ■ Devise a procedure for handling damaged containers and for cleaning up spillages. ■ Provide staff with training and if necessary, protective clothing (e.g. gloves)

Main Types of Risk	Managing the Risk
Noise FLTs, conveyors, compressors, etc. used in some warehouses could give rise to potentially hazardous levels of noise.	■ If, when people speaking normally have difficulty being heard clearly by someone who is about 2m away, then you should arrange for a noise assessment to be carried out. If this assessment confirms that hazardous levels do exist, then you will need to reduce exposure by quietening machinery or by limiting the time spent by staff in noisy areas. ■ If ear protectors are necessary, ensure that audible warnings, e.g. on FLTs, can still be heard.
Fire Risks Obstructed exit routes, e.g. by stock and/or accumulations of packaging can prevent escape and provide fuel for fires.	■ Clearly mark escape routes, e.g. using painted lines and signs. ■ Keep all escape routes and fire exists clear and dispose of rubbish regularly.
Electricity Accidents are mainly due to misuse of, or badly maintained equipment.	■ The electrical system and all equipment should be inspected regularly and properly maintained. ■ All electrical switch gear controlling machinery should be clearly labelled and readily accessible.
Cold Stores Accidents arising from cold stores include: Accidental locking in, over exposure to cold conditions, slips and falls due to ice build up and accidental release of refrigerant.	■ Ensure the refrigeration system is designed to BS 4434 and that it is properly maintained. ■ Only allow access to authorised persons. ■ Provide an emergency exit, capable of being opened from inside at all times, and a 'trapped man alarm'. ■ Provide adequate protective clothing, e.g. thermal undergarments, socks, insulated suits/jackets, gloves and boots. ■ Allow staff to take regular breaks in a warm area. ■ Keep doors closed to minimise ice build-up. Regularly check for, and remove, any ice. ■ Ensure persons required to work in very cold conditions do not suffer from a medical condition likely to be made worse by the temperatures (carry out a pre-employment medical check). ■ Devise a clear emergency procedure to be followed should refrigerant be accidentally released, which include evacuation, rescue, first aid, plant isolation. etc..

For Further Information:
Health and Safety in Retail and Wholesale Warehouses
Health and Safety Executive
ISBN 0-11-885731-2

WORK SHEET 7

Safety in the use of Escalators

The most common injuries on escalators are brought about by people tripping, falling or becoming trapped. The very young and the elderly are at most risk. Severe trapping injuries to very young children have included amputation, bone fractures and extensive skin tissue and muscle damage. The simple, but essential safety steps given below will help to prevent most accidents on escalators. You may find them useful as a safety check list.

- STEP 1. Ensure escalators meet current British and European Standards.
- STEP 2. Provide emergency stopping devices at or near escalator landings.
- STEP 3 To prevent trapping injuries between the skirting and the moving staircase, ensure that deflectors have been fitted (brush type fixtures which are attached to the skirting panel). If this is not possible, other precautions should be considered, e.g. yellow lines.
- STEP 4. Keep records of the inspection and maintenance programme for each escalator. A thorough examination must be carried out at least once every six months by a competent person.
- STEP 5. Appoint an adequately trained person to carry out visual checks of the major safety aspects of each escalator daily, e.g. visual damage to combplates and stair treads, correct operation of emergency stops and conditions and speed of hand rails.
- STEP 6. Post conspicuous warning/advisory signs at the upper and lower approaches to each escalator - illustrated with pictograms advising passengers to:- 'hold the hand rail', "hold small children firmly", "no pushchairs", "keep feet away from sides", etc.
- STEP 7. Provide adequate training, instruction and information to staff to enable them to react promptly in an emergency or if they witness someone misusing the escalator. Request that staff inform management of any accident or 'near miss' incident.
- STEP 8. Check that there is sufficient lighting, particularly at the top and bottom of the escalator.
- STEP 9. Ensure that approaches to escalators and landings are kept free of obstructions and provide a sufficient unrestricted area of landings to reduce the risk of an accident caused by passenger congestion.
- STEP 10. Position indicator boards to shop departments away from escalator landings so as to avoid shoppers congregating in this area.
- STEP 11. Avoid the use of stationary escalators where there are other alternatives. Direct people to the means of access, e.g. lifts or stairs where these would clearly be safer.

CASE STUDY

A 2 year old child lost two toes when her foot became trapped between a badly dented riser of one step and the tread of the step below as the steps were beginning to deform at the top of an upwardly moving escalator. A good programme of maintenance would have prevented this accident.

For Further Information:

Guidance Note PM 34 'Safety in the use of escalators'
Health and Safety Executive
HMSO - ISBN - 0 11 883472 6

Guidance Note PM 45 'Escalators' Periodic thorough Examination
Health and Safety Executive
HMSO - ISBN - 0 11 883595 5

SECTION 8

Safety in Electrical Retail Sales

The sale of electrical goods can involve additional hazards arising out of the operation, and in some cases testing and repair of appliances. The following details highlight some of these hazards, but they are by no means exhaustive and will vary depending on your own particular business. As a starting point use the blank sheet provided in this pack and carry out your own simple risk assessment.

Main types of Risk	Managing the Risk
Appliance Displays Overloaded sockets, adaptors and lighting circuits pose a risk of electrocution to staff and customers alike or can result in overheating which may lead to fire.	■ Ensure sufficient number of socket outlets. ■ Fit a residual current device (R.C.D.) to supply circuits. ■ Carry out visual inspections to check for overloading and damage or deterioration of connections at regular intervals. ■ Remove damaged equipment and rectify all faults prior to re-use. ■ Ensure children cannot access the rear of appliances or low level lighting units.
General Access Trailing leads, uneven floor surfaces and obstructed passageways (especially fire escape routes and fire exits) can all lead to serious accidents, (trips and falls) or hinder evacuation of the premises.	■ Minimise the length of leads and cables, secure, or re-route overhead if possible. ■ Keep all passageways, stairs and exits free from obstruction. ■ Designate storage areas and keep stock within them.
Manual Handling Lifting and carrying heavy, often bulky appliances can lead to back and muscle injuries.	■ Use mechanical aids, e.g. trolleys or castors, wherever practicable. ■ Train staff in proper lifting techniques.
Violence to staff Robbery of expensive electrical goods may place staff at risk of violence.	■ Consider the use of alarms and C.C.T.V.
Electrical Repairs Working on electrical equipment (voltages up to 2,500 V d.c.) can pose a risk of electrocution	■ Avoid 'live' working whenever possible. ■ Clearly define the test areas and provide earth-free environments, insulated floor mats, wooden partitions and benches. ■ Prevent unauthorised access. ■ Provide insulated tools and give staff adequate training and supervision.

For Further Information:
Recommendations for Electrical Safety in Television, Radio on electrical appliance and audio Equipment Testing and Servicing (Oct. 1990), repairs:
R.E.T.R.A., 1 Ampthill Street, Bedford, MD 42 9EY, Tel. 01234 - 269110

WORK SHEET 9

Safety in Bars and Public Houses

The following details highlight some of the hazards and risks that might exist in your licensed premises. They are by no means exhaustive and may vary depending on individual circumstances. As a starting point, use the blank sheet provided in this pack and carry out your own simple risk assessment.

Main Types of Risk	Managing the Risk
Gas and Keg Stores Gas cylinders, air compressors and beer kegs may explode if stored incorrectly.	■ Ensure only authorised staff have access and prohibit smoking. ■ Allow only trained and competent staff to make adjustments and connections. ■ Store kegs and casks above freezing. ■ Store unconnected cylinders horizontally and away from the sun/heat sources. Secure with wedges. ■ After connection, store cylinders upright and secure, e.g. with a chain.
Leakage of gases (CO2/NO) may create poisonous atmospheres within stores.	■ Check regularly for leakage, i.e. cylinders frosted from bottom upwards or a hissing noise. ■ Ventilate storage areas.
Slips, trips and falls Accidents are usually caused by poorly maintained or slippery surfaces, bad housekeeping or persons standing on unsuitable furniture to reach items.	■ Keep passageways, delivery areas and stairs clear. ■ Provide adequate lighting. ■ Clear spillages up immediately. ■ Use proper stepladders to reach anything not accessible from the ground.
Handling goods Accidents occur when lifting kegs, crates and cylinders (e.g. back injuries), handling broken glass (e.g. cuts) or touching frosted cylinders (e.g. burns).	■ Leave frosted cylinders to thaw before handling or use gloves. ■ Check for broken bottles and chipped/cracked glasses. ■ Wrap up broken glass in plenty of paper and place in separate labelled bin. ■ Do not carry anything which obscures your vision. ■ Get assistance or use a trolley or hoist if possible for heavy or bulky items.
Electricity Accidents are mainly due to misuse of, or badly maintained equipment. There is also an increased risk of electric shock during cleaning operations.	■ Use an extra low voltage supply for counter mountings or displays in bars. ■ Protect stores and beer dispensing areas by fitting a residual current device to the electrical supply and by keeping electrical cables/pumps clear of the floor. ■ Entertainers' electrical equipment should be protected by a suitable residual current device.

WORK SHEET 9

Safety in Bars and Public Houses

Main Types of Risk	Managing the Risk
Fire Faulty or overloaded electrical equipment, careless disposal of smoking materials by staff and customers and room heaters can cause fire.	■ Provide plenty of ashtrays and empty them regularly into a lidded metal bin. ■ Search the premises thoroughly, particularly seating and window ledges, after each trading period and empty all waste containers. ■ Site/fix heaters so they cannot be knocked over and they are away from combustible materials, e.g. furnishings. ■ Keep all escape routes clear and fire exits unlocked while persons are on the premises.
Food Preparation and service Accidents during food preparation and service can result in cutting injuries, burns and scalds. There may also be a risk of fire.	■ Always cut/chop on a board and never in the hand. ■ Store knives in suitable racks or sheaths. ■ Ensure slicing and mixing equipment is properly guarded. ■ Avoid carrying large quantities of hot liquids (allow to cool before draining). ■ Use oven gloves/cloths for removing hot items from ovens and carrying hot dishes to tables. ■ Do not leave burners or deep fat fryers unattended or overfill deep fat fryers.
Violence to Staff Robbery of stock or cash and difficult customers can expose staff to a risk of violence.	■ Train staff to recognise the warning signs and to handle themselves and the situation. ■ Avoid lone working where possible.

For further information:
Safety in the Pub - A Comprehensive Guide to Health, Safety and Security,
Brewers and Licensed Retailers Association,
42 Portman Square.
LONDON,
WLH OBB
Tel. 0171-486-483 1

WORK SHEET 10

Liquid Petroleum Gas

L.P.G. (normally sold as BUTANE or PROPANE) is supplied as a liquid under pressure and subsequently vaporised for use as a fuel. The main hazards associated with L.P.G. are leakage (as a gas it will sink to the lowest possible level) followed by ignition (when mixed with air it is highly flammable and potentially explosive). Simple but effective safety steps are given below which can help prevent serious accidents, and you may find them useful as a safety checklist.

NOTE: The safety precautions required for L.P.G. vary depending on the quantity being stored and the containers used (i.e. cylinders, cartridges or bulk tanks). Advice on all aspects of siting, storage and use should be sought from you L.P.G. supplier.

- STEP 1. Store all cylinders (full or empty) externally in a secure well ventilated compound. Do not store below ground level, or adjacent to openings into buildings or drains. Compound gates should open outwards.
- STEP 2. Keep storage areas clear of combustible materials and ignition sources and clearly mark with warning, no smoking and fire procedure signs.
- STEP 3. Provide and maintain suitable fire fighting equipment e.g. dry powder extinguishers, and ensure it is readily accessible.
- STEP 4. Store cylinders in an upright position. Do not stack above 2.5m high and leave sufficient space for access, cylinder removal and fire fighting.
- STEP 5. Ensure all work on gas appliances is carried out by a competent person. Check with suppliers for advice.
- STEP 6. In rooms where L.P.G. appliances are used, ensure plenty of high and low level ventilation and provide a readily accessible isolation point to switch off the supply quickly in the event of an emergency.
- STEP . Have all appliances and flues regularly checked and maintained. Carry out visual checks for damage to pipework and flexible hoses.
- STEP 8. Turn off cylinder valves at the end of each working day, and change cylinders away from ignition sources in a well ventilated place (preferably outside).

CASE STUDY

A catering employee suffered flash burns to his face and arms when he investigated a gas leak in a faulty cooker. The cooker was a second-hand appliance and although the oven section was not being used, gas was leaking from a faulty valve. The employee was testing for the gas leak using a lighter when the gas ignited and he was engulfed in flames.

WORK SHEET 11

Electricity

Electricity is used in all workplaces on a daily basis. However, when it is uncontrolled or misused, it can severely burn, injure or kill individuals or cause fires with devastating results. The simple but essential safety steps as given below will prevent most of the accidents caused by electricity, and you may find them useful as a safety checklist.

- STEP 1. Know the electrical system within the premises where you will be working. Ensure that it is soundly constructed and that it has been properly installed. If necessary, hire a competent person to carry out safety checks for you.
- STEP 2. Secure switchboards and fuse-boards in a room or cupboard. Ensure fuses are properly identified and clearly labelled.
- STEP 3. Provide adequate socket outlets to prevent overloading and the need to use adaptors. Use suitably fused multi-plug socket outlets where additional sockets cannot be provided.
- STEP 4. Employ only those outside electrical contractors who are registered with an organisation that checks the work of its members.
- STEP 5. Ensure all persons engaged in electrical work for you, or whose work takes place at or near electricity, are competent for the tasks required of them and are not placed at risk due to lack of skills or information on the part of themselves or others.
- STEP 6. Select equipment, including portable electrical appliances, which is suited to the working environment, especially if it is, or could be, wet, corrosive, flammable, or subject to impact damage. Consider the use of pneumatic or double insulated tools, or reduced voltage supplies.
- STEP 7. Have a recorded inspection and maintenance programme for all electrical equipment. Train staff to carry out visual inspections and report faults, e.g. worn cable, scorching, loose connections into plugs, etc. Ensure faulty equipment is taken out of use until repaired (label as faulty or remove the plug to prevent use).
- STEP 8. Do not undertake makeshift repairs or attempt to clean equipment whilst it is still connected. If there is no in-house electrical expertise, hire a registered contractor.
- STEP 9. When using an electrical supply outside, ensure that external cables are properly rated and protected against damage and the environment. Protect against risk of shock by fitting a residual current device to external supplies.
- STEP 10. Alert staff to the risks of electric shock by promoting the following safety messages - "Do not insert or remove a plug, clean, repair or adjust appliances when the power is switched on". Never touch light switches or appliances with wet hands.

CASE STUDY

A roofing worker was fatally electrocuted while using a portable electric saw (240V). The supply lead had been cut through accidentally and he had repaired it by twisting the wires together and taping the joint. As he was working the joint pulled apart and the live end of the lead touched his body electrocuting him.

WORK SHEET 12

The Control of Hazardous Substances

Hazardous substances are not only used or produced in factories. They can be found in offices, shops, hotels, etc.. They may be used directly in the workplace like paints and cleaning agents, e.g. bleach, or they may arise from the work process itself in the form of fumes and waste products. Contact with, or exposure to, hazardous substances at work can result in discomfort, pain, time off work and even death, e.g. skin irritation, dermatitis or skin cancer from frequent contact with oils, and injuries to hands and eyes from contact with corrosive liquids. The following checklist will help you to understand the steps that you must take to control the risks from any hazardous substances present in your workplace.

- STEP 1. Identify and list all the substances brought into your workplace,or used or stored there, that may be hazardous. Normally they will be labelled Toxic, Harmful, Irritant, or Corrosive, (e.g. detergents, cleaning products, paints, toners, etc). Also identify all work activities likely to produce or generate hazardous substances.

- STEP 2. Obtain information on all the hazardous substances from hazard data sheets (available from the manufacturer or supplier). Think how the information is relevant to the way the substances are used in your workplace, i.e. where and how they are used, handled, generated, released etc. (identify places, e.g. storage areas, painting booths). Find out if substances have occupational exposure limits (OELs).

- STEP 3. Identify who might be affected (e.g. employees, contractors, public) and what extent they are likely to be exposed to a hazardous substance and how, (e.g. from breathing the substance in, swallowing it or through contact with the skin).

- STEP 4. If it is reasonably practicable you should prevent exposure by:
  - Changing the process or activity so that the hazardous substance is not required or generated, or
  - Replacing it with a safer alternative, or
  - Using it in a safer form, e.g. pellets instead of powder.

CASE STUDY

An catering employee was permanently scarred when handling a chemical detergent for use in a dishwasher unit. He was using a concentration of the substance containing sodium hydroxide without personal protective equipment, e.g. gloves. He had to attend hospital the evening the accident occurred with a badly burned and blistered hand.

- STEP 5. If prevention is not practicable you must adequately control exposure by a combination of the following:
  - total enclosure of the process
  - partial enclosure and extraction equipment
  - general ventilation
  - using systems of work and handling procedures which minimise the chances of spills, leaks, and other escapes of hazardous substances
  - The use of personal protective equipment (PPE) such as goggles, gloves and masks (this should never be the first or only form of control).

- STEP 6. Ensure that control measures remain effective by introducing a regular inspection, testing and maintenance system for plant and equipment (including any PPE).

- STEP 7. Determine if you need to monitor employee exposure and provide health and or medical surveillance.

- STEP 8. Train and inform your workforce about the risks they may face and the precautions to be taken.

- STEP 9. Record your assessment, including the control measure introduced (unless the range of products and substances which might cause harm is very limited).

Further Information Available from the Health & Safety Authority
Approved Codes of Practice
Health and Safety Executive
ISBN 0-7176-0819-0

WORK SHEET 13

Accident Prevention

Accidents don't just happen. There is always a reason for them. You need to plan and control everything that is done in the workplace so that accidents don't occur. It is in your own interest: remember that one serious accident could cost you your business.

The first step to accident prevention is to carry out a risk assessment as described in this pack. You will then need to take action to control any risks that exist; for example, by adding a guard to a dangerous machine, by using a less hazardous chemical, by devising a safe system of work, by training staff, or by providing protective clothing.

MONITOR AND INVESTIGATE

It is essential that you are made aware of all accidents and "near misses" that could have had serious consequences, so that you can identify hazards and take steps to prevent the incident from happening again.

It makes sense to make employees aware of whom accidents and near misses should be reported to and to ensure that this person records these incidents, investigates the circumstances and recommends appropriate action to stop such accidents occurring in the future. Accident report forms are available from the Health & Safety Authority.

Accidents may happen due to:

- Lack of safety management, planning and control
- Dangerous systems of work
- Dangerous plant and equipment
- Lack of training
- Poor attitude of employers and employees

REPORTING OF ACCIDENTS, DISEASES AND INCIDENTS

Employers must report any accident that result in injury where a person is unable to perform normal work for more than 3 days to The Health & Safety Authority. Certain occurrences must also be reported. Accidents to the public arising from work activities where the person required medical treatment must also be reported.

WORK SHEET 14

Safety in DIY/Builder Suppliers

Builders supplies and DIY shops can be hazardous places. Following details highlight some of the hazards and risks that might exist in your premises. They are by no means exhaustive and will vary depending on your own particular business. As a starting point use the blank sheet provided in this pack and carry out your own simple risk assessment.

Main Types of Risk	Managing the Risk
Vehicle Movement The movement of goods into, out of and around DIY and builders suppliers involves the use of a wide range of vehicles including forklift trucks, cars, trailers and delivery lorries and accounts for a large proportion of accidents in such premises.	■ Devise a safe system of traffic movement to include methods and procedures for arrival, reception, unloading, loading and movement within the cartilage of the premises. ■ Display clear information/warning signs setting out these procedures. ■ Issue information/instruction cards to visiting drivers and members of the public. ■ Devise one-way traffic systems. ■ Provide sufficient designated parking areas to allow the segregation of private cars from goods traffic. ■ Restrict access to dangerous areas such as loading/unloading bays.
Loading/Unloading Accidents can occur if the vision of the driver is obstructed, or the load shifts or falls from the vehicle, or if the vehicle is unsuitable to carry the load.	■ No vehicle should be loaded beyond its rated capacity or beyond the legal limit of gross weight. ■ Always check the floor of the trailer or vehicle to ensure that it is safe to load. ■ Loads should be properly secured or arranged so that they are safe for both transportation and unloading, e.g. so that they do not slide forward in the event of the driver having to brake suddenly
Manual Handling Lifting and moving heavy, bulky items such as worktops or bags of cement can cause back injuries or muscular strains.	■ Avoid lifting items which are too heavy or bulky - use a trolley or castors where possible. ■ Train staff in proper lifting techniques.
Storage/Racking Incorrectly stacked goods may fall, injuring staff below. Overloading shelves/racks may lead to collapse. Persons climbing on racking may fall and injure themselves.	■ Racking should be capable of supporting intended loads and be properly fixed, e.g. bolted to the floor. ■ Find out the maximum safe working load of all racking systems and mark it on the racking. Protect the racking from mechanical damage from fork lift trucks etc. ■ Goods should be properly stacked with the heaviest at the bottom if possible. ■ Proper safety ladders should be used and training on their use provided.

WORK SHEET 14

Safety in DIY/BuilderSuppliers

Main Types of Risk	Managing the Risk
Slips, Trips and Falls Uneven slippery or obstructed floor surfaces and trailing cables may lead to accidents and injury	■ Keep passageways delivery areas and stairs clear. ■ Clean up spillages immediately and display warning of wet surfaces. ■ Fasten cables securely to the floor or re-route over head if possible.
Fire Risks Obstructed exit routes, for example by stock and/or accumulations of packaging, can prevent escape and provide fuel for fires.	■ Clearly mark escape routes e.g. using painted lines and signs. ■ Keep all escape routes and fire exits clear, and make regular checks to ensure that this is the case. ■ Clear rubbish regularly.
Hazardous Substances Some items of stock and chemicals used for cleaning can be harmful. Exposure to them through use or through accidental spillages or leaks can cause respiratory problems, dermatitis or chemical burns.	■ Store all hazardous chemicals in their original containers. ■ Obtain information on all substances stored and used in the premises from a manufacturer's hazard data sheets. ■ Devise a procedure for handling damaged containers and for cleaning up spillages and leaked substances. ■ Provide staff with training, gloves, etc. to enable cleaning chemicals to be used safely.
Electricity Accidents are mainly due to misuse of, or badly maintained equipment and an increased risk of electric shock during cleaning operations.	■ All electrical equipment used out of doors should be suitably insulated and should be supplied through a circuit protected by a 30mA Residual Current Device. ■ All electrical switchgear controlling machinery should be clearly labelled and readily accessible at all times.
Noise Lift trucks, woodworking machinery and conveyor systems may give rise to potentially hazardous levels of noise which can cause incurable hearing damage.	■ If when people speaking normally have difficulty being heard clearly by someone who is about 2m away then you should arrange for a noise assessment to be carried out. ■ Reduce noise levels by changing to a quieter process or devise an alternative way of doing a job. ■ Limit the time spent by employees in a noisy environment, e.g. by providing an accessible quiet area.
Mechanical handling The use of equipment such as fork lift trucks and cranes can be particularly hazardous, causing crushing and amputation injuries.	■ Adopt safe systems of work, e.g. procedures for training employees, for traffic and pedestrian movement, and for control and maintenance of trucks. ■ Keys should be kept in a secure place when the equipment is not in use and should only be issued to authorised operators. ■ All equipment should be marked with safe working load (SWL) and the SWL should never be exceeded.

Main Types of Risk

Machinery and Equipment
Persons using circular saws, planing machines and band sawing machines can become seriously injured mainly from coming into contact with moving blades, e.g. cuts and amputations. Facial and eye injuries can also be caused by stray pieces of wood.

Managing the Risk

- Provide adequate space around machines, particularly those with exposed blades.
- Site equipment so that the operator cannot be accidentally bumped/distracted.
- Display warning notices alongside machines to remind operators and others of the dangers they pose.
- Ensure dangerous parts of machinery are adequately guarded.
- Provide training in safe systems of work, e.g. use of push sticks for cuts less than 300mm in length or for the last 300mm of a large cut.
- Ensure that equipment is fitted with an emergency isolated switch.
- Maintain equipment in good condition.

For Further Information:
Health and Safety in Retail and Wholesale Warehouses
Health and Safety Executive
ISBN 9-780118-857314

WORK SHEET 15

Safety in General Retail Premises

The following details highlight some of the hazards that may exist in your premises. They are by no means exhaustive and will vary depending on your own particular business. As a starting point use the blank sheet provided in this pack and carry out your own simple risk assessment.

Main Types of Risk	Managing the Risk
Storage Incorrectly stacked goods may fall, injuring staff below. Overloading shelves/racks may lead to collapse.	■ Persons climbing on racking to retrieve goods may fall and injure themselves. ■ Managing the Risk. ■ Racking should be capable of supporting intended loads and be properly fixed (e.g. bolted to the floor). ■ Goods should be properly stacked with heaviest items at the bottom.
Manual Handling Lifting and moving stock may cause back injury or muscular strain.	■ Provide proper safety ladders and training on their use. ■ Avoid lifting items which are too heavy - use trolleys, lifts or other devices where possible. ■ Train staff in proper lifting techniques.
Machinery and Equipment Persons working at compactors can become trapped and crushed. Faulty shopping trolleys can cause collisions or muscular strains, and selection of the wrong trolley may lead to over-turning injuring users or others.	■ Ensure machinery is regularly checked, all safety devices are working and that staff are trained to use it properly. ■ Regularly inspect trolleys and take damaged trolleys out of use. ■ Where necessary provide user advice on proper trolley selection.
Hazardous Substances Some items of stock and chemicals used for cleaning, can be harmful.	■ Store all hazardous chemicals in original containers. ■ Provide staff with training, gloves, etc. to enable cleaning chemicals to be used safely.
Fire Obstructed exit routes, for example by stock and/or accumulations of packaging can prevent escape and provide fuel for fires.	■ Keep all escape routes and fire exits clear, and make regular checks to ensure this is the case. ■ Clear rubbish regularly.
Slips, trips and falls Uneven, slippery or obstructed floor surfaces and trailing cables may lead to accidents and injury.	■ Keep passageways, delivery areas and stairs clear. ■ Clear up spillages immediately and display warnings on wet surfaces. ■ Fasten cables securely to the floor or re-route overhead if possible.

WORK SHEET 15 Safety in General Retyail Premises

Main Types of Risk

General Access/Egress
Glass doors, particularly automatic doors can trap or injure customers.

Badly designed and maintained car park surfaces may cause trolleys to overturn or run out of control.

Violence to staff
Robbery of goods or cash may place staff at risk of violence.

Managing the Risk

- Mark or highlight glass door surfaces and post warnings if doors revolve or are automatic.
- Regularly check car park and pavement surfaces and provide ramps and crossing points where possible.
- Consider the use of C.C.T.V., panic alarms and other security measures.

For Further Information:
The Guide to Workplace Health & Safety
1 H.S.A. 93, Health & Safety Agency for Northern Ireland.

WORK SHEET 16

Safety in Butchery Premises

Many of the machines, hand tools and processes used in butchery premises are so familiar that it is easy to forget that they can be dangerous. The following list highlights some of the main risks which may exist and examples of the precautionary and preventative measures which could be taken. It is by no means exhaustive and will vary depending on your own particular business. As a starting point use the blank sheet provided in this pack and carry

Main Types of Risk	Managing the Risk
Falls Slipping or tripping while carrying a knife or falling against a dangerous machine (e.g. a handsaw) could result in serious injuries.	■ Provide slip resistant flooring. ■ Introduce measures to ensure spillages and slippery materials are cleared up promptly. ■ Display warning signs when floors are wet. ■ Keep production areas and passageways clear of obstruction. ■ Take steps to prevent the build up of ice on chill room floors.
Use of Knives, Cleavers and Handsaws De-boning operations are particularly hazardous and have resulted in fatalities due to stabbing injuries. The younger and less experienced staff are at the greatest risk.	■ Provide correct tools for the task. ■ Train staff in the safe use and care of equipment, including the need to keep knives sharp. ■ Provide suitable protective equipment (chain mail apron and glove) for use during hand knife operations. ■ Ensure that protective equipment is worn, particularly for activities, such as 'boning out'. ■ Provide a knife rack and instruct staff not to leave knives lying on work surfaces. ■ Ensure staff using knives have enough room to work safely.
Use of Machinery A number of dangerous machines are used in butchery premises - many people have lost fingers when they have come into contact with moving blades. Examples include bandsaws, mincing machines, bowl cutters and slicers.	■ Provide adequate space around machines, particularly those with exposed blades. ■ Site equipment so that the operator cannot be accidentally bumped/distracted. ■ Display warning notices alongside machines to remind operators and others of the dangers they pose. ■ Ensure dangerous parts of machinery are adequately guarded, that interlocks are working and that they can be readily isolated. ■ Provide training in safe systems of work and adequate supervision, particularly for new employees. ■ Provide push sticks where necessary. ■ Maintain equipment in good condition.

WORK SHEET 16 Safety in Butchery Premises

Main Types of Risk

Cleaning
Some chemicals used for cleaning can be harmful. Cleaning of machinery may involve removing guards and is particularly hazardous.

Electric Shock
The wet conditions which may be present in butchery premises increase the risk of electric shock.

Manual Handling
Lifting, carrying and handing sides of beef may cause back injury.

Chill Room Storage
The main danger is exposure to the cold either while working of if accidentally locked in.

Managing the Risk

- Provide safe systems of work and training and supervision in the use and storage of cleaning substances.
- Ensure all machinery is electrically isolated before cleaning starts.
- Ensure guards are replaced after cleaning.
- Do not permit anyone under 18 to clean dangerous machinery.

- Ensure electrical equipment is maintained, examined and tested regularly by a competent person.
- Fit a 30mA RCD to the electrical supply.

- Avoid lifting of items which are too heavy - get help.
- Avoid awkward lifts in confined spaces or those necessitating reaching up too high or down too low by reorganising your storage arrangements.
- Train staff in safe lifting techniques.

- Introduce precautions to prevent anyone being locked in the chill room, e.g. emergency door release catches.
- Ensure fan blades are adequately guarded.

For Further Information
Safety in Meat Preparation: Guidance for Butchers
HS(G) 45 1988-ISBN 011 885461 5

WORK SHEET 17

Lifts and Hoists

Lifts and hoists are used for transporting people and goods vertically between floors. If properly designed and maintained there is relatively little risk to the user. However, there can be a much greater risk to the person who services and repairs the lift.

Legally all lifts require periodic inspection by a competent person who must provide documentation to the lift owner regarding the design, construction and condition of the installation, and note any remedial work required in order of priority (this must be done every 6 months for passenger lifts and 12 months for goods lifts). The required works must receive prompt attention.

The lift should also be regularly serviced by a maintenance company (approximately every 3 months). The service report provided should relate to the efficient working of the lift and is not a substitute for the periodic inspection mentioned above. Again any remedial work identified should receive prompt attention.

The simple safety steps given below will prevent most of the accidents caused by lifts and you may find them useful as a safety checklist.

- STEP 1. Ensure that the lift is inspected periodically by a competent person (generally this will be an insurance surveyor) and carry out all remedial work as required.

- STEP 2. Ensure that the lift is regularly serviced by a reputable company. The maintenance contract should include removal of rubbish and debris from the lift shaft in order to minimise the risk of fire.

- STEP 3. Ensure that the alarm bell which warns that someone is trapped in the lift can be heard by a responsible person at all times.

- STEP 4. Devise a procedure for rescuing people trapped in the lift and train staff in how to follow this procedure.

- STEP 5. Provide adequate lighting to all lift landings in order to minimise the risk of tripping and falling when entering and leaving the lift car. Provide emergency lighting to all lift cars, designed to come into operation in the event of a power failure.

- STEP 6. Ensure that the lift plant room door is kept locked in order to prevent unauthorised access. A warning notice restricting access should be placed on the door. The key to the plant room door and to the lift landing door should be kept by a responsible person in a secure position but should be readily accessible at all times.

- STEP 7. Ensure that unauthorised persons cannot open the landing doors to the lift shaft unless the lift car is level with the landing floor.

- STEP 8. Inform people not to use the lifts during a fire evacuation e.g. by placing conspicuous notices outside lift landing doors and by public address system announcements.

CASE STUDY

Stockroom workers in a large drapery store regularly used a makeshift key to gain access to the lift shaft to determine the whereabouts of the lift car. On one occasion a shop assistant walked through the unattended, open landing doors expecting the lift to be there. She fell into the lift shaft and broke her leg.

WORK SHEET 18

Bullying

Bullying in the workplace is repeated inappropriate behaviour, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work but as a once off incident is not considered to be bullying.

EFFECTS OF BULLYING ON THE INDIVIDUAL

The following are some of the effects of bullying on the person:

- Emotional effects (severe anxiety)
- Cognitive effects (making mistakes, having accidents)
- Behavioural effects (smoking, excess drinking, overeating)
- Physiological effects (contributing to raised blood pressure, heart disease)

The most serious effects remain fear, anxiety and depression, which can lead to suicide. To these may be added severe loss of confidence and low self-esteem.

EFFECTS OF BULLYING ON THE ORGANISATION

Bullying, like stress generally, has a detrimental effect on the organisation as a whole because people working in a climate of fear and resentment do not give their best. The effects on the organisation as a whole can include:

- Increased absenteeism
- Low motivation
- Reduced productivity
- Reduced efficiency
- Hasty decision-making
- Poor industrial relations.

ANTI-BULLYING POLICIES

Anti-bullying policies should be integrated into your safety statement. It should be the result of a consultative process between staff and management. The company policy should identify areas of the workplace where bullying behaviour has been a problem or where bullying might be a problem. An anti-bullying policy should be in writing, dated and signed by those involved in the consultative process. The following should be addressed in all Anti-bullying Policies:

- State that senior management will not tolerate bullying behaviour
- Indicate clearly what behaviour is regarded as bullying.
- Is made available to all staff
- To whom one should report an allegation- more than one person should be identified.
- Set out the procedure to be followed in the case of a complaint
- Specify the support, counselling and rehabilitation available for those who have been the victims of bullying and likewise for those who have been identified as bullies and who are willing to accept training to change this behaviour.
- State clearly where appropriate the sanctions to be taken against those found to be in breach of the Anti-bullying Policy
- Indicate training which must be undertaken, where appropriate, by:
  (a) Line Managers
  (b) Human Resource staff who are named as those responsible for dealing with bullying complaints

WORK SHEET 18

LIST OF RELEVANT STATE AGENCIES

Depending on the exact circumstances that apply there are several state agencies who may be able to advise you.

- **The Department of Justice, Equality and Law Reform:**
  43-49 Mespil Road, Dublin 4; Tel: 01-667-0344; Fax: 01-667-0366.
  The Employment Equality Act 1998 prohibits discrimination in employment on nine grounds - gender, marital status, family status, age, sexual orientation, disability, race, religion or membership of the traveller community. The Act set up a new Equality Authority which, provides assistance to employees suffering discrimination on these grounds. This new Authority takes over the functions of the Employment Equality Agency.

- **Equality Authority:**
  2 Clonmel Street, off Harcourt Street, Dublin 2; Tel: 01-4173333; Fax: 01-4173366; e-mail: info@equality.ie
  The Equality Authority is a statutory body set up under the Employment Equality Act, 1998. EA can advise and, in many cases, actively assist individuals who feel that they have been discriminated against under this legislation. For further information, please refer to EA's leaflet publication, Right to Dignity at Work. The Authority will also advise and assist employers, trade unions and others who are trying to set up anti-harassment policies and produce model policies.

- **Dept. of Enterprise, Trade and Employment:**
  Employment Rights Information Unit, Davitt House, 65A Adelaide Road, Dublin 2 Tel. 01-661-4444; Fax 01-6769047. The Unfair Dismissals Acts 1977 to 1993 provide protection for employees from being unfairly dismissed from their jobs by laying down criteria by which dismissals are judged to be unfair and by providing an adjudication system and redress for an employee whose dismissal has been found to be unjustified.

- **The Health and Safety Authority:**
  10 Hogan Place, Dublin 2. Tel 01 6147000, Fax 6147020 e-mail: info@hsa.ie. The Authority provides advice and guidance on health and safety legislation and the provision of safe and healthy workplaces. When examining the Safety Statements that all employers are obliged to prepare, the Authority's Inspectors will have regard to the Anti-Bullying policies specified.

- **The Labour Relations Commission:**
  Tom Johnson House, Haddington Road, Dublin 4, tel. 6609662 (01 area), 1890 220217 (outside 01 area), Fax 01 6685069. If you feel that bullying at work is impacting on workplace relationships and industrial relations generally, you should contact the Labour Relations Commission.

OTHER SOURCES OF ADVICE

- **The TCD Anti-Bullying Research and Resource Centre**:
  Trinity College, Dublin 2. Tel. (01) 608-2573. Or 1890220217 (outside 01area)
  The Centre is able to give guidelines, advice, support and counselling for individual victims of bullying.

- **Irish Business and Employers' Confederation (IBEC):**
  Confederation House, 84-86 Lower Baggot St., Dublin 2; Tel.(01) 660-1011.
  The Irish Business and Employers Confederation represents and provides economic, commercial, employee relations and social affairs services to employers. IBEC has produced a comprehensive guideline advising employers on the issues which arise in relation to bullying/harassment in the workplace.

- **Irish Congress of Trade Unions (ICTU):**
  31/32 Parnell Square, Dublin 1; Tel.(01) 8897777. For advice on Trade Union anti-bullying policies and anti-bullying procedural agreements, contact ICTU.

WORK SHEET 19

Duties of the Client when carrying out construction work

If you commission any building work to be carried out to your work premises then you are a Client. The Clients duties under the Safety, Health and Welfare at Work (Construction) Regulations, 1995 apply to most construction projects. They apply whether you are doing the work yourself or having somebody do it for you. They apply to small and large projects. Where the project is for the purpose of trade, business or other undertaking, the Client duties apply.
For example, you are a Client and must perform specific duties if you:

- Carry out an extension to your shop or supermarket
- Are a pub owner and carry out repair or maintenance work to your premises
- Build a house for sale, letting or guest keeping

You have no statutory duties as a Client if you build or extend your private dwelling for your family

THE DUTIES ALSO APPLY:

The duties also apply to the installation, commissioning, maintenance, repair or removal of mechanical and electrical services, compressed air and gas services, and computer and telecommunication systems or similar services which are normally fixed to a structure or if plant is being installed, commissioned, decommissioned or dismantled where there is a risk of falling more than 2 metres the duties apply also.

WHAT DUTIES APPLY TO THE CLIENT:

- You must appoint a competent Project Supervisor for the Design Stage (PSDS) before design work commences
- You must appoint a competent Project Supervisor for the Construction Stage (PSCS) before construction work commences
- You must change or terminate the appointments of the Project Supervisors as necessary.
- You must keep available the safety file compiled under these regulations by a Project Supervisor Construction Stage and any other information delivered to you in relation to the file, for inspection by any person designing or performing construction work who may need the information on file to enable that person to comply with the statutory duties.

The Project Supervisor Design Stage will often be the person or organisation acting as lead designer or project manager. It can also be the main contractor (e.g. in cases of design and build contracts or small projects with minimal design input).

The Project Supervisor Construction Stage will often be the person or organisation in day to day control of the construction work e.g. the main or managing contractor.

WHO SHOULD YOU APPOINT AS A PROJECT SUPERVISOR?

The project supervisors have a duty to co-ordinate the work of the designers and contractors so that account is taken of health and safety at every stage of the project, from initial concept through to design, construction and eventual maintenance. You can appoint named individuals but in many cases you will probably be appointing an organisation or company. You must satisfy yourself that the individuals or organisations are competent in relation to construction health and safety. You can make inquiries to determine whether they have the skills, resources, training, experience, track record and whether they have a health and safety management system in place. In some instances, e.g. a simple low-risk project, you could appoint the same person for both the design and construction stages.

WORK SHEET 19

WHAT IS A SAFETY FILE?

Where more than one contractor is involved (including subcontractor and self-employed), the Project Supervisor Construction Stage must prepare a Safety File and deliver it to the Client on completion of the project. The file should contain all health and safety information that a Client or subsequent designers or contractors may need to take into account to ensure the safety of persons performing future maintenance or building work. The Client should also deliver the file or copy of the file to new owners or leaseholders.

WHAT ARE THE PARTICULAR RISKS?

The Safety, Health and Welfare at Work (Construction) Regulations, 1995 lists a number of situations where there are Particular Risks. The list is not exhaustive and includes the following;-

- Working in deep trenches or excavations
- Work which puts persons at risk from chemical or biological substances
- Work with ionising radiation
- Work near high voltage power lines.
- Work exposing persons to the risk of drowning.
- Work on wells, underground earthworks and tunnels.
- Work carried out by divers having a system of air supply.
- Work carried out in a caisson with a compressed-air atmosphere.
- Work involving the use of explosives.
- Work involving the assembly or dismantling of heavy prefabricated components
- Work with asbestos

Note: The Safety, Health and Welfare at Work (Construction) Regulations, 1995 will be replaced by new regulations due for implementation in 2001. No major changes will take place to the duties of the client in the new regulations.

WORK SHEET 20

Manual handling of loads

Manual Handling: means any transporting or supporting of a load by one or more employees, and includes lifting, putting down, pushing, pulling, carrying or moving a load, which by reason of its characteristics or of unfavourable ergonomic conditions, involves risk, particularly of back injury, to employees.

Between a quarter to a third of all reported accidents are due to faulty manual handling. Most accidents result in back injury, though the hands, arms and feet may also be injured. Many injuries build up over a period of time rather than being the result of a single incident.

Following the risk assessment employers are required to either eliminate or else reduce the need for the manual handling of loads:

- Through better organisation of the work
- By mechanical means
- Where manual handling of loads cannot be avoided, training in safe manual handling is obligatory so as to prevent accidents, which result in injury. Retraining is required as necessary.

If there is absolutely no practical alternative to manual handling then each manual handling task must be assessed. This can be achieved by looking at the following factors:

CHARACTERISTICS OF THE LOAD

The manual handling of a load may present a risk of injury if it is:

- too heavy or too large or difficult to grasp
- unstable or the contents likely to shift
- positioned in a manner requiring it to be held or manipulated at a distance from the trunk, or with a bending or twisting of the trunk
- likely, to result in injuries because of its contours and /or consistency, particularly in the event of a collision

PHYSICAL EFFORT REQUIRED

A physical effort may present a risk of injury if it is:

- too strenuous
- only achieved by a twisting movement of the trunk
- likely to result in a sudden movement of the load
- likely to result in an unstable posture

WORK SHEET 20

CHARACTERISTICS OF THE WORKING ENVIRONMENT

The characteristics of the work environment may increase a risk particularly of back injury if:

- there is not enough room, in particular vertically, to carry out the activity
- the floor is uneven, thus presenting tripping hazards, or is slippery in relation to the worker's footwear
- the place of work of the working environment prevents the handling of loads at a safe height or with good posture by the worker
- there are variations in the level of the floor or the working surface requiring the load to be manipulated on different levels
- the floor or foot rest is unstable
- the temperature, humidity or ventilation is variable

REQUIREMENTS OF THE ACTIVITY

The activity may present a risk of back injury if it entails one or more of the following requirements:

- over-frequent or prolonged effort involving the spine in particular
- an insufficient bodily rest or recovery period
- excessive lifting, lowering or carrying distances
- a rate of work imposed by a process which cannot be altered by the worker

WORK SHEET 21

Pregnant Employees

Many women work during pregnancy and may return to work while they are breastfeeding. Because there are some hazards in the workplace that may affect either the health of the woman or the developing child, employers need to be aware of these hazards as part of the routine risk assessments.

- SAFETY, HEALTH AND WELFARE AT WORK (PREGNANT EMPLOYEES ETC) REGULATIONS, 2000

The pregnancy regulations provide an additional and specific legal basis for protection during pregnancy and while breastfeeding.

- **Definition of a pregnant employee**- this means a woman who has given her employer a medical certificate (or similar) stating she is pregnant,
- **An employee who has recently given birth** – this means an employee during the 14 weeks immediately after birth (even if this was a miscarriage or stillbirth)
- **An employee who is breastfeeding** – this means an employee who is breastfeeding during the 26 weeks immediately after giving birth.

- WHAT MUST AN EMPLOYER DO?

On receiving notification that an employee is pregnant, an employer must assess the specific risks to that employee and take action to ensure that she is not exposed to anything which will damage either her health or that of her developing child.

- HAZARDS INVOLVED INCLUDE: **This list is non-exhaustive**

(1) Physical shocks – including direct blows to the abdomen

(2) Vibration – of the whole body

(3) Handling a load

(4) Noise

(5) Excessive heat and cold

(6) Movement and postures which are abrupt or severe or give rise to excessive fatigue

(7) Ionising radiation

(8) Non-ionising radiation

(9) Biological agents-including viruses, bacteria etc

(10) Chemical agents

- THE MATERNITY PROTECTION ACT, 1994, **this gives details of**
- Entitlements to maternity leave
- Entitlements to clinic visits
- Maintenance of job security
- Entitlements to health and safety leave
- Health and safety benefits
- Information is available from the Employment Equality Authority
  2 Clonmel Street, off Harcourt Street,
  Dublin 2.
  Tel: 01-417 3333
  Fax: 01-417 3366
  Lo-call: 1890 24 55 45 or
  21 11 51

E Mail: info@equality.ie

Main Types of Risk	Avoid the Risk by:
SHOCKS, VIBRATION OR MOVEMENT Regular exposure to shocks, i.e. sudden severe blow to the body, or excessive movement, may increase the risk of miscarriage. Long-term exposure to vibration does not cause foetal abnormalities. Heavy physical work may result in an increased risk of prematurity or low birth weight. Breastfeeding workers are at no greater risk than other workers.	■ Pregnant workers and those who have recently given birth are advised to avoid work likely to involve uncomfortable whole body vibration, especially at low frequencies, or where the abdomen is exposed to shocks or jolts.
MANUAL HANDLING OF LOADS WHERE THERE IS A RISK OF INJURY As the pregnancy progresses, especially after 28 weeks, a pregnant worker is at greater risk from manual handling injury. This is due to hormonal relaxation of the ligaments and the postural problems of advancing pregnancy. There can also be risks for those who have recently given birth, for example after a caesarean section there is likely to be temporary limitation on lifting and handling capability. There is no evidence to suggest that breast feeding mothers are at greater risk than any other workers	■ The changes an employer should make, depend on the risks identified and the circumstances of the business. It may be necessary to reduce the amount of physical work, or provide aids for her to reduce the risks she faces. Manual handling training and re-instruction should also be considered.
NOISE There are no specific risks to new or expectant mothers or to the foetus, but prolonged exposure to loud noise may lead to increased blood pressure and tiredness. There are no particular problems for women who have recently given birth or who are breastfeeding	■ Compliance with the requirements of the EC (Protection of Workers) (Exposure to Noise) Regulations, 1990 should be sufficient to meet the needs of new or expectant mothers.
EXTREMES OF COLD OR HEAT When pregnant, women are less tolerant to heat and may more readily faint or be more liable to heat stress. The risk is likely to be reduced after birth but it is not certain how quickly an improvement comes about. Breastfeeding may be impaired by heat dehydration. No specific problems arise from working in extreme cold, although clearly for other health and safety reasons, warm clothing should be provided.	■ Pregnant workers should take great care when exposed to prolonged heat at work. ■ Rest facilities and access to refreshments would help.
MENTAL AND PHYSICAL FATIGUE AND OTHER PHYSICAL BURDENS CONNECTED WITH THE ACTIVITY OF NEW OR EXPECTANT MOTHERS Fatigue from heavy work and long shifts has been associated with miscarriage, premature birth and low birth weight. Excessive physical or mental pressure may cause stress and can give rise to anxiety and raised blood pressure. Pregnant workers may experience problems in working at heights, for example ladders, platforms, and in working in tight fitting workspaces or with workstations which do not adjust sufficiently and take no account of increased abdominal size, particularly during the later stages of pregnancy. This may lead to strain or sprain injuries.	■ Ensure that hours of work and the volume of pacing of work are not excessive and that, where possible, the employees themselves have some control over how their work is organised. Ensure that seating is available where appropriate. Longer or more frequent rest breaks will help remove postural problems and the risk of accidents. Adjusting work stations or work procedures may help remove posture problems and the risk of accidents.

WORK SHEET 22

Working with VDU's

A Visual Display Unit or VDU within the scope of the VDU Regulations is an item of display screen equipment such as a computer screen or a microfiche reader.
Display screens for showing films, videos, television pictures or for surveillance purposes are not covered by these regulations.

WHAT REGULATIONS APPLY?

If an employee uses a VDU for a significant part of the normal working day, for example if they use the VDU for continuous periods of more than one hour, then the requirements under Part VII of the Safety, Health and Welfare at Work (General Application) Regulations, 1993 apply.

WHAT DO THE REGULATIONS REQUIRE?

The employer is required to evaluate the health and safety of the workstations with particular reference to eyesight, physical difficulties and mental stress. Steps must be taken to control any risks to health and safety identified.

Some common complaints, arising from working with VDUs which should be taken account of are as follows:

- Upper limb pains and discomfort (WRULDs)

A range of effects on the arm, hand and shoulder areas linked to work activities are now described as work related upper limb disorders (WRULDs).

The effects are probably due to a number of factors rather than any single cause. Holding a part of the body rigid for a long time such as the back, neck and head can cause discomfort in the muscles, bones and tendons. Awkward positioning of the hands and wrist relative to the work being carried out is another likely factor. These effects can be avoided by using proper equipment, suitable furniture, through training and changing the way in which the work is carried out.

EFFECTS ON THE EYES:

Medical evidence shows that using VDUs does not cause damage to the eyes, or eyesight. While using a VDU does not cause eye damage, it may make employees with pre-existing defects, which are not corrected, more aware of them.

Eye fatigue can be caused by:

- staying in the same position and concentrating for a long time
- poor positioning of the VDU
- poor legibility of the screen or source documents
- poor lighting, including glare and reflections
- a drifting, flickering or jittering image on the screen

Every employee who habitually uses a VDU as a significant part of normal work has a right to opt for an eyesight test and eye test which must be made available by the employer at his/her cost, except where there may be social welfare entitlement. Employees have a right to an eye and eyesight test before taking up work, as well as at regular intervals. In determining the intervals, factors such as the ages of the employees and the intensity of VDU work should be taken into account in deciding the frequency of the repeat tests.

Where eye tests carried out by the doctor or optometrist reveal that particular lenses are required for VDU work, the basic costs of providing the glasses, or of new lenses where the employee already wears glasses must be borne by the employer, taking account of any social welfare entitlement that might apply. Where an employee already wears glasses to correct a visual defect, and routine change of lenses arises, if these glasses are adequate also for VDU work, the employer is not liable as regards the cost.

WORK SHEET 22

FATIGUE AND STRESS

Poor organisation of the workload, lack of control by the employee over the pace of the work, under-utilisation of skills, high-speed repetitive work or working in isolation can be a form of stress for employees.

WHAT SHOULD THE EMPLOYER DO?

- Consult with employee on all issues affecting health and safety
- Identify those employees to whom the VDU Regulations apply
- Carry out a risk assessment of these workstations. This must be done by someone with the necessary expertise. Somebody could be trained to help carry out this assessment or a consultant could be hired.
- Provide suitable environment and equipment for VDU work.
- Organise work activity to include frequent breaks from VDU work.
- Provide eye tests if they are requested and glasses if needed for VDU work.
- Make sure new workstations comply with Regulations.
- Inform employees of the hazards associated with VDU's and of what has been done to protect them.

WORK SHEET 23

Violence in the workplace

Violence is 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. Potentially all workplaces have a problem with violence. Verbal abuse and threats are the most common types of incident. Physical attacks are comparatively rare.

EFFECTIVE MANAGEMENT OF VIOLENCE:

STEP 1. **Finding out if you have a problem:**

The first step in risk assessment is to identify the hazard. You may think violence is not a problem at your workplace or that incidents are rare. However, your employees' view may be very different. For a variety of reasons some employees may be reluctant to report incidents of aggressive behaviour, which make them feel threatened or worried. Encourage employees to report incidents promptly and fully, and let them know that this is what you expect.

STEP 2. **Deciding what action to take:**

Decide who might be harmed, and how

Identify which employees are at risk - those who have face-to-face contact with the public are normally the most vulnerable.

Keep detailed records - it is a good idea to record incidents, including verbal abuse and threats. You may find it useful to record the following information:

- an account of what happened;
- details of the victim(s), the assailant(s) and any witnesses;
- the outcome, including working time lost to both the individual(s) affected and to the organisation as a whole;
- details of the location of the incident.

EVALUATE THE RISK

Check that the existing arrangements and precautions already in place are adequate? Factors that you should take into account include:

- Training and information

Train your employees so that they can spot the early signs of threatening behaviour and either avoid it or cope with it. Make sure they fully understand any system you have set up for their protection. Provide employees with any information they might need to identify clients with a history of violence or to anticipate factors that might make violence more likely.

- The environment

Provide better seating, decor, lighting in public waiting rooms.

- Consider physical security measures such as:

Video cameras or alarm systems; coded security locks on doors to keep the public out of staff areas; ensure heavy objects are bolted down.

- The design of the job:

Where possible limit the amount of cash available. Bank money more frequently and vary the route taken to reduce the risk of robbery.

- Maintain numbers of staff at the workplace to avoid a lone worker situation developing. Try to avoid situations where employees have to work on their own.

The threat of violence does not stop when the work period has ended. It is good practice to make sure that employees can get home safely. For example where employees are required to work late, employers might help by arranging transport home or by ensuring a safe parking area is available.

WORK SHEET 23

STEP 3. **Take Action:**

Your policy for dealing with violence may be written into your safety statement, so that all employees are aware of it. It should include a procedure for dealing with complaints of violence at work and to whom one should report an incident. This will help your employees to co-operate with you, follow procedures properly and report any incidents.

STEP 4. **Check what you have done:**

Check on a regular basis how well your arrangements are working.

WHAT ABOUT THE VICTIMS?

If there is a violent incident involving your workforce you will need to respond quickly to avoid any long-term distress to employees. It is essential to plan how you are going to provide them with support, before any incidents. You may want to consider the following:

- Debriefing - victims will need to talk through their experience as soon as possible after the event. Remember that verbal abuse can be just as upsetting as a physical attack;
- Time off work - individuals will react differently and may need differing amounts of time to recover. In some circumstances they might need specialist counselling;
- Legal help - in serious cases legal help may be appropriate; other employees - may need guidance and/or training to help them to react appropriately.