

Employee Health and Safety Handbook

Prepared on behalf of: -

Jai Medical Centre

By

Citation plc

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Introduction

In compliance with the requirement of Section 2 (3) of the Health and Safety at Work etc. Act 1974, Jai Medical Centre are effectively discharging their statutory duties by preparing a written Health and Safety Policy. A copy of the policy and associated employee handbook, which outline the organisation's health and safety arrangements and organisational structure, are held at Jai Medical Centre's main place of business.

In order for Jai Medical Centre to discharge its statutory duties, employees are required by law, to co-operate with management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst at work. Jai Medical Centre encourages all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented, to ensure that the policy is maintained as a valid working document.

The employee handbook is a synopsis of our health and safety policy. On receipt of this handbook all employees must make themselves familiar with its contents, if there is any aspect of the documentation that is unclear please contact Suresh Vaghela so that the issue can be clarified. When the handbook has been read, the recipient should complete the acknowledgement form (located at the back of this handbook) and return it to Suresh Vaghela for storage in the employee's personnel file.

To ensure compliance with legislation and best working practices Jai Medical Centre reserves the right to amend this document as necessary. Copies of any such amendments will be circulated to all employees for inclusion with their handbook.

Health and Safety Policy Statement

The following is a statement of the organisation's health and safety policy in accordance with Section 2 of the Health and Safety at Work etc. Act 1974.

It is the policy of Jai Medical Centre to ensure so far as is reasonably practicable, the health, safety and welfare of all employees working for the company and other persons who may be affected by our undertakings.

Jai Medical Centre acknowledges that the key to successful health and safety management requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. To maintain that commitment, we will continually measure, monitor and revise where necessary, an annual plan to ensure that health and safety standards are adequately maintained.

Suresh Vaghela will implement the company's health and safety policy and recommend any changes to meet new circumstances. Jai Medical Centre recognises that successful health and safety management contributes to successful business performance and will allocate adequate finances and resources to meet these needs.

The management of Jai Medical Centre looks upon the promotion of health and safety measures as a mutual objective for themselves and employees. It is therefore, the policy of management to do all that is reasonably practicable to prevent personal injury and damage to property. Also, the organisation aims to protect everyone, including visitors and members of the public, insofar as they come into contact with our activities, from any foreseeable hazard or danger.

All employees have duties under the Health and Safety at Work etc. Act 1974 and are informed of their personal responsibilities to take due care of the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions. Employees are also informed that they must co-operate with the organisation in order that it can comply with the legal requirements placed upon it and in the implementation of this policy. Jai Medical Centre will ensure continued consultation with the workforce to enable all viewpoints and recommendations to be discussed at regular intervals.

The organisation will ensure a systematic approach to identifying hazards, assessing the risks, determining suitable and sufficient control measures and informing employees of the correct procedures needed to maintain a safe working environment.

We will provide, so far as is reasonably practicable, safe places and systems of work, safe plant and machinery, safe handling of materials and substances, the provision of adequate safety equipment and ensure that appropriate information, instruction, training and supervision is given.

We regard all health and safety legislation as the minimum standard and expect management to achieve their targets without compromising health and safety.

A signed copy of this statement is available on request.

Environmental Statement

Jai Medical Centre recognises the need for sustainable development and continually aims to improve the environmental effect of its activities, to achieve this we will: -

Establish sound environmental management by: -

- Meeting or improving upon relevant legislative, regulatory and environmental codes of practice.
- Developing objectives that target environmental improvements and monitor performance by regular review.
- Considering any environmental issues in the decision-making process.
- Developing a relationship with suppliers and contractors so that we all recognise our environmental responsibilities.
- Educating staff so that they carry out their activities in an environmentally responsible manner.

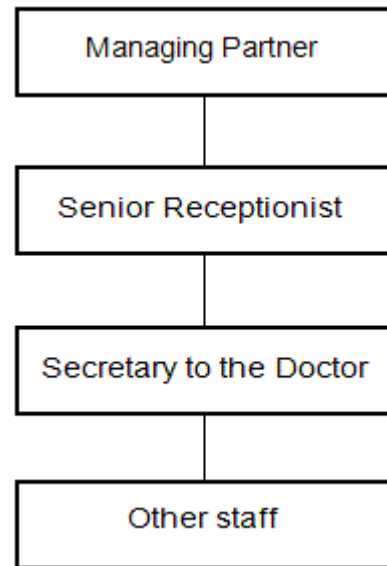
Provide for the effective use of resources by: -

- Promoting waste minimisation by recycling or finding other uses for by-products whenever economically viable.
- Promoting the efficient use of resources, energy and fuel throughout the organisation's operations.

Co-operate with: -

- The communities in which we operate.
- The Government, regulatory bodies and other interested parties with the shared vision of being a good and trusted neighbour.

A signed copy of this statement is available on request.



Employers' responsibilities

As employers we have a duty to all employees, casual workers, part-time workers, trainees, visitors and sub-contractors who may be in our workplace or use work equipment provided by us. Consideration will also be given to our neighbours and the general public.

Management will ensure they: -

- Assess all risks to worker's health and safety and bring the significant findings to the attention of employees.
- Provide safe plant and equipment that is suitably maintained.
- Provide a safe place of work with adequate facilities and safe access and egress.
- Provide adequate training and information to all employees.
- Have provisions in place to guarantee that articles and substances are handled and stored in a proper manner.
- Provide health surveillance to employees where it is deemed necessary.
- Appoint competent persons to help comply with health and safety law.
- Provide employees and other workers who have little or no understanding of English, or who cannot read English, with adequate supervision, translation, interpreters or replace written notices with clearly understood symbols or diagrams.

Employees' responsibilities

The Health and Safety at Work etc. Act 1974 details two main sections which employees are required to comply with. These are: -

Every employee has a duty of care under the Health and Safety at Work etc. Act 1974, section 7, to take reasonable care of himself/herself and any other person who may be affected by their acts or omissions at work.

In addition to the above, Section 8 states that under no circumstances shall employees purposely or recklessly interfere or misuse anything provided in the interest of safety or welfare, life saving equipment, signs or fire fighting equipment.

Employees also have a duty to assist and co-operate with Jai Medical Centre and any other person to ensure all aspects of health and safety legislation are adhered to.

Employees are obliged to: -

- Always follow safety rules, avoid improvisation and comply with the health and safety policy.
- Only perform work that they are qualified to undertake.
- Always store materials and equipment in a safe manner.
- Never block emergency escape routes.
- Always practise safe working procedures, refrain from horseplay and report all hazards and defective equipment.
- Always wear suitable clothing and personal protective equipment for the task being undertaken.
- Inform the First Aider or Appointed Person of all accidents that occur.

The Management of Health and Safety at Work Regulations require all employees to: -

- Utilise all items that are provided for safety.
- Comply with all safety instructions.
- Report to management anything that they may consider to be of any danger.
- Advise management of any areas where protection arrangements require reviewing.

Sub-contractors' / self employed personnel responsibilities

Will be made aware of the organisation's health and safety policy, safety rules and: -

- Will be fully aware of the responsibilities and requirements placed upon them by the Health and Safety at Work etc. Act 1974 and other relevant legislation.
- Will comply with all instructions given by management.
- Will co-operate with our Organisation to ensure a high standard of health and safety on all contracts with which they are involved.
- Will carry out risk assessments in relation to their activities, ensure that adequate health and safety arrangements are implemented and co-operate as necessary with all affected parties.
- Will comply with signing in and out procedures.

Employee information

Information regarding health and safety law is provided in a number of ways: -

- Employees are provided with a copy of the 'Employee handbook'.
- The approved poster "Health and Safety Law – What You Should Know" is displayed on the premises. This poster is completed with address of the local enforcing authority, the Employment Medical Advisory Service (EMAS) etc. and names of responsible persons.
- Management and employees have access to our Health and Safety Management System that contains all relevant information with regard to recording and monitoring procedures.

Joint consultation

The Health and Safety (Consultation with Employees) Regulations require all employers to consult with their employees who are not represented by safety representatives, as detailed in the Safety Representatives and Safety Committees Regulations.

We recognise the importance and benefits to be gained by consultation and will maintain clear avenues of communication to ensure effective consultation between management and employees. It is the responsibility of management to ensure that consultation takes place in good time on matters relating to employee's health and safety at work.

If at any time the method of consultation becomes ineffective due to the size or nature of the business then the organisation will recognise the rights of employees or groups of employees to elect one or more persons to act as their representative for the purpose of such consultation.

Health and safety will be on the agenda of all management meetings. Items that may be included in the meeting are: -

- Review of accident statistics, near misses and trends.
- New legislation.
- Compliance with the objectives of the health and safety plan.
- Occupational health issues.
- Introduction of new technology.
- Result of health and safety audits.
- Review of significant findings identified by reports produced by Citation plc.
- Completion of corrective actions.
- Review of training needs.

Citation plc along with other professional bodies will inform senior management of any relevant changes to health and safety. Management will disseminate this information to all relevant employees.

If any visitors or customers raise any concerns with regard to health and safety, senior management will investigate the issue and if required, take appropriate action to deal with the matter.

The Working Time Regulations

The Working Time Regulations set minimum standards for working hours, rests and holidays. Except for young workers, defined as those over school leaving age but below age 18, the Regulations do not apply to workers in certain occupations and the Regulations have limited application to certain workers in the transport sector, and to other groups of workers that are partially exempt.

There are special rules for night workers and for 'other special cases', which include the following: -

- Those whose place of work is distant from their home or whose places of work are distant from one another.
- Those who work in security or surveillance activities requiring a permanent presence in order to protect property and persons.
- Those whose work activities require continuity of service or production, including hospitals, residential institutions, docks, airports, media and continuous processes.
- Those whose work is seasonal, including tourism.
- Those whose activities are affected by 'force majeure', which includes unusual or unforeseen circumstances or exceptional events beyond the control of their employer or where there is an accident or the imminent risk of an accident.

Access and egress

Description

Safe access and egress includes movement of persons, equipment and vehicles into, around and out of the place of work.

Associated hazards

- Slips, trips and falls.
- Falling objects.
- Vehicle movement.
- Uneven/obstructed floor.
- Trailing cables.
- Opening in the floor.
- Unsuitable/insufficient lighting.

Employees' responsibilities

- Follow advice and information given by the employer in relation to safe access and egress.
- Regularly check that there is sufficient space to move about their work area freely and where necessary report any problems.
- Report any situation to the employer where safe access and egress is restricted or obstructed so that arrangements for the appropriate remedial action can be taken.

Accident reporting

Description

Hazards are present in all workplaces. Control measures put into place should reduce those hazards to an acceptable level to prevent accidents and cases of ill health. The purpose of this arrangement is to provide advice and guidance to all employees together with the information necessary for the reporting and subsequent investigation of accidents, incidents and near misses. An accident is an unplanned event that results in personal injury or damage to property, plant or equipment.

Typical reportable instances include the following, however this list is not exhaustive.

Major injuries

- Fracture other than to fingers, thumbs or toes.
- Amputation.
- Dislocation of the shoulder, hip, knee or spine.
- Loss of sight (temporary or permanent).
- Chemical or hot metal burn to the eye or an injury to the eye.

Over seven-day injury

This is an injury, which is not major but results in the injured person being away from work or unable to carry out their normal duties for more than seven days. Apart from the day of the accident, weekends and days that would not normally be worked, such as rest days, are counted.

Work-related disease

- Certain poisonings.
- Skin disease such as occupational dermatitis.
- Skin cancer or acne.

Dangerous occurrence

- Collapse, overturning or failure of load bearing parts of lifts and lifting equipment.
- Plant or equipment coming into contact with overhead lines.
- Electrical short circuit or overload causing fire or explosion.

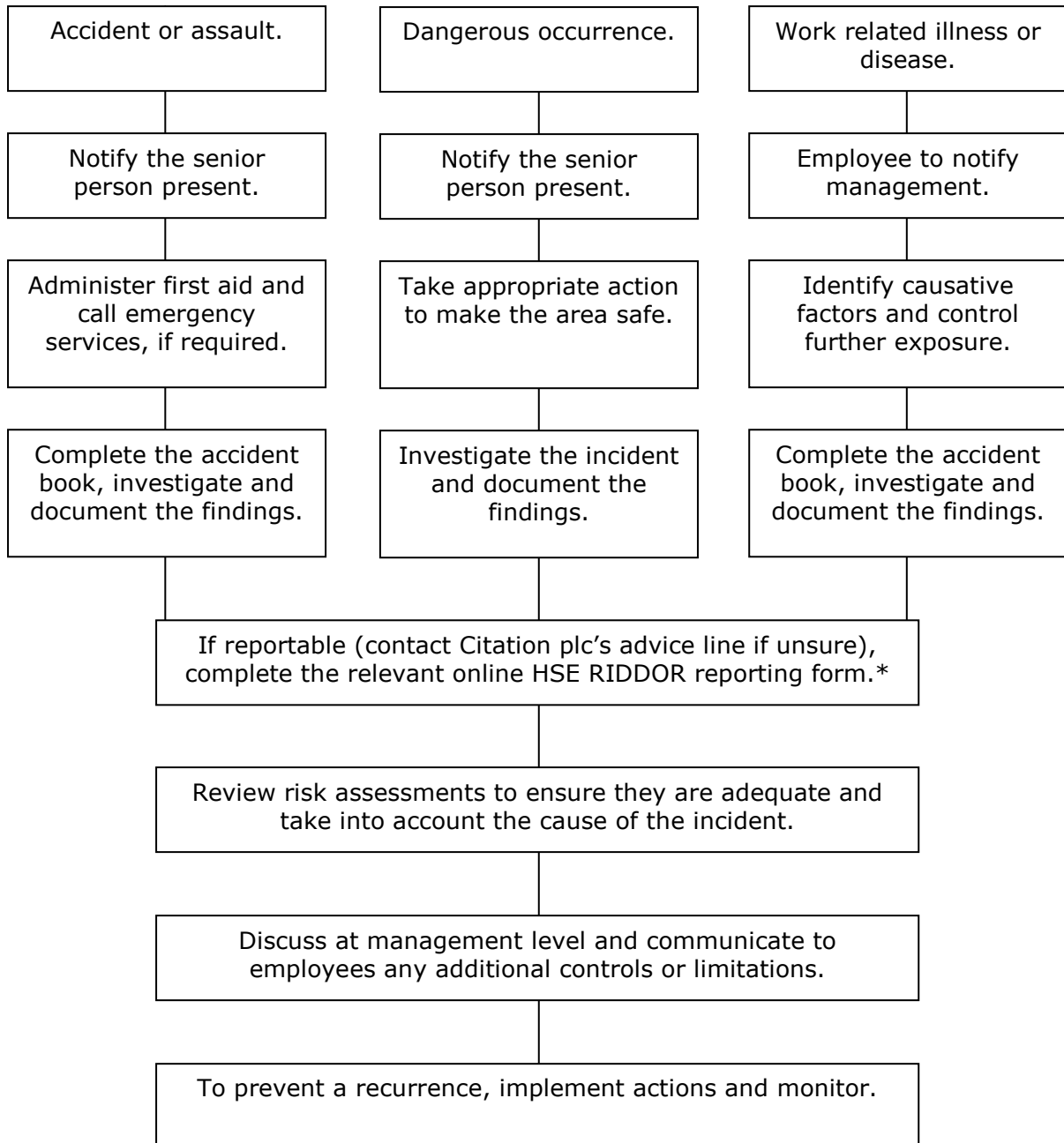
People not at work

- A member of the public or a person not at work has suffered an injury and is taken from the scene of an accident to hospital.
- A member of the public or person who is not at work has died.

Employees' responsibilities

Any employee who is involved in, or aware of, an accident at work must follow the accident reporting procedure and inform the employers, either orally or in writing as soon as possible after the accident occurs. The nominated person will complete the necessary documentation including accident book entry, investigation and comply with any notification and reporting requirements.

Accident reporting flowchart



*Note the Incident Contact Centre telephone reporting service is only available for major injuries and fatalities on 0845 300 9923

Alcohol and drugs misuse

Description

There is evidence that the effects of drinking or drug use or abuse can reduce personal performance and potentially increase absence rates. In jobs where safety is paramount, such as the transport industry, any form of drug or alcohol related problem is a very serious matter and in some circumstances may be a criminal offence. The scope of this policy extends to alcohol, illicit drugs or substances and over-the-counter or prescription medication if abused or taken in an irresponsible manner.

Associated hazards

- Impairment of co-ordination.
- Inability to drive or use equipment safely.
- Lack of awareness, judgment and sense of danger.

Disciplinary procedures

- If an alcohol or drug related problem comes to light that results in unacceptable behaviour or performance it may be dealt with in accordance with our disciplinary or capability procedures.
- Behaviour or performance which is found to be unacceptable and related to alcohol or drug abuse, may, depending on the circumstances of the individual case, result in summary dismissal.

Employees' responsibilities

Employees must: -

- Not attend for work at any time whilst under the detrimental influence of alcohol or drugs.
- Seek help voluntarily if they recognise they have an alcohol or drug related problem.
- Advise the employer if they are aware that a colleague has an alcohol or drug related problem that is affecting their work. This will ensure that the employee receives the necessary support and assistance needed.

Asbestos - for those in control of premises

Description

Thousands of commercial, industrial, residential, agricultural, school and public buildings built or refurbished before 2000 are likely to contain asbestos containing materials (ACMs). Workers engaging in maintenance, repair, refurbishment, alteration or demolition activities could be exposed to asbestos fibres which can be released from asbestos containing materials such as roofing sheets, ceiling tiles, pipe insulation or lagging.

Inhaling air containing asbestos fibres can lead to asbestos-related diseases, mainly cancers of the lung and chest lining.

Associated diseases

- Asbestosis.
- Mesothelioma.
- Lung cancer.

These diseases can take from 15 to 60 years to develop and can prove fatal.

Work undertaken on asbestos containing materials is categorised as either: -

Licensed work: this involves working with the most dangerous asbestos containing materials, e.g. sprayed insulation, lagging and asbestos insulating board. Organisations that work with such types of asbestos must be licensed by the Health and Safety Executive (HSE) and must also notify the HSE of any licensed work they are to undertake.

Non-licensed work: normally involves 'sporadic and low intensity exposure', e.g. work on less dangerous asbestos containing textured coatings or asbestos cement. It can also include short duration work with more dangerous asbestos containing materials. Short duration work includes any one person working with these materials for less than 1 hour, or more people doing the work for a total of less than two hours, in any 7 consecutive days. Anyone undertaking non-licensed work must be suitably trained and competent.

Notifiable Non-licensed Work (NNLW): this involves non-licensed work which is sporadic and of low intensity and will not exceed the control limit. It applies to working with friable asbestos containing materials or where asbestos is bonded to a matrix, e.g. cement or plastic, which is significantly damaged and can release asbestos fibres. This work must be notified to the HSE.

Employees' responsibilities

Employees will: -

- Report immediately to Jai Medical Centre any damage to the building or building materials.
- Not work on the building structure or equipment, e.g. walls, ceilings, fuse boxes, etc. unless instructed by Jai Medical Centre and are suitably trained.
- Follow all information, instruction and training given to prevent injury or ill health.

Blood borne viruses (BBV)

Description

We recognise that there is a potential risk of employees coming into contact with Blood Borne Viruses (BBV) such as hepatitis and Human Immunodeficiency Virus (HIV). To reduce the risks posed by these viruses we will assess the potential for exposure and introduce controls to reduce the risk.

Associated hazards

- Direct contact with infected blood or saliva.
- Contact with clinical dressings.
- Needlestick injuries.

Employees' responsibilities

- Immediately report any spillage of bodily fluids and arrange for suitable isolation and cleaning in line with their level of training.
- Report to management in confidence, if they become aware that they are a carrier of a BBV, if it is relevant to their employment.

The risk of BBV infection is low, as direct contact with blood and body fluids does not occur regularly. Much depends on the nature of the exposure and not all exposures result in infection.

Body jewellery

Description

Body modification and adornment, which includes traditional ear (lobe) piercing has become well established and socially acceptable. Other body adornment practices have expanded in popularity from their previous position as fringe activities and their development is ongoing. These now include navel rings, lip studs, tongue studs and eyebrow studs, amongst others.

Associated hazards

- Infection/cross infection.
- Injury to the wearer (e.g. rips or tears) or to others.
- Entanglement.
- Risk of standards of hygiene being compromised in food preparation areas.

Note: the list of hazards associated with the wearing of jewellery is not exhaustive.

Employees' responsibilities

Employees' responsibilities are to take care of themselves and others in work activities during which jewellery is worn and to have regard to the following: -

- Ensuring that jewellery is unobtrusive when worn.
- If wearing a nose stud, ensure it is one, which is a plain, flat, pinhead-sized stud.
- Only wearing a maximum of two earrings, and where a second pair is worn, these should be in the form of discreet studs. Earrings can only be worn in the lobe of the ear.
- Large, decorative rings should not be worn. However, it is acceptable to wear plain bands if staff should so wish e.g. wedding rings. These must be removed when hand hygiene is being performed in order to reach the bacteria, which can harbour underneath.

Construction, design and management (CDM) client responsibilities

Description

The Construction (Design and Management) Regulations (CDM) cover a very broad range of construction activities such as building, civil engineering, engineering construction work, demolition, site preparation, site clearance, renovation, decoration, installation, maintenance, and dismantling of structures.

Under the CDM Regulations, legal duties apply to clients, designers, and contractors for all construction projects even for simple, short duration work. However, for those projects that are likely to take more than 30 days or involve more than 500 person days of construction work, additional management duties are imposed and projects are notifiable to the regulators. CDM Co-ordinators and Principal Contractors must be appointed by clients for notifiable projects.

Associated hazards include

- Slips, trips and falls.
- Fire and explosion.
- Vehicular movement.
- Falling objects.
- Manual Handling.
- Excavations.
- Hazardous substances.

Clients' responsibilities

Clients are defined as companies, organisations or individuals including those who operate or own shops, nurseries, care homes, veterinary/medical/dental practices, funeral homes, hotels, leisure facilities, offices, etc. (but excluding domestic clients) for whom a construction project is carried out.

Where CDM related activities are undertaken, Jai Medical Centre will ensure: -

- That it's duty as a client under the CDM Regulations is complied with.
- That where relevant, it is aware of the responsibilities of other CDM duty holders (e.g. CDM Co-ordinators, Designers, Principal Contractors and Contractors) and CDM workers.
- That it is competent to perform, where required—other CDM duty holder roles, in order to comply with the requirements set out in the CDM Regulations.

Cleaning and disinfection

Description

Everyone involved in the workplace must be committed to ensuring that satisfactory standards of hygiene are achieved. The requisite standards will be clearly and effectively communicated and reinforced by management. Cleaning schedules will be developed as a communication link between management and staff and are necessary to ensure that premises and equipment are cleaned effectively and if necessary, disinfected.

Associated hazards

- Chemical storage and handling.
- Mixing of chemicals in different containers.
- Slips, trips and falls.
- Dermatitis.

Employees' responsibilities

- Co-operate with the employer in relation to maintaining a clean and tidy workplace.
- Follow training, guidance and instruction to prevent injury or ill health.
- Make use of any personal protective equipment provided.
- Report to the employer any hazardous or dangerous situation.
- Co-operate with management arrangements for health and safety.

Contractors

Description

A contractor is anyone who is undertaking work on our behalf but is not a direct employee. Contractors may be employed to undertake maintenance, repairs, installation, construction, window cleaning, engineering and many other jobs. Work undertaken for a client by a contractor is usually covered by a civil contract.

Whilst it is good practice for health and safety requirements to be written into such contracts, health and safety responsibilities are defined by criminal law and cannot be passed on to another by a contract.

Thus, in any client/contractor relationship, both parties will have duties under health and safety law. Contractors are especially vulnerable and may put the client's own employees at risk.

Associated hazards

- Contaminated land.
- Movement of site traffic.
- Excavations.
- Working at height.
- Manual handling injuries.
- Hazardous materials/substances.

Contractors'/sub-contractors' responsibilities

All sub-contractors undertaking work on our behalf: -

- Must accept responsibility for complying with the provisions of the Health and Safety at Work etc. Act 1974 and all other relevant statutory provisions in respect of the work comprising the contract.
- Must provide suitable and appropriate supervision to plan, control and monitor their operations having carried out risk assessments for the work.
- Must agree risk assessments and any method statements with the client before work commences.
- Must inform the client of any unforeseen hazards arising from the work to enable the necessary precautions to be put in place.
- Shall undertake electrical work and work involving the use of electrical tools and equipment in accordance with the appropriate regulations.
- Must ensure plant and machinery brought on site is fully guarded and complies with the requirements of the Provision and Use of Work Equipment Regulations (PUWER).
- Must make available for inspection, test certificates issued by a competent person for equipment such as lifting equipment, air compressors and pressure plant.
- Must report all accidents to the client immediately so that they can record the incident in the accident book.

Control of infection

Description

Due to inherent job factors, there may be a risk of employees being exposed to physical and biological hazards such as blood.

Infection control is an important part of an effective risk management programme to improve the quality of care and the occupational health of staff. It is our policy to seek to minimise the risks to employees from infection whilst at work.

Associated hazards

- Blood borne infections.
- Bacteria, viruses and fungi.
- Sharps injury.
- Cross infection.
- Clinical waste.

Note: the above list of hazards associated with infection is not exhaustive.

Definition of body fluids: - any fluid found in, produced by, or excreted from the body. This includes blood, urine, faeces, saliva, tears, bile, vomit, pus, semen, vaginal fluid, and other infected discharges.

Employees' responsibilities

To take care of themselves and others in work activities which give rise to the potential for infection and to also: -

- Follow training, guidance and instruction given, to prevent injury or ill health.
- Use appropriate resources to minimise infection.
- Be aware of and follow policies and procedures.
- Report any health issue, which may affect their ability to work.
- Report any accident, incident or near miss via completion of an accident report.
- Use any equipment provided, including PPE.
- Report to their supervisor/employer any hazardous or dangerous situations.
- Co-operate with management arrangements for health and safety.

Control of Substances Hazardous to Health (COSHH)

Description

Using chemicals or other hazardous substances at work may put peoples health at risk, thus, employers are required to control exposure to hazardous substances to prevent ill health. The aim is to protect both employees and others who may be exposed by complying with the Control of Substances Hazardous to Health Regulations (as amended) (COSHH).

Hazardous substances include: -

- Substances used directly in work activities (e.g. paints, adhesives, cleaning agents).
- Substances generated during work activities (e.g. soldering, welding fumes).
- Naturally occurring substances (e.g. grain, dust).
- Biological agents (e.g. bacteria and other micro-organisms).

Effects from hazardous substances can range from mild eye irritation to chronic lung disease or even death.

Associated hazards

- Skin irritation.
- Asthma.
- Losing consciousness.
- Cancer.
- Infection from bacteria and/or micro-organisms.

N.B. This list of hazards is not exhaustive.

Employees' responsibilities

Employees have responsibilities under COSHH Regulations, and are expected to: -

- Take part in training programmes.
- Observe container hazard symbols.
- Practice safe working with hazardous substances.
- Report any concerns to their immediate supervisor.
- Wear, use correctly and maintain any personal protective equipment provided.
- Return all hazardous substances to their secure location after use.
- Use the control measures provided properly.

Diabetes

Description

In the UK, 1.4 million people are diagnosed with diabetes mellitus. It is likely that more people have the condition, but have yet to be formally diagnosed. Diabetes is the leading cause of blindness in the country and can lead to serious complications such as heart disease, kidney failure and stroke.

For each affected employee, the level of treatment will vary greatly from individual to individual and within each individual from day to day. It may therefore be necessary to seek specialist advice.

Symptoms associated with diabetes

- Weakness, faintness or hunger.
- Palpitations and muscle tremors.
- Strange actions or behaviour where the casualty may seem confused or drunk, belligerent or may even be violent.
- Sweating.
- Pallor.
- Cold clammy skin.
- A strong pulse.
- Deteriorating level of response.
- Shallow breathing.

The person may have a warning card (medic – alert) or bracelet, sugar lumps, tablets or an insulin syringe (which may look like a pen) among their possessions.

Employees' responsibilities

- To co-operate with the employer in relation to health and safety arrangements.
- Follow any training, guidance and instruction.
- Report any accident or incident to the employer.

Furthermore, diabetic Employees' responsibilities include

- Alerting the employer if their condition is having an adverse effect on their day-to-day ability to work or increase the likelihood of an accident.
- Notifying the employer and the DVLA if receiving treatment with insulin or tablets where the job entails driving. Notification to the DVLA is a strict legal requirement. However, if the condition is managed by diet alone, there is no obligation to inform the DVLA.
- Co-operation with the management arrangements for health and safety.
- Following any training, guidance and instruction provided by the employer.

Disciplinary rules

Description

Jai Medical Centre believes that health and safety is a critical factor that needs to be taken into account when running a business. To enable the company to control safety, a number of safety rules have been established. Failure to comply with these rules may result in disciplinary action.

Employees' responsibilities

- To take care of the health and safety of themselves and others.
- To co-operate with their employer.
- To not misuse or interfere with anything provided for health, safety and welfare.
- To report any identified hazards to their employer.
- To comply with clearly indicated and specific safety rules.
- To wear safety clothing or equipment provided.
- Conduct themselves in such a way that they do not create a potential risk of injury or danger to themselves or to anyone else.

Display screen equipment (DSE)

Description

Display Screen Equipment (DSE) based work can potentially have serious effects on health.

DSE users can experience a range of different physical and psychological health problems including eyestrain, blurred vision, headaches, and musculoskeletal problems including repetitive strain injury (RSI) and work related upper limb disorders (WRULD).

Problems are caused by a combination of badly designed jobs, equipment and work environment. However, most of these conditions are preventable by giving attention to the way in which work is organised, and providing appropriate equipment and workplaces.

Associated hazards

- Musculoskeletal injuries.
- Repetitive Strain Injury (RSI).
- Work related upper limb disorders (WRULD).
- Visual fatigue.
- Stress.

Employees have a responsibility

- To inform the employer in confidence as soon as possible if a health problem arises through the use of display screen equipment.
- To work in accordance with any advice or guidance given by the employer.
- To familiarise themselves with the contents of the relevant risk assessments.
- Request Jai Medical Centre to arrange and pay for eye and eyesight tests where required and if the employee is identified as a user of DSE equipment.

Doors

Description

All doors within the premises must be designed, installed and maintained, so that employees and visitors can utilise them without risk of injury.

Associated hazards

- Fire/Products of combustion.
- Slips, trips and falls.
- Object movement.
- Struck by moving object.
- Entrapment.

Employees' responsibilities

- Not to chock or wedge fire doors open.
- Report any damage to doors, fixings or signs to the employer.
- Report any accidents or near misses to the employer.

Driving at work

Description

It has been estimated that up to a third of all road traffic accidents involve somebody who is at work at the time, making work-related road crashes the biggest single safety issue for most UK businesses. Promoting sound health and safety driving practices and a good safety culture at work may well spill over into private driving, and could reduce the chances of employees being injured in a crash whilst away from work.

Associated hazards

- The driver: - competency, training, fitness and health.
- The vehicle: - suitability, condition, safety equipment (seat belts), and ergonomic considerations.
- The journey: - routes, scheduling, time, distance, weather conditions.

Employees' responsibilities

- Employees must follow any advice, information, instruction and training given by the employer.
- All employees who are expected to drive on company business must have a valid drivers' licence for the class of vehicle they are driving.
- Drivers must ensure, so far as is reasonably practicable, that the vehicle is adequate for the purpose and is in a safe mechanical condition. This is particularly important for privately owned and driven vehicles.
- Drivers are expected to comply with traffic legislation, be conscious of road safety and demonstrate safe driving.
- It is expected that employees driving vehicles on company business will not be under the influence of drink or drugs and must not drive whilst disqualified.
- Drivers must stop after a crash or similar incident with which they are involved.
- Employees must provide to management a copy of their driving licence on request and declare any driving convictions.
- Employees must inform the employer if they become aware of any medical condition or take medication that might affect their ability to drive.

Electricity

Description

The safe management of electrical installations and equipment is essential to our business. It is therefore imperative that electrical systems and equipment are designed, constructed, selected, maintained and used with care.

Associated hazards

- Contact with live parts, causing shock and burns.
- Faults that could cause fires.
- Fire or explosion where electricity could be the source of ignition.

Employees' responsibilities

Employees have a responsibility to: -

- Co-operate with management arrangements for electrical safety in the workplace.
- Use the protective and safety equipment provided.
- Not endanger themselves or others.
- Report hazardous or dangerous operations.
- Follow the training and guidance provided to prevent injury to themselves and others.
- Comply with safety rules and use work permits/lock out procedures as applicable.
- Not bring private electrical equipment onto company premises without prior authorisation from management. Any such equipment must be tested in accordance with company procedures.

Epilepsy

Description

Epilepsy is defined as having repeated seizures, which start in the brain. A brief disturbance to the brain's normal electrical activity causes the nerve cells to fire off random signals. The result is like an electrical storm that causes a temporary overload in the brain.

There are many different kinds of seizure. Some end in seconds while others may last several minutes. People affected might lose awareness of what is happening or where they are during a seizure and they may lose consciousness altogether. Each person's experience of epilepsy is unique.

Recognition of minor epilepsy

- Sudden 'switching off'; the casualty may be staring blankly ahead.
- Slight and localised twitching or jerking of the lips, eyelids, head or limbs.
- Odd 'automatic' movements such as lip smacking, chewing, or making noises.

Associated hazards

Some jobs can carry considerable risk to a person who has frequent seizures and their colleagues. These can include working: -

- At heights or underground.
- Near open water.
- On heavy, unguarded machinery or driving.
- With hot ovens or open fires with high voltage / open circuit electricity.

Employees' responsibilities are to

- Co-operate with the employer in relation to health and safety arrangements.
- Follow any training, guidance and instruction.
- Report any accident or incident to the employer.

Employees suffering from Epilepsy have an additional duty to

- Alert the employer if his/her epilepsy is having an adverse effect on his/her day-to-day ability to work.
- Where necessary, to inform the employer if the condition could increase the risk of an accident at work.
- If part of your job includes driving, to notify the employer and the DVLA if receiving treatment or tablets. Notification to the DVLA is a strict legal requirement.
- To follow any training, guidance and instruction provided by the employer.

Fire

Description

Fire prevention is an important obligation for all businesses. Jai Medical Centre has a responsibility for ensuring the health, safety and welfare of all employees and others who may have access to the workplace as well as adjoining businesses or premises. These general duties include safety in relation to fire hazards, both from the work processes and activities, as well as general fire safety in the workplace.

It is the policy of Jai Medical Centre to ensure that all employees, visitors, relevant persons and contractors are protected from the risks of fire. In order to achieve this, appropriate fire prevention, precautionary and evacuation measures shall be taken in compliance with the relevant fire legislation and recognised good practice standards.

Associated hazards

- Flames and heat.
- Smoke and toxic fumes.
- Reduced oxygen.
- Collapse of buildings.

Employees' responsibilities

Employees are required to: -

- Practice and promote fire prevention.
- Raise the alarm on discovery of a fire.
- Report any concerns regarding fire safety to management, so that any shortfalls can be investigated and remedial action taken.
- Receive basic training in the action to take in the event of fire.
- Follow instructions and training in relation to fire safety in the workplace.
- Co-operate with management arrangements for fire prevention in the workplace.
- Accept individual responsibility to take reasonable care for the health and safety of themselves and for any other person who may be affected by their acts or omissions.

Jai Medical Centre does not expect employees to fight fires, however, extinguishing action can be undertaken if it is safe to do so and you have been trained. On no account should a closed room be opened to fight a fire.

Fire action

If you discover a fire

Immediately notify the senior person present or operate the nearest safe call point.

Attack the fire (if trained to do so) with the appliances provided but without taking personal risks.

The senior person present will call the fire brigade immediately by: -

- Using the phone to dial 999.
- Giving the operator the telephone number and asking for the fire brigade.
- When the fire brigade reply, give the response distinctly: -
- "We have a fire at Jai Medical Centre" and give the operator the address from which the call is being made.
- Do not replace the receiver until the fire brigade has confirmed the details.
- Call the fire brigade immediately to every fire or on suspicion of a fire.

On notification of a fire

- Everybody that is affected will evacuate the building by the nearest available exit and proceed to the nominated fire assembly point as identified on the fire action notices.
- The senior person present will take charge of the evacuation and ensure that everybody is accounted for.

Use the nearest available exit.

Do not stop to collect personal belongings.

Do not re-enter the building until told to do so by the Senior Fire Officer.

In the event of a fire, the safety of a life shall override all other considerations, such as saving property and extinguishing the fire.

First aid in the workplace

Description

People at work can sustain an injury or become ill and it is important that they receive immediate attention and that an ambulance is called for in serious situations. The provision of adequate first aid cover is essential, it can save lives and prevent minor injuries becoming major ones.

Associated hazards

- Bodily injuries: blows, cuts, impact, crushing, stabs, cuts, grazes, scalds, falls.
- Illnesses: asthma, diabetes, epilepsy etc.

First-Aiders are responsible for

- Undertaking a HSE approved training course and attending refresher courses annually.
- Ensuring that their First Aid at Work or Emergency First Aid at Work Certificate is kept up to date.
- Assessing the immediate situation where first aid is being applied, acting without placing themselves or others in danger and making the area safe.
- Administering first aid as required but within their capabilities. Where there is any doubt, managing the situation while waiting for medical assistance to arrive.

Appointed persons are responsible for

- Calling for the appropriate medical assistance.
- Keeping first aid signs up to date and legible.
- Ensuring first aid kits are checked regularly and contents are in date.
- Notifying the designated person if there are any entries in the accident book.

Employees' responsibilities

To reduce the risks of suffering personal injury or delay in getting treatment, employees must: -

- Co-operate with management arrangements for first aid in the workplace.
- Know the procedure for summoning help.
- Follow any guidance or instruction given, to prevent injury or ill health.
- Report any hazardous or dangerous situations to the employer.

Gas Safety

Description

Every year, a number of people die from carbon monoxide poisoning caused by gas appliances or flues which have not been installed properly or maintained. When gas does not burn properly, carbon monoxide is produced, which is poisonous.

Associated hazards

- Tiredness.
- Drowsiness.
- Headache.
- Stomach pains.
- Nausea.
- Chest pains.

Employees' responsibilities

Employees must: -

- Co-operate with management arrangements for gas safety in the workplace.
- Not carry out repair work to gas appliances unless competent to do so.
- Follow any training, guidance and instruction given to prevent injury or ill health.
- Report any hazardous or dangerous situation to the employer.

Glazing

Description

The Health and Safety at Work etc Act does not specifically mention glazing, but the introduction of the Workplace (Health, Safety and Welfare) Regulations included requirements for glazing, for which the duty to comply will fall to the employer. However, people other than employers may be duty holders under the regulations if they have control of a workplace to any extent, these could be shared or communal areas.

Associated hazards

- Cuts and lacerations from exposed edges or broken glass panels.
- Physical injuries (muscle strain, hernias and back problems) due to manual handling issues. Glass is a heavy material (typically 2.5 tonnes per cubic metre).
- Crush injuries from falling glass stacks.
- Eye injuries from small flying glass particles.

Employees' responsibilities

- Suitable Personal Protective Equipment MUST be worn in ALL circumstances to guard against serious cut injuries.
- Where handling and lifting equipment is readily available, this should be used to avoid manual handling problems and injuries.
- Act in a responsible manner when handling glass or associated glazing materials at all times.
- All accidents and incidents must be reported to the employer.

Hand protection - latex gloves

Description

Latex products are durable, flexible and give a high degree of protection against microorganisms, whilst giving the wearer sensitivity and control. However, over the last 20 years, the health risks associated with exposure to natural rubber latex (NRL) have been increasingly recognised, and there has been an increase in the number of reported cases of asthma and skin complaints, which may be attributed to NRL.

Associated hazards

Exposure to NRL proteins can lead to a number of health problems including: -

- Irritant contact dermatitis – redness, soreness, dryness or cracking of the skin in areas exposed to latex. The symptoms can be due to contact with the product, on some occasions the symptoms will disappear when contact ceases and will not reoccur.
- Allergic reaction (Type I) – localised or generalised rash; inflammation of the mucous membranes in the nose, red and swollen eyes with discharge and asthma-like symptoms. The effects will occur almost immediately and in rare cases cause a severe reaction known as an anaphylactic shock.
- Allergic Reaction (Type IV) – Dermatitis and itching with oozing red blisters, localised to the hands and arms and occurring between 10-24 hours after exposure; can worsen over the next 72 hours. Chemical additives used in the manufacturing process can cause this allergic response.
- Skin sensitisation - The amount of latex exposure required to produce sensitisation is unknown and a product that is capable of causing sensitisation is also capable of causing an allergic reaction in certain people. Once sensitisation has taken place, even the slightest trace will cause the symptoms to recur.
- Respiratory sensitisation - Proteins in powdered latex gloves can leach into the powder, which can become airborne and subsequently be inhaled when the gloves are removed.

Employees' responsibilities are to

- Comply with this policy and follow the associated protocols/procedures/safe systems of work for their areas of work and responsibility.
- Wear non-latex gloves if possible according to control measures identified in risk assessments.
- Minimise the time that gloves are worn.
- Report any allergic reactions to the employer.
- Ensure that gloves are in good condition when worn and regularly replace gloves as required.
- Dispose of gloves in accordance with hazardous waste regulations (if applicable).

Hazard reporting

Description

A hazard is something that has the potential to cause harm, ill health or injury, the associated risk is the likelihood that a hazard will cause harm during the course of the work activity.

Associated hazards

- Tripping on trailing wires or loose floor coverings.
- Faulty electrical fittings.
- Unguarded edges.
- Obstructed emergency exit routes.

Near misses are hazardous incidents with the potential to cause an injury, e.g. employee tripped over a trailing cable but no injury occurred.

Employees' responsibilities

Employees are to use the hazard reporting system as a means of communicating potentially dangerous situations or practices that may be present in the workplace; this is to be done verbally and in writing using the forms provided.

When a hazard has been identified it must be reported immediately to your supervisor. It is their duty to assess the situation and introduce the necessary control measures, so far as is reasonably practicable, to prevent injury or unsafe conditions.

To use the hazard reporting procedure, simply: -

- Print and complete the 'Hazard detection report' and distribute copies to relevant staff.
- Liaise with the Managing Partner, who will carry out the necessary remedial action.

Hazardous waste and sharps

The work activity undertaken by Jai Medical Centre includes risks posed by the handling of hazardous waste. To reduce those risks to an acceptable level Jai Medical Centre have taken appropriate measures to ensure it does not contribute to a serious, irreversible or incapacitating illness or pose a substantial hazard to human health or the environment. This can occur if the waste is improperly treated, stored, transported, disposed of or otherwise managed.

Associated hazards

If hazardous waste is not managed properly it can result in: -

- Exposure to pathogenic bacteria.
- Contraction of a blood borne virus.
- Cuts or puncture wounds from sharp edges or needles.
- Compromising the health of an unborn child or nursing mother.

It is Jai Medical Centre's policy to ensure that all hazardous waste is disposed of safely and according to current regulation. Jai Medical Centre is registered with the Environment Agency as a waste producer and we use a specialist contractor to remove hazardous waste from the premises.

Records of waste consignments are held on file for a minimum of 2 years.

Employees' responsibilities

To help reduce the potential for harm, all instruction and training received must be followed, this includes being aware of the content of relevant risk assessments and the control measures identified within.

Contamination from hazardous waste can be transferred in a number of ways so it is essential that personal hygiene be taken seriously. All personal protective equipment that has been provided to safeguard health must be worn as instructed; defective equipment should be reported immediately in order that a replacement can be provided. Details of incidents, accidents, illness or suspected symptoms, which may relate to hazardous waste, should be notified to your supervisor in order that they can be recorded and investigated.

Health surveillance

Description

Health surveillance is conducted by observation, communication and systematically watching for early signs of work-related ill health. Health surveillance is essential if there is an identifiable disease or adverse health effect which is related to the employees' exposure to a health risk, and a risk assessment has identified as having a reasonable likelihood of occurring under the particular work conditions involved.

It requires the implementation of certain procedures to achieve this, including simple methods (e.g. looking for skin damage on hands), technical checks (e.g. audiology tests) or more involved medical examinations.

Associated hazards include

- Noise.
- Whole body or hand-arm vibration.
- Solvents, fumes, dusts, biological agents and other hazardous substances.
- Dermatitis.
- Asthma.
- Asbestos, lead or work in compressed air.
- Ionising radiations.
- Diving.

Employees' responsibilities

Employees must co-operate with their employer on matters of health and safety. This extends to health surveillance where it has been identified as a necessary control measure or where there is a specific statutory requirement.

If an employee has a concern about their health and safety, that of others affected by their work or encounters symptoms of ill health, they must inform their manager immediately.

Housekeeping

Description

Poor standards of housekeeping are a common cause of injury and damage at work and can create possible fire hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and/or organisational deficiencies within the workplace.

Associated hazards

- Fire.
- Slipping, tripping/falling over.
- Poor cleanliness.
- Dirty equipment.
- Cluttered pedestrian gangways.

Employees' responsibilities

Employees must: -

- Co-operate with management arrangements for good housekeeping in the workplace.
- Follow any guidance and instruction given to prevent injury or ill health.
- Report to the employer any hazardous or dangerous situations.

Information, instruction and training

Description

Preventing accidents and ill health caused by work is a key priority for Jai Medical Centre. Health and safety information, instruction and training helps the company to ensure our employees are not injured or made ill by the work they do; promotes a positive safety culture, where safe and healthy working becomes second nature to everyone; and enables the company to meet its legal duty to protect the health and safety of our employees. Training isn't just about formal "classroom" courses.

Employees' responsibilities

- Co-operate with the company in relation to all training aspects.
- Attend any training courses that are identified as necessary.
- Follow training, guidance and instruction to prevent injury or ill health.
- Use protective and safety equipment provided.
- Report to their line manager any hazardous or dangerous situations.
- Co-operate with management arrangements for health and safety.

Ladders and stepladders

Description

A third of all reported falls from height incidents involve ladders or stepladders, many injuries are caused by inappropriate or incorrect use of equipment.

By conducting a risk assessment it may be determined that ladder use is acceptable for work of short duration (between 15 and 30 minutes) and low risk, providing three points of contact can be maintained whilst working from the ladder or steps.

Associated hazards

- Failure of the ladder itself, causing persons or equipment to fall.
- Items falling from the ladder.
- Users over-reaching or stretching from the ladder.
- Overloading of the ladder.
- The ladder slipping and falling due to not being correctly secured.
- Faulty equipment.
- Inappropriate use of ladders.
- Manual handling when using ladders.

Safe Use of Ladders

- Ladders should be appropriate for the job and not exceed 9 metres in length.
- Ladders should comply with British/European Standards. Domestic equipment should not be used.
- Ladders must be undamaged and free of paint or any other coating which could hide cracks or splits.
- Ladder stiles must be undamaged and unbent.
- Wood should be free of warping or splitting.
- Metal ladders must be free from corrosion, sharp edges or dents and rungs free from distortion.
- Footpads must be in good condition.
- Ladders should have slip-resistant rubber or plastic feet.
- Ladders must be free of missing/loose rungs.
- Ladders should be regularly inspected and defective ladders removed from use.
- If ground conditions are poor, ladder feet should be tied into stakes in the ground, with a large flat wooden board as a base.
- During use, ladders should extend at least 5 rungs (1.05m) past the landing point or above the highest rung on which feet rest.
- Ladders should be positioned one metre out at the base for every four metres in height.
- Ladders should be secured at the top or if this is not practicable, ladders should be secured near the bottom or weighted or footed to prevent flipping.

- The overlap for extension ladders should be up to 5m closed length 2 rungs, 5-6m closed length 3 rungs, and over 6m closed length 4 rungs.
- There should only be one person on the ladder at any one time.
- Employees should be trained to transport tools in a shoulder bag or wear a tool belt. Consider the use of a gin wheel or other lifting equipment.
- Employees should be fully trained in ladder use.
- Never use ladders near power lines or in strong winds.

Safe use of stepladders

- Stepladders should be of robust construction and in good condition.
- Any retaining cords or straps must be of equal length and in good condition.
- Any metal braces between the legs must be locked into place.
- Legs of stepladders must be opened fully when in use.
- All legs need to be firmly and squarely placed on a solid level surface.
- The stepladder should be positioned close to the work to prevent overstretching.
- The stepladder should be placed at right angles to the work if the work could cause sufficient force to make the stepladder unsuitable if used sideways.
- The top tread should not be used unless it has been designed as a platform with a secure handhold.
- When in use, the knees should be kept below the top of the steps for support and stability.
- Only one person should use the stepladder at any one time.
- The stepladder should be located or measures taken to prevent the stepladder from being struck by doors, vehicles etc.

Employees' responsibilities are to

- Follow instruction, training and information provided by the employer on the safe use of ladders.
- Check whether the type of work activity requires the use of a ladder; establish whether the ladder is suitable for the task and match the ladder to the job.
- Ensure the ladder is in good condition; check that it has been inspected and stored correctly; any repairs have been carried out correctly; that it has been regularly maintained and that it is free from defect, of good construction and of sound material.
- Report any defective ladders to the employer immediately.
- Make use of any personal protective equipment provided by the employer.
- Advise the employer of any health issues, which may affect the ability to work at height.

Lighting

Description

Providing adequate lighting levels to enable people to work is a basic necessity. Good lighting that considers physiological and psychological needs of employees will create a work environment that is welcoming, energising and productive.

Associated hazards

- Bodily injuries.
- Slipping/falling over.
- Electrical hazards.
- Poor housekeeping.

Employees' responsibilities

Employees must: -

- Report any defective lighting to the employer.
- Report any discomfort experienced as a consequence of lighting in the workplace.
- Co-operate with management arrangements for workplace lighting.

Maintenance

Description

Every year, there are a number of accidents arising from the use of work equipment, including machinery. Many are serious and some are fatal.

By using safe, well maintained equipment, operated by adequately trained staff, accidents and associated financial costs can be reduced or prevented. Maintenance includes cleaning and adjusting.

Associated hazards

- Scheduled maintenance not being undertaken as required or breakdown maintenance inadequate, leading to unrevealed failures of safety critical items.
- Human error or incompetence of maintenance staff.
- Static or spark discharge during maintenance in an intrinsically safe zone.
- Poor communication between maintenance staff and employees.
- Lack of knowledge by maintenance staff of the working environment where maintenance is being carried out (e.g. lack of risk assessments, warning signs, method statements, emergency procedures), leading to ignition of flammable substances (e.g. heat sources such as cigarettes or welding, static and electrical discharge, use of non spark-resistant tools) or injury/fatality from incorrect personal protective equipment (e.g. respirators) being worn.
- Unauthorised staff performing maintenance functions.
- Failure to re-commission plant correctly after maintenance to ensure that operations are not adversely affected in terms of safety considerations.

Employees' responsibilities

Employees must: -

- Follow instruction, guidance and safe systems of work in respect of machinery maintenance.
- Notify the employer of any problems or hazards on a machine, such as an unguarded part.
- Not carry out any maintenance activities on machinery unless trained to do so.
- Co-operate with management arrangements for maintenance of machinery.
- Make full and proper use of all PPE that has been issued to them.

Manual handling

Description

Manual handling injuries can occur wherever people are at work. Manual labour, awkward postures, manual materials handling and previous or existing injury are all risk factors implicated in the development of manual handling injuries. Manual handling is defined as the supporting and transporting of a load by human effort and includes lifting, lowering, pushing, pulling or carrying.

Associated hazards

- Sprains, strains.
- Hernias.
- Damage to the joints, ligaments, muscles and vertebrae.
- Slips, trips and falls.

Employees' responsibilities

Employees involved with manual handling activity should: -

- Follow the safe system of work designed and introduced by the employer and should not deviate from this without good reason.
- Not undertake a manual handling activity when a reasonably practicable alternative exists.
- Use any mechanical aids that have been provided for their use and for which they have been trained. Any faults with mechanical aids should be immediately reported to the employer.
- Assist and co-operate with the process of the assessment of risk.
- Assist the employer with the implementation of staff training, attend training sessions as required and should apply the knowledge gained from training to their daily work.
- Report all accidents, injuries and near misses involving handling activities – however trivial.
- Inform the employer if they are unable to undertake their normal manual handling duties because of injury, illness or any other condition.
- Not undertake any manual handling operation that they believe is beyond their capability.
- Report any unsafe systems of work to the employer.

Mobile telephones

It is an offence for a person to drive a motor vehicle if they cannot have proper control of the vehicle.

Since February 2007, Section 26 of the Road Safety Act set the fixed penalty for using a hand-held phone while driving at £60 and three penalty points. The same penalties apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.

In order to ensure compliance Jai Medical Centre will provide hands-free kits to members of staff who are required to use mobile telephones whilst working away from the premises.

Under no circumstances are employees permitted to use hand-held telephones or any similar hand-held device e.g. Personal Data Assistant (PDA) or Palm Pilot whilst driving. The prohibition also applies when stopped at traffic lights or during other hold-ups that may occur during a typical journey when a vehicle can be expected to move off after a short while.

To comply with legislation, it is important that the phone is sat in a cradle (not resting on a seat or in a pocket) fitted in a position that would not distract you from the road during use.

Drivers still risk prosecution (for failure to have proper control) even if they use hands-free phones when driving.

The following guidance is given to all drivers who are required to use mobile phone hands-free kits: -

- Only use the phone when it is safe to do so.
- Understand how your phone operates and utilise the one-touch speed-dial facility.
- Only acknowledge incoming calls on a hands-free system, where answering is automatic or one touch button.
- Only use short responses and indicate that you will return the call when it is safe to do so.

Whenever possible, drivers should delay making outgoing calls whilst travelling.

General Use of Mobile Phones

Only use the mobile phone when it is essential to do so and do not use the phone any longer than is necessary.

Do not press the telephone to your ear or the side of your head; try to leave a gap between your ear and the handset if possible.

When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

Monitoring, inspection and review

Description

There is a legal requirement to monitor and review health and safety arrangements. This enables organisations to assess how effectively risks are controlled in order to implement improvements, where required, and to develop a positive health and safety culture and safe working environment. The frequency of monitoring and review will be decided by the level of risks, competence of people, legal requirements, results of accidents and recommendations by manufacturers or suppliers of equipment.

Monitoring includes: -

- Checking compliance in following the Jai Medical Centre Health and Safety Policy, control measures stated in risk assessments and safe systems of work.
- Inspecting and testing of work equipment.
- Inspecting workplace locations and activities.
- Checking competence of workers.
- Checking the wellbeing and health of workers.

Employees' responsibilities

Employees must: -

- Check equipment, including any personal protective equipment supplied, is safe before use.
- Co-operate with management arrangements in respect of workplace inspections.
- Follow any training, information, guidance and instruction given by the employer for checking and inspection of safe practices.
- Report any hazards or defects to the employer immediately.

New and expectant mothers

Description

Pregnancy is not an illness and whilst it is important to realise that there is a natural incidence of problems for the new and expectant mother and for her child, it is known that their health may be affected by external workplace factors.

We are committed to protecting the health and safety of all new and expectant mothers. The phrase "new or expectant mother" means a worker who is pregnant, who has given birth within the previous six months or who is breastfeeding. "Given birth" is defined in the regulations as delivered a living child or, after 24 weeks of pregnancy, delivered a stillborn child.

Associated hazards

- Physical.
- Biological.
- Chemical.
- Psychological.

Employees' responsibilities

Employees will: -

- Report to their employer as soon as pregnancy is confirmed.
- Follow advice and information given by the employer in relation to safe working practices.
- Report any hazardous situation to the employer so that arrangements for the appropriate remedial action can be taken.
- Use all protective or safety equipment provided by the employer.
- Co-operate with management arrangements for health and safety.

Personal protective equipment

Description

Personal protective equipment (PPE) is to be supplied and used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways. PPE will only be used as a last resort when preventative or other control measures cannot be applied.

Associated hazards

- Bodily injuries: - blows, cuts, impact, crushing, stabs, cuts, grazes, scalds, falls from height.
- Health hazards: - dust, fumes, vapours, gases, bacteria, viruses, fungi.
- Noise.
- Vibration.
- Slipping/falling over.
- Electrical hazards.
- Non-ionising radiation.

Employees' responsibilities

Employees must: -

- Make full and proper use of all PPE that has been issued to them.
- Inspect all PPE before use to ensure that it is suitable, clean and undamaged.
- Report any defective PPE to the employer.
- Report any discomfort or ill health experienced as a consequence of wearing the equipment.
- Not undertake any work unless the correct equipment is being worn.
- Store PPE securely at all times.

Portable electrical appliances

Description

Portable electrical appliances are found in most workplaces and include power tools, portable lighting, computer equipment, kitchen appliances, portable heaters and equipment such as cable extension leads. Where equipment is powered from the mains electrical supply there may be a significant electrical hazard that will need to be specifically controlled.

Associated hazards

- Shock or burns.
- Uncontrolled start up of equipment.
- Fire or explosion.
- Trips and falls.

Employees' responsibilities

- Visually check the equipment before and during use looking for signs of faults, overheating or damage to the equipment including to the wiring, plugs, casing and any guarding.
- Immediately stop work if faults are found and report any defects to the supervisor.
- Do not carry out any repairs or adjustments to equipment unless trained to do so.
- Take care of the equipment that has been provided.
- Disconnect the equipment from the supply before making any adjustments.
- Ensure that equipment is plugged into the correct supply by an approved method, do not attempt to use a makeshift temporary connection.

Risk assessment

Description

In many workplaces there are risks, which may affect the health and safety of employees. A properly conducted risk assessment is an important step in protecting employees and business, as well as complying with the law. In many instances, straightforward measures can control risks, and whilst the law does not expect employers to eliminate all risks, they are required to protect people so far as is reasonably practicable.

Associated hazards

- Physical, chemical and/or biological agents.
- Working conditions and processes.
- Manual handling activities.
- Exposure to infectious diseases.
- Work-related stress.
- Long working hours.
- Workstations and posture.
- Other workplace hazards.

Employees' responsibilities

Employees must: -

- Co-operate with management arrangements in respect of workplace risk assessments.
- Follow any training, information, guidance and instruction given by the employer.
- Comply with any control measures laid down within risk assessments.
- Report any hazards or defects to the employer immediately.
- Make full and proper use of any PPE provided.

Safety signs

Description

Safety signs include the use of illuminated signs, hand and acoustic signals (e.g. fire alarms), spoken communication and the marking of pipe work containing dangerous substances. Traditional signboards such as prohibition and warning signs may need to be supplemented to comply with more specific legislation e.g. photo luminescent signs for fire exits and fire-fighting equipment.

Jai Medical Centre will provide specific safety signs whenever there is a risk that cannot be avoided or controlled by other means, for instance by engineering controls and safe systems of work. Where a safety sign would not help to reduce that risk, or where the risk is not significant, there is no need to provide a sign.

All safety signs are colour coded and each colour has a meaning, for example: -

- White circle with red edging and a diagonal line indicates **PROHIBITED** for example, no smoking.
- Blue signs indicate that it is **MANDATORY** to carry out an action such as the wearing of personal protective equipment.
- A triangular sign with black edging and a yellow background indicates **WARNING** of a hazard and would normally contain a black pictogram.
- Green signs identify or locate safety equipment as well as marking emergency escape routes.

Employees' responsibilities

- Familiarise yourself and comply with any signs and notices that are displayed.
- Bring any defects to the employer's attention.
- Follow safe operating procedures.
- Wear relevant personal protective equipment as identified.

Smoking in the workplace

Description

Second-hand or passive smoking has now been shown to cause lung cancer and heart disease in non-smokers. In addition, tobacco smoke is a cause of discomfort and irritation to many people, particularly those suffering from respiratory illnesses such as asthma.

Jai Medical Centre will comply with statutory duties in respect of smoking in the workplace and in particular, fulfil obligations to assess the risk associated with smoking in the workplace. Effective measures to prevent or control any ill health effects or accidents arising from such activity will be applied.

Associated hazards

- Health risks including stroke, cancers and heart disease.
- Fire damage to building and associated risks to those in and around the premises.

Employees' responsibilities

In accordance with Jai Medical Centre's arrangements, employees will: -

- Comply with verbal, written and signed instruction given by the employer
- Co-operate as far as is necessary to enable compliance with the requirements for non-smoking
- Not smoke whilst on company premises or in designated company vehicles.

Stacking and storage

Description

There have been many accidents associated with the stacking and storage of goods including falls involving people, goods or materials or even the complete collapse of the shelving or racking structure. The term racking is used to describe a skeleton framework of fixed or adjustable design to support loads without the use of shelves. Common types of racking include adjustable pallet racking, mobile racking, cantilever racking and live storage racking.

Associated hazards

- Falling goods.
- Overloaded shelves leading to collapse.
- Unsafe methods of stock retrieval (e.g. ladders/stepladders, climbing, riding on the forks of lift trucks).
- Impact damage caused by forklift trucks or other vehicles.

Employees' responsibilities

Employees are duty bound to: -

- Not attempt to access, place goods on, or retrieve goods or materials from the racking/storage system in an unsafe manner.
- Co-operate with the employer in management arrangements for the safe use of racking/storage systems.
- Follow any training, instruction and information given by the employer.
- Report any defects to the employer.
- Make full and proper use of any personal protective equipment issued by the employer.

Stress

Description

It is Jai Medical Centre's policy to address all work-related illnesses and in particular stress, to control, reduce or eliminate so far as is reasonably practicable.

The Health and Safety Executive has defined health and safety as both the physical and mental wellbeing of all persons employed by the company. We recognise that our personnel are the organisation's most valuable assets and that any problem associated with work-related stress is a management duty.

A certain amount of stress provides high motivation, a positive outlook and good performance. However, it is when these personal levels are exceeded that detrimental health effects may appear. Whilst stress-related problems of short duration often resolve themselves, it is the long-term stresses that the company aim to address.

Through the risk assessment process, Jai Medical Centre will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.

The main problem with stress is the self-realisation that we are actively suffering from it! Others affected by our stress symptoms tend to shy away from broaching the subject as it may be construed as interference or just being nosy.

Stress is usually brought about by an accumulation of minor irritations that cannot be resolved in the time scale we wish and/or with the desired outcome. However, there may be one single event or set of circumstances that combine to provide the additional stress overload. Some examples are: -

Possible environmental stressors include noise, temperature, overcrowding and humidity.

Possible work-related stressors include working to tight deadlines, overwork and change to organisation. Other issues that may have an impact include: -

- Under challenged.
- Promotion prospects.
- Racial or sexist remarks.
- Personal relationships with other employees.
- Travelling.
- Job satisfaction.
- Harassment and confrontation.

Stress counselling can often have a stigma that it is only for the 'weak' or 'mentally ill', however the reverse is actually true.

It may be difficult to talk to a colleague about the problem face to face, as it might be this relationship that is the cause. It is our policy that all employees can approach management to raise concerns relating to stress. All conversations will be addressed in the strictest confidence and management will try and assist any individuals suffering from stress.

Violence and aggression

Description

Jai Medical Centre recognises the difficulties in managing violence and aggression at work and aims to put in place steps to identify and minimise risks to support employees and monitor incidents to help address any potential problems.

The Health and Safety Executive's definition of work-related violence is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Employees whose job requires them to deal with the public can be at risk from violence.

Associated hazards

- Physical attacks.
- Verbal abuse.
- Low morale.
- Depression.
- Stress.

Employees' responsibilities

Employees will: -

- Attend appropriate training sessions if they are deemed to be at risk at work from violence or aggression.
- Report any incidents of violent or threatening behaviour to the employer.
- After any violent incident, employees are advised to complete an incident report form regarding the event. This form outlines who has been involved along with details of the situation that lead to the incident occurring.
- Co-operate with management arrangements for dealing with violence and aggression at work.

Visit by an Enforcement Officer

The Health and Safety at Work etc. Act 1974 and associated legislation conveys powers on inspectors who are appointed by the relevant enforcing authority, in order that they ensure statutory requirements are being complied with.

Most dealings with those on whom the law places duties (employers, the self employed, employees and others) are informal - inspectors offer information, advice and support, both face to face and in writing. They may also use formal enforcement mechanisms, as set out in health and safety law, including improvement notices where a contravention needs to be remedied and prohibition notices where there is a risk of serious personal injury, or ultimately prosecution.

Non-compliance can lead to prosecution but this is always seen as the last step in the process, except for: -

- Failure to comply with an Improvement or Prohibition Notice.
- Breach of the law that has significant potential for harm, regardless of whether it caused an injury.
- Reckless disregard for the health and safety of workers or others.
- Repeated breaches of legal requirements where it appears that management is neither willing nor structured to deal adequately with.
- Substantial legal contravention, where there has been a serious accident or a case of ill health.

Employees' responsibilities include: -

- Not obstructing any reasonable request made by an Enforcement Officer.
- Complying and co-operating with requests by the officer.
- Follow instruction and guidance given by your employer.

Waste disposal

Description

This arrangement covers the general waste generated by the company in the carrying out of workplace activities but not those related to the disposal of waste food by retail premises.

Associated hazards

- Build up of combustibles presenting a fire hazard.
- Health hazard due to possible vermin infestation.
- Poor housekeeping presents a tripping hazard.

Employees' responsibilities

- To dispose of waste as instructed.
- To inform management if an activity produces waste that has not been previously identified or removed from site so that the relevant steps can be taken for safe removal.
- Not to climb onto skips or other waste receptacles.
- To inform management if waste receptacles are full and need emptying.
- Not to remove items from waste receptacles and take or use for personal use.

Welfare

Description

The provision of welfare in the workplace should be taken seriously, it applies to all areas including the common parts of shared buildings, private roads and paths on industrial estates, business parks and temporary worksites.

Welfare provisions will also be provided for those people who are not employees but may use the premises on an infrequent basis e.g. visitors and contractors.

For disabled persons it may be necessary to specifically make parts of the workplace accessible for their use e.g. toilets, washbasins, doors, passageways etc.

Employees' responsibilities

The welfare facilities provided and maintained by Jai Medical Centre are for the benefit of all employees and visitors. Employees have a responsibility to use the facilities in a proper manner and not damage or misuse any equipment that is provided.

Personal responsibility should be taken for clearing your own waste and cleaning any utensils when eating or drinking on the premises. Any damage or defects should be reported immediately to enable attention and repair.

Work equipment

Description

The definition of work equipment is wide and includes machinery, apparatus, equipment, installations and tools. Therefore items as diverse as tractors, photocopiers, laboratory equipment and apparatus, soldering irons and scalpels are included. Scaffolding, access equipment and safety devices etc are also considered to be work equipment.

Associated hazards

- Dangerous/rotating parts of machinery.
- Ejection of materials.
- Rupture or disintegration.
- Fire, overheating or explosion.
- Unintended discharge of gas, liquid, vapour or other substance.
- Excessively hot or cold surfaces.
- Failure of safety controls on powered equipment.
- Dangers from instability, poor lighting or poor maintenance.

Employees' responsibilities

Employees will: -

- Use work equipment safely and in accordance with the information, instruction and training provided by the employer.
- Only use the equipment that they are trained on.
- Take reasonable care of themselves and others who may be affected by their actions.
- Co-operate with the employer in the management arrangements for the provision and use of work equipment.
- Seek the permission of the employer before bringing any personal items of equipment to work where it is intended that they be used by either themselves or others as part of work activities.
- Make full and proper use of any personal protective equipment provided by the employer.

Young persons

Description

Most young people cannot wait to get their first job, be it a paper round, shop work or dog walking. But some young people may be unaware of the hazards the workplace may hold.

There are specific legal requirements and restrictions, on those who employ young people (and even more so, children).

A young person is defined as anyone under 18 years old.

A child is anyone who has not yet reached the official age at which they may leave school, just before or just after their 16th birthday (often referred to as the minimum school leaving age (MSLA)).

Under health and safety law, employers must assess the risks to young people before they start work/work experience and tell them what the risks are.

Associated hazards

Some young people may be at particular risk because of: -

- Their lack of awareness.
- Unfamiliarity with their surroundings.
- Being physically or psychologically less suited to certain tasks.
- Their lack of skills and training.

Employees' responsibilities

Employees must: -

- Co-operate with management arrangements for young people in the workplace.
- Report any hazards to the employer.
- Follow any guidance, information, instruction and training given by the employer.

Young people must: -

- Ask the employer or senior member of staff if unsure about anything.
- Make full and proper use of all PPE that has been issued to them.
- Not undertake any tasks unless they have been trained.
- Report any hazards or defects to the employer or a senior member of staff.



Receipt of health and safety handbook

Jai Medical Centre have compiled a health and safety policy as legally required under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations, the full policy is available for inspection upon request.

To assist with the communication of information, the organisation will issue each employee with a reduced copy of the health and safety policy, this is in the form of a handbook. It is important that the contents of the handbook are read and understood prior to returning this acknowledgement slip.

I confirm that I have read and understand the employee health and safety handbook and will comply with all rules that are imposed in the interest of safety.

Name: - _____

Signature: - _____

Date: - _____

Please return this form to Suresh Vaghela.

