



# **UK Debt Management Office**

## **Health and Safety Policy**

**March 2010**

**REVISION RECORD SHEET**

<b>Version No.</b>	<b>Description of Change</b>	<b>Date of Issue</b>
1	Original Issue	23 March 2010

This document describes the arrangements implemented by UK Debt Management Office to meet the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations and other Acts, Regulations, Guidance and Approved Codes of Practice as applicable to the operations of the company.

This Health and Safety Policy and Systems Manual applies to all activities of the company at:

**Eastcheap Court  
11 Philpot Lane  
LONDON  
EC3M 8UD**

**Copyright © RSP Safety Services Ltd**

**All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means - electronic, mechanical, photocopying, recording or otherwise without the prior written permission of RSP Safety Services Ltd of  
Archdeaconry House, Gravel Walk, Peterborough, PE1 1YU  
01733 807779  
info@rspsafety.co.uk**

## CONTENTS

Manual Administration.....	5
1. Health and Safety Policy Statement .....	6
2 Organisation and Responsibilities.....	7
2.1 Responsible Persons .....	7
3. The General Arrangements for Managing Health and Safety.....	8
Access to Competent Advice .....	8
Accident reporting, recording and investigation .....	8
Alcohol.....	8
Consulting with employees.....	9
First Aid .....	10
Gas and oil-fired boilers .....	10
Home working.....	11
Lone working .....	11
Manual Handling.....	11
Monitoring performance .....	12
New and Expectant Mothers .....	12
Risk Assessments of general workplace hazards.....	12
Stress in the workplace .....	12
Training on health and safety .....	13
Violence and bullying at work.....	13
Working time.....	13

## Manual Administration

A controlled hard copy of this Manual has been issued to Robert Stheeman. (A 'controlled copy' means that it has a copy number and it will be updated as amendments are issued.)

Any additional copies will be issued by Mark Warn (Facilities Manager), who has delegated authority and who shall maintain a register of recipients/locations.

Amendments will be issued from time to time by the Health and Safety Advisors or by the Company.

Superseded copies shall be destroyed but one copy of the superseded document shall be archived and stored for a minimum of three years.

When customers of the Company, or other third parties, request copies, these will be 'uncontrolled' copies and shall be so marked. Uncontrolled copies will not be kept up to date.

### **This Health and Safety Policy and Systems Manual is in three parts:**

- 1. The Company Health and Safety Policy. (this document)** This includes the Statement of Intent, list of Responsible Persons and the general arrangements for managing health and safety.
- 2. Guidance Section.** Each document includes guidance and instructions for the Responsible Person on what is required for that particular topic or area of risk. Where applicable they reinforce company policy and may also include details of the hazards and how to control them. The guidance documents are generic in nature and may be supported by additional company procedures or systems of work.
- 3. Forms and Records.** This section includes example forms necessary for the management of health and safety. They may be used as supplied or modified for Company use. Additional or alternative forms or systems may be used at the discretion of the H&S Advisor or the Company.

## UK Debt Management Office

### 1. Health and Safety Policy Statement

It is our policy to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and others who may be affected by our activities as far as is reasonably practicable. We will provide such information, training and supervision that may be needed for this purpose.

We fully accept our responsibilities as outlined in the Health and Safety at Work, etc. Act 1974 and Regulations made under the Act and we further recognise that these legal requirements represent the minimum level of achievement so we will strive to ensure that higher standards are reached.

Health and safety are responsibilities of management and they rank equally with all other indicators of success. Training will be provided as required to maintain the requisite levels of competency. Where required, expert advice will be sought, from a competent person(s).

We recognises the important contribution that a good safety performance can make to the overall performance of the company by reducing injuries to ill health, protecting the environment and reducing unnecessary losses.

Health and safety objectives are equally as important as other business objectives, so targets will be set to ensure progressive improvements in health and safety performance. Sufficient resources will be made available to achieve our health and safety objectives.

All employees will be informed and consulted regarding our legal duties, their personal duties to themselves and others and managerial and supervisory duties. Employees will be encouraged to participate in the making of policy as well as the implementation of procedures.

Employees will be required, as a condition of employment, to observe safe working practices and co-operate with management in carrying out this policy.

This policy and the health and safety management system will be reviewed annually and updated as necessary; any revisions will be communicated to those affected by the changes.

.....

Robert Stheeman

Date:

## 2 Organisation and Responsibilities

Robert Stheeman has overall responsibility for health and safety. Mark Warn has been nominated as having day-to-day responsibility and for ensuring that this Health and Safety Policy is understood and implemented throughout the company. For each element of health and safety we have nominated someone as being the Responsible Person and they will ensure that the requirements of this Policy are being met.

### 2.1 Responsible Persons

Reference is made throughout this policy to the 'Responsible Person'. The table below details who they are and the element of health and safety they have responsibility for. The specific legal duties are included in each guidance document.

Health and Safety Element	Responsible Person
Accident reporting, recording and investigation	Facilities Manager
Asbestos at Work	Facilities Manager
Consulting with Employees	Facilities Manager
Control of contractors	Line Manager/Facilities Manager
Control of visitors	Line Manager/Facilities Manager
Display Screen Equipment	Facilities Manager
Driving for Work	n/a
Electrical Safety	Facilities Manager
Fire Safety Management	Facilities Manager
First aid	Facilities Manager
Hazardous Substances (CoSHH)	Facilities Manager
Home working	Human Resources Manager
Lone working	Human Resources Manager
Manual handling	Facilities Manager
Monitoring Performance	Facilities Manager
New & expectant mothers	Human Resources Manager
Risk assessments (general)	Facilities Manager
Stress in the workplace	Human Resources Manager
Training on health and safety	Facilities Manager
Working environment	Facilities Manager
Working Time	Human Resources Manager
Young Workers	Human Resources Manager

### 3. The General Arrangements for Managing Health and Safety

#### Access to Competent Advice

The company have appointed RSP Safety Services Ltd as their source of competent advice in accordance with Regulation 7 of The Management of Health and Safety at Work Regulations 1999 and they will be responsible for:

- Advising the company on matters of health and safety
- Identifying training and competency needs
- Assisting in the carrying out of risk assessments
- Carrying out inspections and audits and advising on improvements where necessary
- Advising the company on changes to legislation as applicable.

#### Accident reporting, recording and investigation

An accident is defined as 'an undesired event, giving rise to death, ill health, injury, damage or other loss.'

The Responsible Person will ensure that all accidents are reported, recorded and investigated.

As a minimum, an entry will be made in the Accident Book (Form BI 510) to comply with the requirements of The Social Security (Claims and Payments) Regulations 1979. Completed accident books and reports will be archived for three years from the date of the last entry. An investigation will be carried out to determine the cause(s) of the accident and to prevent a recurrence.

If the accident is a 'reportable' accident, as defined in the Reporting of Injuries, Diseases and dangerous Occurrences Regulations (RIDDOR), then a report will be sent to the Health and Safety Executive on Form 2508 using the on-line reporting site at [www.riddor.gov.uk](http://www.riddor.gov.uk).

#### Alcohol

This Policy does not constitute a total ban on alcohol consumption but reflects the desire to promote a sensible approach to this issue and ultimately to avoid employees and others being under the influence of alcohol whilst at work. The DMO accepts that on occasion alcohol may be consumed by employees at work or work related events. However, employees should always be fit to perform their duties to the required standard.

Employees are therefore advised to refrain from drinking such quantities that would affect their performance or jeopardise their own safety or that of others. The current drink driving limits should be used as a guide, though the onus is on employees knowing their own limits and exercising self-discipline.

Employees will be held fully accountable for their conduct at all work related events and alcohol will not be an acceptable excuse for bad behaviour of any kind and in any situation in the workplace. Any unacceptable conduct which occurs as a result of excessive consumption of alcohol may result in disciplinary action up to and including dismissal being taken.



## **Asbestos at Work**

We recognise that we have a duty under the Control of Asbestos at Work Regulations to protect employees, contractors and visitors from exposure to asbestos fibres.

The Responsible Person will ensure that all our premises have asbestos management plans in place and, where applicable, asbestos risk assessments. This information will be made known to all employees, contractors and, where applicable, visitors.

Where employees or any person working on our behalf has reason to work on asbestos containing materials (ACMs) or suspect ACMs, whether on our own premises or at another employer's premises, then we will ensure that they have been properly trained and that they have access to the asbestos management plan before any work starts.

## **Consulting with employees**

Company employees will be involved in the development of risk controls and consulted before any significant changes are introduced which could affect their health or safety.

Health and safety will be included in all formal team meetings/briefings as a standing agenda item.

If any employee wishes to discuss a health and safety matter they may bring it to the attention of the Responsible Person or their immediate line manager.

Where applicable, the Health and Safety Committee/Forum has a general responsibility to ensure good communication and consultation on matters of health and safety.

## **Control of Contractors**

We recognise our general duty under the Management of Health and Safety at Work Regulations (MHSW) and additional duties as defined in the Construction (Design and Management) Regulations (CDM) to ensure that contractors carrying out any work on our site are competent and that they carry out the work safely. All contractors will be subjected to checks on their competency to carry out the work safely and we will monitor their working methods to ensure they follow a safe system of work or method statement.

## **Controlling Visitors**

We recognise that visitors to our premises or site may not be aware of the hazards to which they may be exposed or what to do in the event of an emergency.

We will inform all visitors on the local arrangements, likely hazards and what to do in the event of an emergency.

Where appropriate visitors will be asked to sign in and acknowledge the information provided.

## Display Screen Equipment

We recognise that the risks posed by computer workstations and similar devices must be managed and that we have duties under the Display Screen Equipment Regulations (DSE).

We will ensure that all workstation 'users' and their workstations, as defined in the DSE Regulations, are subject to risk assessments. Where required, we will make suitable adjustments to those workstations to ensure users safety as far as is reasonably practicable.

We will provide, on request, free eye tests to those employees assessed as users.

## Electrical Safety

We recognise that poorly designed and maintained electrical equipment and systems pose a significant risk to employees and other users. We will ensure therefore that the risks from electrical equipment are included in the task risk assessments as applicable.

The Responsible Person will ensure that all portable and transportable electrical equipment is subject to periodic inspection and examination as required by the Electricity at Work Regulations.

The Responsible Person will carry out regular inspections of the workplace and working practices to ensure that the risks from electricity are controlled.

The Responsible Person will ensure that the fixed electrical installation for all Company properties is subject to periodic inspection and test to BS 7671 by a competent person.

## Fire Safety Management

We recognise the risks posed by fire and our responsibility under the Regulatory Reform (Fire Safety) Order to carry out fire risk assessments.

We will ensure that fire safety risk assessments are carried out on all premises owned, occupied or controlled by us.

The Company will appoint adequate numbers of trained personnel to provide support and leadership in the event of a fire or similar emergency. This will include fire co-ordinators, fire marshals/wardens as identified in the fire risk assessment.

The Responsible Person will ensure that the findings of the risk assessment are acted upon and that adequate numbers of emergency personnel are available at all times people are at work.

## First Aid

We recognise our duty under the Health and Safety (First Aid) Regulations to provide adequate numbers of suitably trained people to provide first aid response and treatment in the event of an injury at work.

The Responsible Person will ensure that there are adequate numbers of suitably trained first aiders available at all times that people are at work. In addition, they will ensure that there are suitable first aid kits, signs and other equipment as required by the first aid regulations

## Gas and oil-fired boilers

All gas or oil-fired boilers and heating systems will be subject to regular inspections and servicing by a suitably qualified person. For gas appliances this will be an engineer on the Gas Safe Register.

## Hazardous Substances (CoSHH)

We recognise the risks posed by hazardous substances and our duties under the Control of Substances Hazardous to Health Regulations (CoSHH).

The Responsible Person will identify all substances that could be hazardous to health and carrying out a 'CoSHH' assessment. The findings of the assessment and especially any measures to ensure health and safety will be made known to employees handling or using the substance.

If personal protective equipment such as gloves or respiratory breathing equipment is required an assessment must be carried out to ensure suitability and compatibility. (Seek advice from the Company Health and Safety Advisor.)

Where there are any engineering controls in place to manage the risks from hazardous substances then these will be installed and maintained in accordance with the relevant standards.

## Home working

We do not have a strict definition for home workers but in general it is anyone who is employed to carry out work at home. All home workers are employees and as such we recognise that we have a duty to assess their workplace and ensure their health safety and welfare. The exact method will depend on the degree of home working and the risks associated with it and staff should discuss any issues with HR prior to homeworking arrangements which may be longer term.

## Lone working

We recognise that the safety of staff can be affected by some lone working. Lone working will be considered in the general risk assessments and, where required, suitable controls put in place to ensure that those staff are not exposed to an unacceptable risk.

## Manual Handling

We recognise that moving and handling loads by physical force can lead to injuries and long-term illness. We will ensure that all activities that require any manual handling, as defined in the Manual Handling Operations Regulations (MHOR), are assessed in accordance with these regulations and that suitable controls are put in place to eliminate or reduce the risk as far as is reasonably practicable.

The Responsible Person will ensure that the safe systems for manual handling are followed and that:

- All manual handling activities are identified and assessed
- Any actions arising from the assessments are followed up
- Training is provided for all employees involved in manual handling
- Regular monitoring of safe working practices is carried out

The Responsible Person for accident investigation will ensure that all manual handling accidents are investigated.

## Monitoring performance

Health and safety performance will be regularly monitored by both active and re-active methods and will include workplace inspections, audits, and analysing accident and sickness data.

The Responsible Person for workplace inspections will ensure that regular inspections are carried out and that records are maintained.

The Responsible Person for accident reporting etc will ensure that all accidents are investigated, that risk assessments are reviewed and any trends highlighted.

## New and Expectant Mothers

We recognise that new and expectant mothers may be put at additional risk by some workplace activities. We further recognise that we have a specific duty under the Management of Health and Safety at Work Regulations (MHSW) to carry out an assessment of those risks and ensure that the risks are controlled as far as is reasonably practicable.

The Responsible Person will ensure that a risk assessment is carried out for all employees that fall within the definition of a new and expectant mother as defined in the MHSW Regulations and the associated HSE Guidance.

It will be the responsibility of the new and expectant mother to inform the Company of their condition so that the assessment can be carried out.

## Risk Assessments of general workplace hazards

We recognise our duties under the Management of Health and Safety at Work Regulations to carry out workplace/task risk assessments. Risk assessments will be carried out and the existing controls compared with statutory standards. Where the controls fall below this standard changes will be made to working practices to ensure that risks are eliminated, or reduced to an acceptable standard.

The Responsible Person will carry out general risk assessments. Company employees will be involved in the risk assessment process as much as possible.

For some hazards such as hazardous substances, manual handling, machinery and fire, specific risk assessments will be carried out.

The Responsible Person will ensure that the agreed actions are carried out and controls implemented.

The Responsible Person will review the findings of the risk assessments and the associated control measures at least annually, whenever there is a change to work activities and when there is reason to suspect that the controls are no longer effective (e.g. following an accident or near miss).

## Stress in the workplace

We understand that pressure is part and parcel of all work and helps to keep us motivated. But that excessive pressure can lead to stress, which undermines performance, is costly and can make people ill.

We recognise that under the Management of Health and Safety at Work Regulations we have a duty to assess the risk of stress-related ill health arising from work activities; and under the Health and Safety at Work etc Act 1974 to take measures to control that risk.

We will adopt the HSE Stress Management Standards in ensuring that we minimise the impact of work-related stress.

The HR team will ensure that the management standards for stress are followed and implemented throughout the Company

### **Training on health and safety**

We recognise that the Health and Safety at Work Act 1974 (HASAW) and other Regulations explicitly require health and safety training for employees. To ensure we meet these duties we will carry out training needs analysis to identify specific requirements. We further recognise that instructions must be provided for employees, visitors and contractors to site indicating site rules and procedures. Supervision will be provided at a level relevant to the risks and the level of knowledge of the employee, visitor or contractor.

The findings of risk assessments and the associated controls will be passed on to those who may be exposed to the risk so that they understand how to avoid it. The method of communication will be determined by the level of risk and the complexity of the control measures, so may range from verbal instruction to written procedures.

In all cases, a record will be kept of the information, instruction or training carried out and details of the information provided.

### **Violence and bullying at work**

We recognise that we have a legal duty to protect our staff from foreseeable violence at work and we will ensure that systems are in place to ensure this. We understand that violence can lead to poor staff morale and absenteeism and for individual employees it can mean pain, stress and even death. We have a zero tolerance for any bullying or violence at work whether from other employees, members of the public or visitors. We will continually monitor for any signs of a problem and, if there is a problem, we will take action immediately. Any employee found to be bullying any member of staff will face disciplinary action.

### **Working Environment**

We recognise that we have a duty to provide a safe and suitable working environment and welfare facilities as required by the Workplace (Health, Safety and Welfare) Regulations (WHSW).

The Responsible Person will ensure that an audit of the workplace is carried out in accordance with the Approved Code of Practice to the WHSW Regulations and that the required standards are being met

### **Working time**

We recognise that we have duties as outlined in the Working Time Regulations. We will carry out an initial survey to determine if the basic rights under the regulations are being met and make changes where they are not.

The basic rights and protections are:

- a right to a rest break during a working day longer than six hours. The break of at least 20 minutes should be taken during the six-hour period, and not at the beginning or end of it. The exact time rest breaks are taken is up to the employer to decide
- a limit of an average of 48 hours a week, which a worker can be required to work, although workers can choose to work more if they want to. The right to 'opt-out' is being reviewed by the European Commission

- a right to 11 hours rest a day
- a right to a day off each week
- a limit of an average of eight hours of work in any 24-hour period which night shiftworkers can be required to work
- a right for night workers to receive free health assessments
- a right to four weeks paid leave per year.

### **Young Workers**

We recognise that we have a specific duty under the Management of Health and Safety at Work Regulations to manage the risks to young people.

Before employing a young person we will carry out a specific risk assessment. The method may vary depending on whether the guardian of the young person provides us with a form for completion or, where this is not provided, we will use our own form to complete this assessment.