

United Kingdom
**Debt
Management
Office**

Eastcheap Court
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UNITED KINGDOM DEBT MANAGEMENT OFFICE

HEALTH & SAFETY POLICY

March 2007

PART 1 – DEBT MANAGEMENT OFFICE (DMO) HEALTH AND SAFETY POLICY

GENERAL STATEMENT OF INTENT

1. The DMO is committed to maintaining a safe working environment for all its staff. The key elements of that commitment are set out in this policy statement.
2. The DMO recognises and accepts its responsibility as a good employer for ensuring, as far as is reasonably practicable, the health, safety and welfare at work of all employees; and that the health and safety of visitors, contractors and the general public are not affected as a result of the Office's activities. This is in keeping with the requirements of the Health and Safety at Work Act 1974 (HSWA), and other relevant legislation.
3. Employees also have responsibilities. I expect everyone in the Office to take reasonable care to ensure the safety of themselves and of other persons who may be affected by their acts or omissions at work and to co-operate with the DMO, its managing board, and professional/supervisory staff in achieving our commitment to provide a safe and healthy working environment.

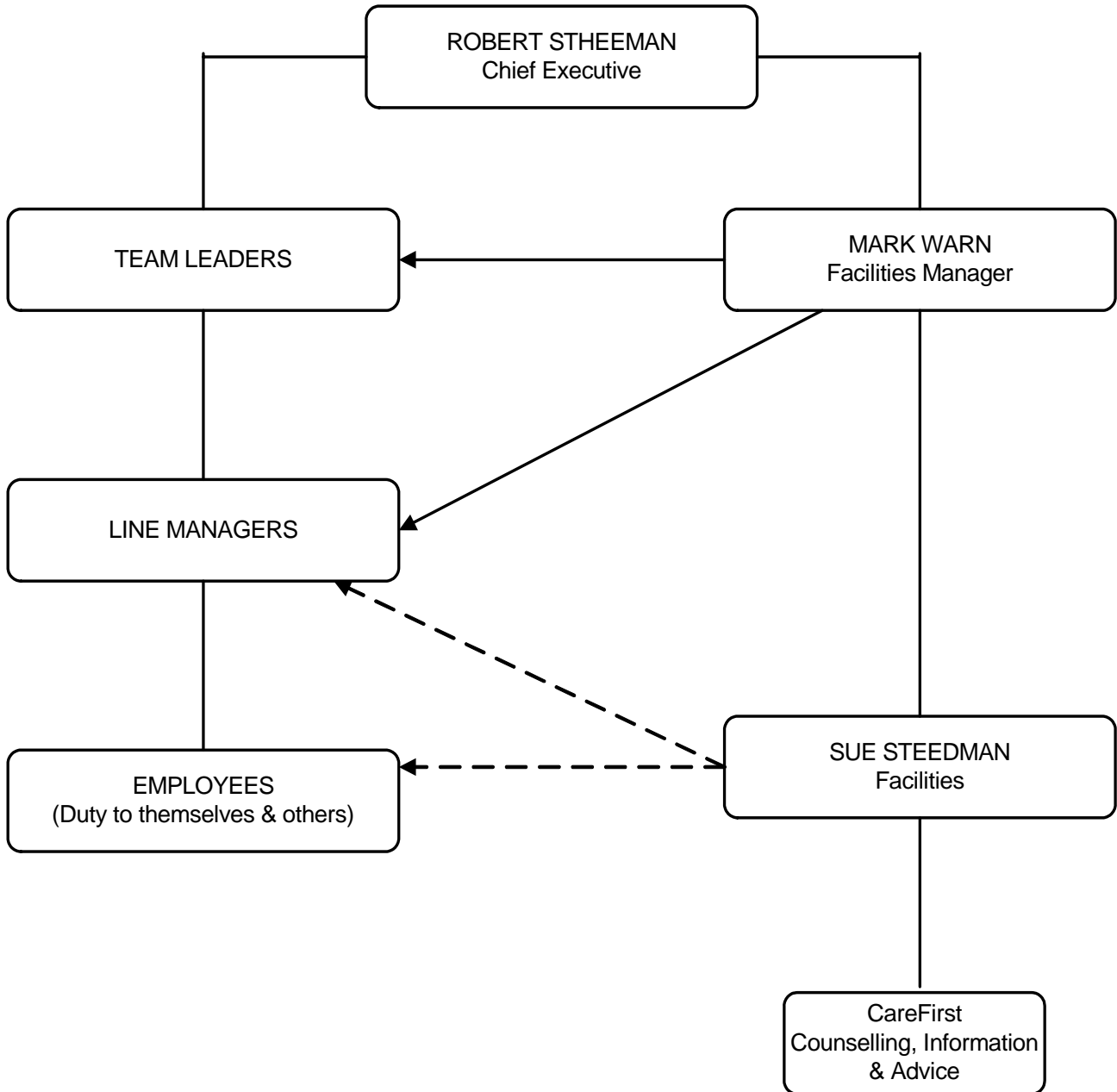
DMO's Objectives

4. In meeting the Office's responsibilities under Section 2 of the HSWA, and other relevant legislation, the DMO has set the following specific objectives relating to health and safety. It is committed to providing:
 - a safe working environment for everyone without risk to health;
 - all employees with appropriate and sufficient information, instruction, training and supervision to enable them to: avoid hazards, identify risks, understand how these risks are controlled, and contribute in a positive way to their own safety and health at work;
 - provide full opportunities for consultation on health, safety and welfare;
 - make suitable and sufficient assessments of the risks to health and safety as required by Regulation 3 of the Management of Health and Safety at Work Regulations 1992 and other legislation. The DMO will keep clear and accurate records of all risk assessments and ensure they are reviewed on a regular basis or in the light of change;
 - ensure safe means of entry and exit to all places of work;

- ensure a healthy working environment, with adequate welfare facilities.
5. In order to provide a safe working environment the Office relies on everyone working together and effectively towards that end.
6. The DMO has a good health and safety record. We must keep it that way. Effective control and success of this policy is achieved through co-operation and the support of all those in the Office.

ROBERT STHEEMAN
March 2007

PART 2 - SAFETY ORGANISATION CHART



Management Responsibilities

1. **Robert Stheeman – Chief Executive** has overall responsibility for the DMO's health and safety policy and for ensuring that a safe working environment exists for all staff and visitors.

2. **Mark Warn – Facilities Manager.** Responsible for the overall effectiveness of DMO health and safety policy and the annual review and amendment of the policy as may be necessary in the light of new legislation and safety audits. He will ensure that:

- regular risk assessments are carried out on the Office's work activities;
- any identified control measures are introduced;
- regular reports are made to the Staff Council, of safety performance, accident records and trends;
- adequate and appropriate funds are made available to cover safety issues.

3. **Facilities Manager – Mark Warn.** Responsibility at working level for the following issues:

- Safety Representatives and Safety Committees Regulations (SRSCR 1977);
- Reporting Procedures;
- Accident Reporting – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR 1995)
- Control of Substances Hazardous to Health Regulations 1994 (COSHH)
- Asbestos at Work Regulations 1997
- Display Screen Equipment Regulations 1992 (DSE)
- Home Working
- The Electricity at Work Regulations 1989
- The Management of Health & Safety at Work Regulations (1992) (MHSWR):
 - Risks to new or Expectant Mothers
 - Protection of Young Persons
 - Risk Assessments

- Manual Handling Operations Regulations 1992
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Workplace (Health, Safety and Welfare) Regulations 1992 (WHSWR)
- Evacuation Procedures
- Safety Training
- Health and Safety Information for Employees Regulations 1989
- Health and Safety (First Aid) Regulations 1981
- Disability Discrimination Act 1995
- Safety Inspections
- Contractors (not including “contract staff” who are to be regarded as employees)
- Permits to Work

4. **Team Leaders** – responsible for health and safety within their teams. They should be fully conversant with the DMO’s policy for health and safety, ensure its implementation and mindful of the duty of care they have towards their staff.

5. **Line Manager Responsibility** – It is the responsibility of line managers to ensure that:

- Suitable work procedures and arrangements are in place for safeguarding the health, safety and welfare of their staff, including home workers. This responsibility includes the provision of sufficient information and training for the safe operation of any equipment or machinery, or the safe use of any substance;
- “reasonable” adjustments are made to meet the needs of any of their staff who are disabled within the definition in the Disability Discrimination Act 1995;
- their staff comply with the Working Time Regulations, including the provisions for statutory rest periods.

6. **Employee Responsibility** – It is the duty of every member of staff while at work to:

- look after their own welfare and health and safety;

- abide by the health and safety guidance and provisions which are in place;
- ensure that their actions cannot result in injury or harm to anyone else;
- keep their work areas tidy at all times.

In particular staff should make themselves aware of the following procedures:

- fire and bomb emergency;
- first aid;
- accident reporting and near misses.

If staff fail to take reasonable steps to safeguard their own health and safety or that of anyone else who may be affected by their actions, it will be a serious breach of DMO's rules.

Staff also have a responsibility to notify their line manager and HR if they are, or become, disabled under the terms of the Disability Discrimination Act.

7. Contractor Responsibility – The Facilities Manager will ensure:

- competent contractors are appointed;
- health and safety policy statements are exchanged between the DMO and the contractor;
- safe systems of work are in place and that copies of contractors' risk assessments are held on site, are up to date and comply with all health and safety legislation.

PART 3 – ARRANGEMENTS

1. Reporting Procedures

Anyone who becomes aware of anything which may adversely affect their or others' health, safety or welfare (ie. anything relating to the conditions in which staff are required to spend their working day) should report the matter either to their immediate line manager, who will report the matter to the Facilities Manager, or direct to the Facilities Manager. The matter will be investigated immediately.

2. Accident Reporting - (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR 1995))

RIDDOR 95 requires the reporting of work-related accidents, diseases and dangerous occurrences by those in control of premises. All accidents at work, however trivial, should be reported immediately to Line Management and the Facilities Manager. They must be recorded in the Accident Book. All incidents which do not lead to an injury but reveal a potential hazard should be reported as a near miss incident. The Facilities Manager will investigate all such accidents and near misses. Any necessary remedial action will be taken immediately.

The Facilities Manager will report to the Health and Safety Executive (HSE), and by the quickest possible means, any fatal or major accidents and any accidents which result in a member of staff being unable to perform their normal duties for more than 3 consecutive days. It will also report any work related diseases or injuries diagnosed by a doctor which requires the individual to take time off work.

Fortunately reportable accidents, dangerous occurrences or diseases are a comparatively rare event in the DMO. The level of incidents will be monitored, analysed and reported bi-annually to DMO Managing Committee.

3. Control of Substances Hazardous to Health Regulations 1994 (COSHH)

COSHH Regulations are designed to make sure that the risks from hazardous substances are properly controlled. As far as offices are concerned hazardous substances are those with a warning label which sets out what precautions to take when using the substance. Very few tasks in the DMO involve handling or working with hazardous substances. However, contractors may have a need to bring dangerous substances on site. All contractors/suppliers must provide: (a) a COSHH register which gives information on the identity and composition of substances used by them. It should also describe the purpose for which the substance is provided and any precautions which may be required while in general use. (b) evidence that risk assessments have been carried out. Copies of these COSHH registers and risk assessments are held by the Facilities Manager.

Under COSHH there is an obligation to examine whether the use of the substance is really necessary and eliminate the risk where possible. Often simple switching to water-based alternatives will achieve this.

4. Legionellosis

Exposure to harmful organisms, including legionella, is also covered by COSHH Regulations. However, water systems need to be treated to (a) eliminate bacterial contamination such as may build up in a storage tank and (b) to reduce risks of legionella. The landlord will ensure water services are operated at temperatures that prevent proliferation of legionella and will comply fully with the Health & Safety Commission's Approved Code of Practice for the Prevention and Control of Legionellosis.

5. Display Screen Equipment Regulations 1992 (DSE)

The Health & Safety (Display Screen Equipment) Regulations 1992 are made under the Health & Safety at Work Act 1974 and are designed to achieve common standards of health and safety in the use of DSE. Any member of staff who is concerned that their health may be at risk or who has any other questions should contact the Facilities Manager. Every "User" should have:

- had an DSE risk assessment on their workstation;
- completed a self-assessment "user" questionnaire;
- received a copy of the Health & Safety Executive's booklet "Working with VDUs".

Records of these assessments and actions will be kept up to date. Reassessments should take place as and when necessary, and every time a "user" moves or changes workstation. It is recommended that eyes should be tested every two years. The DMO will reimburse the full amount for the eye sight test and report, and where necessary, £60 towards the cost of spectacles which are prescribed solely for VDU work. (This does not include lenses prescribed to correct a pre existing error.)

6. The Electricity at Work Regulations 1989

These Regulations require that portable electrical equipment be subject to a system of maintenance. This will include periodic inspection and testing of equipment to ensure it does not represent a danger to the user. However, if maintenance systems are neglected, the risk of electric shock is increased. A simple system of visual inspection is the most important method of preventing accidents associated with portable electrical equipment and "users" are often in the best position to notice signs of damage and fault. Electrical faults should be reported to the Facilities Manager. All portable electrical equipment will be subject to an annual formal inspection and electrical integrity test by a competent person.

7. The Management of Health and Safety at Work Regulations 1999 (MHSWR)

The above Regulations have been updated to include the following changes:

7.1 Risks to New or Expectant Mothers

These Regulations apply to all employees who are pregnant, have given birth within the last six months or who are breastfeeding. It specifically requires employers to take particular account of risks to new and expectant mothers and to keep risk assessments under regular review. A Health & Safety Advice Note 1/97 (Part A and B) has been issued on this subject and is available from the Facilities Manager. Part A offers advice to new and expectant mothers and Part B covers line managers responsibility under the Act

7.2 Protection of Young Persons

This Regulation places a duty on employers, amongst other things, to assess risks to young people before they start work and to provide information to parents about the risks and control measures introduced. Health & Safety Advice Note 2/98 has been issued on this subject.

7.3 Risk Assessments

The assessment of risk is now a fundamental part of the process of safety and health management. There is a legal duty on all employers to assess the risks arising from the hazards in their work activities. The main purpose of risk assessment is to decide whether existing or planned controls are adequate. This is a proactive process, ie controlling risks before harm can occur. The DMO intends to:

- carry out risk assessments of their accommodation every 2 years and to carry out an audit review annually;
- make arrangements to put into practice the health and safety measures that follow from a risk assessment;
- formalise this process by ensuring that results of the assessments are recorded and kept for future reference.

The Facilities Manager will keep copies of all risk assessments undertaken.

8. Manual Handling Operations Regulations 1992

The Manual Handling Operations Regulations 1992 provide a framework to minimise the risk of injury from manual handling operations. Employers are required to make suitable and sufficient assessments of the risks to the health & safety of their employees while at work. Wherever possible manual handling operations should be avoided to reduce and control the risk of injury. Within the DMO very little manual handling should take place. However it is recognised that occasionally staff are asked to help with manual handling tasks. Training and instructions on manual handling techniques will be arranged periodically for those staff likely to be involved in any manual handling activity.

9. Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

This Regulation is intended to ensure safe use of all types of lifting equipment including passenger lifts in office buildings. Employers have a duty to ensure lifting equipment is suitable, safe to use and that it receives periodic thorough examinations and inspections which must be carried out by a competent person. Regular risk assessments must be carried out on the lifting equipment itself, its use and on maintenance operations. The major occupier will ensure examinations/inspection and maintenance records are kept and are readily available.

10. Workplace (Health, Safety and Welfare) Regulations 1992 (WHSWR)

These Regulations expand on the duties imposed under the HSAWA and are intended to protect the health and safety of everyone in the workplace, and ensure that adequate welfare facilities are provided for people at work including people with disabilities. The Facilities Manager will ensure the Office complies with these Regulations and in particular aim to provide:

- a clean office environment which is sufficiently ventilated;
- reasonable comfort temperatures;
- sufficient lighting and space;
- sufficient and suitable clean sanitary conveniences which are adequately ventilated and lit;
- an adequate supply of drinking water.

11. Evacuation Procedures

Fire

In the event of a fire or on hearing the fire alarm evacuate the building IMMEDIATELY. Vibrating pagers will be made available for anyone with a hearing disability.

Fire evacuation procedures are set out on the "Fire Action" notices are displayed at the fire exits. Staff should familiarise themselves with these procedures.

Bomb

In the event of a Police instigated evacuation of the building the Building Security Team will inform a Fire Warden on each floor confirming which of the three assembly points will be used. **NO ALARM WILL SOUND**

In the event that a suspect package is found or a bomb threat received the security team will inform a Fire Warden from each floor. In this instance the assembly point will be the wide area of Talbot Court between The Ship public house and Gracechurch Street (to the rear of Eastcheap Court).

In the event that you find a suspect package or receive a bomb threat you must inform Security immediately.

Bomb evacuation procedures are set out in the notices displayed at the fire exits. Staff should familiarise themselves with these procedures.

12. Safety Training

The Facilities Manager liaises with Health & Safety consultants for advice and guidance. The Office should ensure that all new entrants:

- receive awareness information and training;
- view health and safety training videos;
- receive advice and training on good workplace and job design as part of their induction training.

Further training will be given as required or as identified by line managers.

13. Health and Safety Information for Employees Regulations 1989

These Regulations require information relating to health, safety and welfare to be made available to employees by means of leaflets or posters in the form approved and published by the Health & Safety Executive (HSE). The Office will ensure health and safety information and instruction is communicated and disseminated via the Facilities Manager to all members of staff.

14. Health and Safety (First Aid) Regulations 1981

All employers must, following a risk assessment, provide adequate equipment, facilities and personnel to enable first aid to be given to their employees if they become injured or are taken ill at work. The Office operates a system based on voluntary first aiders and will ensure first aid and welfare arrangements are adequate and appropriate. First aiders will be properly trained by an HSE recognised training body. They will be invited annually to attend first aid refresher training and training in the use of evacuation chairs.

15. Disability Discrimination Act 1995 (DDA) – Amended in 2004

The Treasury has a dedicated Disability Adviser, who is available to the DMO, to support disabled staff in the workplace and to provide advice and information to other staff, and especially line managers, on their obligations under the Act. The DMO intends to conduct regular surveys and to invite staff to register with the Disability Adviser, if they believe they might be disabled under the terms of the Act.

16. Contractors

All contractors working in the DMO will receive a copy of the DMO's policy statement. They will also be required to lodge with the Facilities Manager a copy of their own policy statement, method statements, COSHH Register and risk assessments. Contractors are responsible for ensuring that their employees:

- are trained and competent in the work they perform; and

- in safety procedures and controls;
- comply with all the HSE's Approved Codes of Practice and current legislation.

The Facilities Manager will monitor all contractors to ensure compliance.

17. Permits To Work

To control the higher risks involved with maintenance work, a "Permit to Work" system exists. This requires contractors to obtain a written "Permit to Work" before carrying out any high risk work, e.g. work on electrical circuits, hot working or working on the water system. The Landlord is responsible for controlling this system. The permit is issued by an authorised person and signed off after completion of the work.

18. Smoking

It is Government policy that Departments and their Agencies should adopt a no smoking policy to protect non-smokers from tobacco smoke in the working environment. The DMO operates a non-smoking policy at its premises.

19. Working Time Directive

The Working Time Directive lays down minimum requirements for the organisation of working time. The directive sets limits on working hours, entitlements to paid leave and rest periods.

20. Stress

The Debt Management Office is committed to ensuring the health, safety and welfare of its employees. It recognises that workplace stress is a health and safety issue and acknowledges the importance of having procedures in place to minimise the risk of stress as well as identifying and reducing workplace stressors.

To support this the DMO's Stress Management Policy is now available which sets out the roles and responsibilities for Management, HR, Facilities and all staff. It also gives information on the DMO Supporters, the Care First Counselling Service and a guide from the Health and Safety Executive on Tackling Work-Related Stress.

Please contact HR for any further help or guidance.

21. Mobile Phones

Since 1st December 2003 driving whilst using a hand-held mobile phone or similar device has been a criminal offence under amendments to the Road Traffic Act, this incorporates the use of ear-pieces connected to the handset. As of 28 February 2007, If caught whilst conducting this activity the penalties are £60 fixed penalty, plus three penalty points on motorist's licence and possible fines up to £1000 on conviction in court. All members of DMO staff including Consultants and Contractors employed directly by DMO must adhere to these changes in legislation.

The use of a hands-free phone will not be an offence, however motorists will face criminal prosecution and penalties ranging from a fine to disqualification and even a prison sentence if any aspect of a call is shown to have hampered driving. In general therefore, the DMO advises staff against the use of mobile phones when driving, including the use of fix installations and encourages all employees to switch off mobile phones for the duration of the journey.

Guidance from motoring organisations advises that motorists should take a short break of between 15 to 20 minutes every 2 hours on the road and as such employees should take this opportunity to listen and return calls to any voicemail messages left during driving time.

Definitions:

- Hand-held – a device that ‘is or must be held at some point during the course of making or receiving a call or performing any other interactive communication function’.
- Similar device - if it performs an interactive communication function by transmitting and receiving data it is deemed an offence. Examples of interactive communication functions are sending and receiving spoken or written messages, sending or receiving still or moving images and providing access to the internet.
- Hands-free - pushing buttons on a phone while it is in a fixed cradle is not covered by the new offence, provided you don't *hold* the phone.

22. Review of Policy

This policy statement will be reviewed periodically, and revised as necessary.

**Facilities Management
Updated March 2007**

DEBT MANAGEMENT OFFICE (DMO)

PART 4 – Agreement between the Chief Executive DMO and Departmental Health and Safety Officer HM Treasury

Under Section 2 of the Health and Safety at Work Act 1974 it is the duty of every employer, amongst other things, to:

- ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees;
- prepare a written health and safety policy and ensure they comply with that policy;
- carry out suitable and sufficient risk assessments of the work environment, equipment and working methods.

This document sets out the responsibility for dealing with health and safety within the DMO. It has been agreed between the Chief Executive of the Debt Management Office and the Departmental Health & Safety Officer, HM Treasury.

Responsibility for health and safety rests with the Chief Executive. The task of dealing with all health and safety issues on a day-to-day basis is delegated to the Facilities Manager.