

OFFICE SAFETY PROCEDURE

Policy Group: Health and Safety

Effective: **1st** May 2019

Approved: Gail Crossman, Director of
Performance and Development

Responsible officer: Mark Fletcher

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GUIDANCE

Values | Vision | Tone of Voice



Vision

Transforming lives through learning

Tone of voice

Our tone of voice takes its direct influence from our core values.

We are passionate about people and learners and are driven to get the best out of everyone by getting to understand them. We are caring and supportive, as well as being determined and strive for growth. We talk with purpose and enthusiasm in a way that connects and empowers people.

Innovation is at the heart of Learning Curve Group and we're always thinking about what's next!

SUMMARY CHANGES

Date	Page	Details of amendments

I. INTRODUCTION

This procedure provides guidance to ensure that Learning Curve Group meet our moral, social and legal responsibilities with respect to health and safety management across all our offices. It does not apply to the offices of our clients or offices owned by joint venture partners where local procedures are in place. Where our colleagues are required to work in other offices, this document may be used as guidance to attain the minimum standard required. The Head of Health and Safety, Estates and Environment, where required, will assist with any of the statutory checks as well as offering advice and guidance to responsible managers regarding the implementation of this procedure.

HSF 2.1.62 Office Arrangements and Responsibilities can be used to clarify our and Landlord responsibilities for individual offices if required. This form is available from the Head of Health and Safety, Estates and Environment or can be found on the company 'S' Drive in the Health and Safety Folder.

Applies to:

It applies to all relevant business areas across the company and ensures the safety of all colleagues, learners, visitors and contractors who may be working in company premises.

Reason for procedure:

This procedure is in accordance with the Health and Safety at Work Act 1974 and all other relevant legislation, and it applies to all our sites and activities.

II. PROCEDURE

Accidents, Incidents and Near Miss Reporting

Procedure 2.1.2 Accident and Incident Reporting explains how accidents, incidents and near misses are to be reported. You must report any work-related injury or ill health problem to your line manager and enter details onto the respective accident form, which is to be passed to the Head of Health and Safety, Estates and Environment.

You are also required to co-operate in any subsequent investigation to establish the facts so that appropriate steps can be taken to prevent a recurrence.

Asbestos Management

If asbestos is presumed to be present in any of our offices, then the following must be carried out:

- An up-to-date asbestos management survey is carried out for the building, with any asbestos marked as such with stickers/labels warning staff/contractors of its presence in the area (where required).
- A local asbestos register is managed, detailing the location of all asbestos in the office, the condition of it and the documenting of regular checks on its condition. If asbestos is removed during refurbishment works, then this register must be updated to show the details of removal.

If any suspected asbestos-containing materials are identified during refurbishment/maintenance works or any IT works that involve intrusive works or cable fixing using penetrative fastenings e.g. nails all works must cease immediately, the area must be evacuated, and the Head of Health and Safety, Estates and Environment must be contacted immediately.

Control of Contractors

Any maintenance or refurbishment works being carried out by external contractors should be managed initially by the responsible manager for the individual site or, where required, by the Head of Health and Safety, Estates and Environment. Prior to arriving on site to carry out any works, contractors are required to submit a task-specific method statement or risk assessment (dependent on the level of risk entailed in the works) to their key contact (normally the responsible manager or Head of Health and Safety, Estates and Environment), which must be reviewed and approved prior to works commencing. Any works that may affect colleagues, visitors or others must be communicated via simple signage or email etc. The Head of Health and Safety, Estates and Environment should be contacted for support and advice as soon as possible, but prior to the contractor commencing work.

On arrival on site, the office receptionist must make the contractor and all their staff aware of any office rules prior to start of works. If colleagues are aware of any hazards due to the contractor putting themselves or other colleagues at risk, you must report this immediately. All tools and equipment must be the contractor's own.

Any contractors working in any of our offices should be given a copy of the current asbestos report before starting any works. Any contractors working in an area where is asbestos is known to be present will be subject to strict controls via the Head of Health and Safety, Estates and Environment

Where the landlord of any of our offices is responsible for any external or internal maintenance, it is their responsibility to ensure that the contractor does not put our colleagues, learners, visitors or members of the public at risk. We must be informed that work is to be carried out, with landlords given a copy of HSF 2.1.6.3 Contractors Working in our Office so that they can disseminate this information to their contractors to abide by these rules while working in our offices. This form is available from the Head of Health and Safety, Estates and Environment or can be found on the company 'S' Drive in the Health and Safety Folder.

Communication and Consultation

Colleagues should be consulted on health and safety matters via Keep in Touch meetings, one-to-one discussions, team meetings and other communication forums. There must be an option to be able to do this confidentially if required. The company health and safety committee can be used to raise any site issues or concerns from individual sites. This can be done by contacting your local safety representative or via the Head of Health and Safety, Estates and Environment.

Team Talks are produced monthly and distributed by the Head of Health and Safety, Estates and Environment, covering a variety of subjects. These may also be supplemented by Safety Bulletins if required.

Display Screen Equipment (DSE)

Procedure 2.1.3 Display Screen Equipment explains how DSE is to be managed. Responsible managers must ensure that DSE assessments are completed in the following situations:

- when a colleague moves to a new permanent office
- after a major office change/move
- after the replacement of equipment
- at the request of the user/operator
- at the request of the company

Assistance in conducting the assessment, and any adjustments required as a result, can be obtained from the Head of Health and Safety, Estates and Environment if required

Escape Routes, Emergency Lighting and Smoke Detection

Responsible managers must ensure that any designated emergency escape routes from their buildings are signposted as per the British Standard BS 5499: Part 4 Code of Practice for escape route signage. Signage should be clear, and give unambiguous instruction that leads a person to a place of safety outside the building. For further advice, if required, please contact the Head of Health and Safety, Estates and Environment.

Emergency lighting checks (where fitted) must be undertaken as per the timescales described below, and the records updated in the premises management folder:

Monthly test – Each month, the emergency lighting in each office should be tested to ensure it is in working order. This is generally called a ‘flick test’ and should be recorded with the results held onsite. Health and Safety form HSF 2.1.14 Emergency Lighting Log can be used to document these results. Any faulty or inoperable lights should be noted on the form and repaired as soon as possible.

Annual test – A test to ensure the emergency lighting works for their full duration (usually 3 hours) should be carried out by a competent electrician on an annual basis with the lights still working at the end of the full duration. The results of this test can be documented on Health and Safety form HSF 2.1.14 Emergency Lighting Log. Any faulty or inoperable lights should be noted on the form and repaired as soon as possible. This form is available from the Head of Health and Safety, Estates and Environment or can be found on the company ‘S’ Drive in the Health and Safety Folder.

Where smoke or heat detectors are fitted, they must be tested on an annual basis alongside the whole fire alarm system for each building, with records kept onsite for future reference.

Fire Safety

Procedure 2.1.1 Fire Safety describes in more detail how fire safety in all our offices is to be managed. To ensure the safety of all colleagues, a fire risk assessment must be completed by the Head of Health and Safety, Estates and Environment, and displayed in the respective office.

All visitors and members of the public who enter of our offices must be given an initial building induction and sign in at reception. They should be accompanied at all times while on the premises, and in the event of a fire their host must ensure that they go to the assembly point and wait there until further instructions are received.

Responsible managers must nominate colleagues to carry out the roles of fire wardens in each office under their control and ensure they have received training on the use of fire extinguishers and the respective emergency evacuation procedures.

All our offices must have in place measures to extinguish any fire that may occur in their office. This must include the provision of fire extinguishers, and training in their safe use. All fire extinguishers must be serviced as per the manufacturer’s instructions with records must be kept on file for future reference. All new portable fire extinguishers are painted red and they have a separately coloured panel that indicates the type of fire they are capable of extinguishing. The one exception is the ‘all red’ extinguisher which uses water as its extinguishing medium (see chart below).

Type Extinguisher	CLASS A	CLASS B	CLASS C	CLASS D	Electrical	CLASS F	Comments
	Combustible materials (e.g. paper & wood)	Flammable liquids (e.g. paint & petrol)	Flammable gases (e.g. butane and methane)	Flammable metals (e.g. lithium & potassium)	Electrical equipment (e.g. computers & generators)	Deep fat fryers (e.g. chip pans)	
Water	✓	✗	✗	✗	✗	✗	Do not use on liquid or electric fires
Foam	✓	✓	✗	✗	✗	✗	Not suited to domestic use
Dry Powder	✓	✓	✓	✓	✓	✗	Can be used safely up to 1000 volts
CO2	✗	✓	✗	✗	✓	✗	Safe on both high and low voltage
Wet Chemical	✓	✗	✗	✗	✗	✓	Use on extremely high temperatures

Responsible managers must ensure that all fire warning systems and alarms are serviced on an annual basis and records kept for future reference. If the premises landlord is responsible for this, records to prove the system has been serviced must be provided. In both instances, any actions resulting from the service must be carried out.

Documented weekly fire tests must take place in each of our offices at the same time and day each week. This must be made known to all colleagues in the office as well as any visitors or members of the public who may be in the office at the time. As well as ensuring weekly alarm tests are undertaken, six monthly fire drills must be carried out for each office and the records documented.

First Aid

Procedure 2.1.7 First Aid explains how first aid will be managed in each office. The responsible manager must ensure that there is adequate first aid cover in every office, to include availability to cover holidays and sickness.

Other responsibilities include ensuring first aid boxes are checked monthly, and that these checks are documented to ensure that the contents are up to date and meet statutory requirements. The list of contents that should be found in a first aid box are shown in HSE document 'INDG 214 First Aid at Work: Your questions answered'.

Responsible managers must also ensure that details of all first aiders are displayed in all offices.

Home Workers

Certain colleagues may be required to work from home on a regular basis. If this is required you will come under the administration of your normal base office, or, by prior arrangements with responsible managers, based in an office closest to their home.

We are still legally responsible for your health, safety and welfare and must ensure that your working environment is adequate for the nature of work undertaken. For more information, please contact the Head of Health and Safety, Estates and Environment.

Housekeeping, Welfare and Storage

Suitable welfare facilities must be established at all offices, to include facilities for eating, washing, changing etc. In addition, they should also:

- Ensure that any non-drinking water is signed to inform colleagues.
- Ensure that any damaged or broken equipment is reported to the relevant department so that it can be repaired.

All offices should adopt a good housekeeping regime and ensure that storage and housekeeping are kept to the highest order in every office. Some points to consider include:

- Ensuring that there are no trailing cables.
- Adopting a tidy desk policy.
- Archiving project records as soon as possible, to maximise storage space.
- Carrying out a monthly office inspection and documenting it on HSF 2.211 Monthly Office Inspection, to highlight any issues which can then be actioned.

Legionella

The risks from legionella to colleagues within an office environment are very low. Legionella normally affects susceptible individuals such as hospital patients, the aged or those with a weakened immune system.

The Head of Health and Safety, Estates and Environment will ensure that a legionella risk assessment is carried out for all offices and the following control measures should be maintained as a minimum to ensure that:

- Hot water is maintained and distributed at 50°C or higher.
- Cold water is stored and distributed at 20°C or below.

Monthly water temperature checks must be recorded and checked by the Head of Health and Safety, Estates and Environment on a regular basis to ensure that the temperatures recorded are meeting the statutory requirements. If temperature checks are not meeting the above criteria, then action needs to be instigated between the contractor responsible for the checks and the Head of Health and Safety, Estates and Environment to bring them back in line with statutory requirements.

Lone Working

Procedure 2.1.5 Lone Working explains how lone working is to be managed in more detail. Where possible, lone working should be avoided, but there may be times when a colleague is in an office on their own, e.g. first to open or last to leave; however, this amount of time is to be kept to a minimum. Where there is a requirement for a colleague to be in the office during non-core business hours, then their line manager should ensure they have had sufficient warning that they are working alone and that regular communications take place between the lone worker and an agreed person (buddy or other manager) during activity, including once the activity is completed.

Lighting

Good lighting is necessary for most of the things we do, especially in the workplace. Hazards can be more easily seen and avoided if there is sufficient lighting. All colleagues must report damaged lights or dark areas and make sure everyone has left the room or office before switching off lights.

Manual Handling

Responsible managers are to ensure that any task that includes manual handling is assessed before being undertaken. The following sets out the hierarchy of measures that should be followed to reduce manual handling risks:

- Avoiding undertaking any manual handling operations so far as is reasonably practicable.
- Assessing the risk in any manual handling operations that cannot be avoided.
- Reducing the risk of injury from the operations so far as reasonably practicable, by implementing suitable control measures.

Any risk assessments carried out must be kept on file for future reference. For more information please contact the Head of Health and Safety, Estates and Environment.

Mobile Workers

Where you may be carrying out work away from an office, e.g. workplace or learner vetting, the responsible manager must ensure that a suitable risk assessment is completed with you prior to the work taking place. This assessment must include all known risks from the activity and suitable control measures to ensure your safety at all times during the activity.

Noise

The majority of offices will not have noise problems. Any concerns around noise levels should be referred to the Head of Health and Safety, Estates and Environment for more information. To assist with noise in office environments, we should consider moving photocopiers and printers away from the main work areas.

New and Expectant Mothers and Young Persons

HR Procedure 1.8 'Maternity and Antenatal care summarises statutory rights to antenatal care and maternity leave. All expectant mothers must have a risk assessment carried out by their line manager or Head of Health and Safety, Estates and Environment on notification of the pregnancy to ensure any risks to them are taken into account and control measures documented. On their return to work, the risk assessment should be re-visited to ensure that any further risks are controlled within the workplace.

If we have any young persons (e.g. under 18 years old) working in or visiting our offices, then a specific risk assessment must be undertaken by the person responsible for their visit. This risk assessment must be communicated with the young person's

school or the organisation coordinating the visit, and their parent or guardian, prior to the visit taking place.

For information or assistance please contact HR or the Head of Health and Safety, Estates and Environment.

Office Documentation

The following items must be clearly displayed at each office as a minimum:

- a copy of the 'Health and Safety Law' poster
- our H&S Policy statement
- a valid employer's liability insurance certificate
- the emergency evacuation plan for the office
- the fire risk assessment for the office
- names of fire wardens and first aiders, with the location of first aid kits

They should ideally be displayed in an area where colleagues can access them when required.

Office Inspections and Audits

Responsible managers shall nominate specific colleagues to monitor safety and carry out inspections using Health and Safety form HSF 2.1.61 Monthly Office Inspection. Any remedial actions must be followed up to close them out. This form is available via the company 'S' Drive in the Health and Safety folder or direct from the Head of Health and Safety, Estates and Environment.

Personal Protective Equipment

When assessing the suitability of PPE for the particular risks involved and the circumstances of its use, the following should be taken into consideration:

- The activity involved and the risks for which protection is needed – e.g. safety glasses may be required to protect against the risk of both chemical splashes and projectiles.
- The physical effort required to do the job, how long the PPE has to be worn, and the requirements for visibility and communication while wearing it.
- The environment and surrounding conditions – e.g. the weather if working outside, temperature, noise, ventilation etc.
- The health of the person wearing it – PPE made of certain materials should not be issued if they are known to cause allergies, e.g. latex gloves.
- Where more than one item of PPE is required, are they compatible with each other and continue to offer adequate protection against the risks in question.
- Information from the PPE manufacturers/suppliers concerning use, storage and ongoing maintenance.

All PPE selected must bear the 'CE' mark. Details on selecting appropriate PPE can be obtained by contacting the Head of Health and Safety, Estates and Environment.

Once a range of potentially suitable PPE has been identified, the person/s using it should be involved to ensure a suitable fit, comfort and compatibility with the activity to be carried out. Responsible managers must ensure that when they are issuing PPE to their colleagues, they:

- Instruct and train them on how to use it.
- Ensure individual colleagues sign for all items of PPE issued to them, this information should then be kept for future reference.
- Tell them why it is needed, when to use it and what its limitations are.
- Never allow exemptions for those jobs that 'only take a few minutes'.
- Check the PPE is still appropriate if something changes on the job – if in doubt, seek further advice from the Head of Health and Safety, Estates and Environment.

Portable Electrical Equipment Safety

Responsible managers must ensure that all portable electrical equipment is tested on an annual basis by a competent person. Any items that fail the test must be taken out of action immediately and disposed of, or repaired and re-tested.

A register of tested equipment must be stored onsite for future reference. For more information please contact the Head of Health and Safety, Estates and Environment

Risk Assessment

The responsible manager must ensure all staff are aware of the 'Model Risk Assessments' (held on the company S: Drive). These will be reviewed on a bi-annual basis, or earlier if there have been any changes to the office arrangements.

For any tasks being completed on our behalf, where a level of risk has been identified, the responsible manager must ensure that a suitable risk assessment is completed using HSF 2.1.81 Risk Assessment Form. If assistance in completing this is required, please contact the Head of Health and Safety, Estates and Environment.

Security

Although our offices are deemed to be low risk, there should be reasonable and adequate security measures in place at each office, to include:

- Controlling access to the main reception and to those parts of the office not used on a day-to-day basis (server rooms).
- Ensuring procedures are in place to ensure offices are secured at the end of the working day.
- Ensuring that any outside areas are well-lit, and the lighting is maintained.

Smoking

Smoking should only take place in designated areas; this includes vaping and the use of artificial cigarettes. Smoking or the use of artificial cigarettes is not allowed within any of our buildings under any circumstances.

Substances Hazardous to Health

Certain substances that may be used across our offices can be harmful to health and where required, an adequate risk assessment must be carried out to control and minimise the risk of exposure to colleagues with awareness of the risk assessment contents given to all concerned. For more information please contact the Head of Health and Safety, Estates and Environment.

Waste Management

We must ensure that valid records are kept for all waste streams generated and disposed of from each office. Other things to ensure include:

- Waste is stored safely and securely in suitable containers, clearly marked with their intended content.
- Waste is only given to an authorised carrier, and the facility the waste is taken to for disposal is licensed to accept it (including recycling facilities, transfer stations etc.).
- The carrier/waste management facility is authorised to handle/dispose of the types of waste they have been employed to carry/dispose of.
- Reasonable steps are being taken to prevent unauthorised handling or disposal by others, e.g. checking that waste goes to the intended waste facility and that it is not fly-tipped.

Each load of inert or non-hazardous waste removed from any of our offices must be accompanied by a fully completed waste transfer note (WTN) signed by the producer (LCG) and the waste carrier. Copies of all transfer notes must be kept for at least 2 years.

Any hazardous waste that is generated from any office must be disposed of through licensed contractors, ensuring that the required consignment notes are received for each item/load disposed of. Hazardous waste includes light bulbs, fluorescent tubes, batteries and asbestos waste.

Where the cost of disposal of waste is included in the office lease or separate contract agreements, then the person leasing the building or undertaking external work is responsible for ensuring compliance with the duty of care. However, as a producer of the waste being disposed of, we must ensure checks are carried out on the lease holder to confirm they are fulfilling their duty of care responsibilities.

III. DEFINITIONS

Term	Explanation
Responsible Manager	The senior person responsible for an office or site, which includes Centre Managers and Business Directors.
Manual Handling	Any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force.
Lone Working	Situations where staff, in the course of their duties, work alone or are physically isolated from colleagues and without access to immediate assistance.
Risk Assessment	A systematic process of evaluating potential risks that may be involved in an activity.
Waste Transfer Note (WTN)	A document that details the transfer of waste from one person to another. You must ensure every load of waste you receive or pass to others is covered by a WTN. WTNs ensure that there is a clear audit trail from when the waste is produced until it is disposed of.
Licensed Waste Carrier	A company or individual that is licensed by the Environment Agency to transport/carry waste materials

IV. RELATED POLICIES

HSP 2.1 Health and Safety Policy
HSP 2.2 Environmental and Sustainability Policy

Appendix

All of the forms listed below are available on the company 'S' drive In the Health and Safety Folder or direct from the Head of Health and Safety, Estates and Environment.

HSF 2.1.61 Monthly Office Inspection

HSF 2.1.62 Office Arrangements and responsibilities

HSF 2.1.63 Contractors working in our office