

INTRODUCTION

This Health & Safety document consists of 3 sections:

1. Health & Safety Policy Statement - this outlines UNIAC's intentions with regard to managing health, safety and welfare;
2. Organisation for Health & Safety - this includes the duties and responsibilities of individual stakeholders;
3. Arrangements for Health & Safety - this details the procedures that enable effective implementation of the policy and makes reference to other health and safety documents.

1. HEALTH AND SAFETY POLICY STATEMENT

UNIAC's vision is to be recognised as the leading quality provider of progressive and value-adding assurance, risk management and consultancy services. It aims to use an interactive style to be a 'challenging friend' to clients, identifying with their ambitions and aspirations and helping them achieve these through innovative and creative solutions.

To assist in the achievement of these aims, UNIAC places great importance on health, safety and welfare. UNIAC recognises and accepts its responsibilities and duties as an employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all staff, and others who may be affected by its activities.

UNIAC is committed to a high standard of health and safety compliance and performance and will provide staff with:

- Equipment and systems of work which are safe;
- Safe arrangements for the handling, storage and transport of work equipment;
- Information, supervision and the necessary instruction and training to enable staff to avoid hazards and contribute positively to their own health and safety.

Working in partnership with members and clients, UNIAC will provide:

- A safe place of work for staff and safe means of access and egress;
- A healthy environment and adequate welfare facilities for staff working on the premises of others;
- Access to competent health and safety advice.

UNIAC will seek to establish a positive health and safety culture and will actively encourage the involvement of all staff in health and safety issues.

Health and safety information will be brought to the attention of new staff at induction and will be regularly reviewed to ensure it remains relevant and appropriate.

Sean Ryan, Richard Young and Chris Monk
Directors

2. ORGANISATION FOR HEALTH AND SAFETY

2.1 DUTIES AND RESPONSIBILITIES

The **Board** is responsible for taking all reasonably practicable precautions in the conduct of UNIAC and its activities, to safeguard the health, safety and welfare of employees and others who may be affected by its activities. The Board will consider health, safety and welfare issues at each Board meeting.

The **Directors** are responsible to the Board for ensuring that the commitments of the health and safety policy are delivered. They are also responsible for allocating sufficient resources to enable the effective implementation of the policy.

The **Lead Auditors on each audit** are responsible to the Directors for delivering the commitments of the health and safety policy within the client institutions, in particular for ensuring that members of the audit team have a safe and healthy place to work, safe means of access/egress, adequate welfare facilities etc. when working on client's premises.

The **Office Manager** is responsible to the Directors for co-ordinating health, safety and welfare issues within UNIAC's offices and for ensuring the provision of safe work equipment to the UNIAC staff team.

All staff are responsible for taking reasonable care for their health, safety and welfare and that of those around them. UNIAC expects staff to:

- Not put themselves or others at risk;
- Co-operate with UNIAC and their clients on health, safety and welfare issues;
- Not intentionally damage or misuse anything provided for health, safety and welfare reasons.

2.2 MANAGEMENT STRUCTURE

Uniac has a flat management structure with all staff reporting to the three Directors.

3. ARRANGEMENTS FOR HEALTH AND SAFETY POLICIES AND PROCEDURES

3.1 ACCIDENTS AND INCIDENTS

Any member of staff who is involved in an accident/incident whilst at work should report it to the Office Manager immediately who will ensure that the details are entered in the Accident Book held in the office.

In addition to the above, where a member of staff is involved in an accident/incident whilst at work that takes place on a client's premises, it should be reported immediately to the normal client contact. Clients may have their own accident/incident reporting procedure in place and staff are required to co-operate fully with this process.

This procedure applies to any accidents and incidents, no matter how minor or trivial they may seem.

Some types of accident and incidents (e.g. broken bones, overnight stays in hospital etc.) need to be reported by UNIAC to the Health & Safety Executive within a few days of their occurrence so it is imperative that any accidents/incidents are notified to the Office Manager as soon as practicable.

3.2 CONSULTATION WITH EMPLOYEES

Health, safety and welfare is a standing item on the agenda of every team meeting. New health and safety policies and procedures or changes to existing ones will be discussed with staff at this forum, and members of staff are encouraged to raise any health, safety and welfare issues or concerns. A summary of action items will be maintained by the Office Manager who will forward any outstanding issues to the Board for consideration.

Alternatively, staff may raise any health, safety and welfare issues via a member of the management team.

3.3 DISPLAY SCREEN EQUIPMENT (DSE)

As the majority of UNIAC's activities are conducted on client's premises or other locations, staff make significant use of laptop computers.

A guidance document containing more information on the safe use of laptops is available for staff (see Guidance for Staff on the Use of Laptops at N:\Health and Safety\Display Screen Equipment.) Staff are advised to make themselves aware of this document and follow its advice when setting up their laptop workstation for working from client's premises and at home.

All staff are required to complete a DSE Workstation Self-Assessment Questionnaire (see N:\Health and Safety\Display Screen Equipment) for each of their normal DSE workstation set ups at least once a year. Each questionnaire should be accompanied by a digital photograph showing your normal DSE workstation set up on client's premises and at home. The completed questionnaire and photograph should be sent to the Office Manager.

The DSE Workstation Self-Assessment Questionnaire is reviewed by the Office Manager who will co-ordinate any action required. Any outstanding actions requiring further consideration or discussion will be submitted to the Directors.

Staff should have their eyes tested regularly. UNIAC will support the cost of a basic eye test. Staff should obtain an eye test from their normal optician and submit the receipt to the Office Manager via the normal expenses procedure. The optician will recommend an appropriate re-test interval.

If staff require corrective eyewear solely for use with DSE, the optician should be asked to confirm this in writing. Staff should purchase corrective eyewear as required and submit the receipt to the Office Manager via the normal expenses procedure. UNIAC will support the cost of basic corrective eyewear.

Staff must report any health concerns related to the use of their laptops to the Office Manager as soon as possible.

See N:\Health and Safety\Display Screen Equipment for guidance and information documents on the safe use of display screen equipment and visual display units

3.4 DRIVING AT WORK

As the majority of UNIAC's activities are conducted on client's premises or other locations, some staff may undertake a significant amount of travelling as a result of their work. UNIAC's preferred method of work travel for long distances is via public transport. However, there are some occasions when driving at work is necessary.

If staff opt to drive long distances, they are required to conduct a risk assessment on their driving activities. A generic driving risk assessment has been conducted (see N:\Health and Safety\Driving Safety). It identifies the typical hazards associated with driving and recommends some appropriate control measures staff may take to minimise the risks from driving long distances. Staff are advised to use the risk assessment as a basis for completing their own risk assessment.

Staff are encouraged to ensure they are sufficiently well-rested to undertake the journey safely and to take regular breaks during the drive (for example, taking a 15 minute break every 2 hours or as soon as they feel tired). They should also consider an overnight stay where appropriate (for example, when the time spent driving to/from a site would exceed the amount of time actually spent on site.)

Staff must not drink and drive under any circumstances and if taking medication should be aware of the impact this may have on their ability to drive safely.

Staff are encouraged to undertake basic vehicle safety checks before any long journey (such as checking tyre pressures, fluid levels and the operation of lights) and to ensure that vehicle safety equipment such as seat belts and head restraints are properly adjusted for themselves and any passengers they may carry on work-related journeys.

Good driving posture should be used at all times and staff are advised to adjust the seat and mirrors to achieve a comfortable driving position.

Staff are reminded of the need to amend their car insurance to include business use if using a private vehicle for work related travel.

See N:\Health and Safety\Driving Safety for a guidance and information document on driving safety.

3.5 FIRE SAFETY

Although the fire procedure may differ depending on where you are, the following basic rules apply;

- On discovering a fire, raise the alarm immediately by activating the nearest fire alarm call point. Then call the Fire Brigade.
- On hearing the fire alarm, leave the building using the nearest exit. Do not use the lift and do not stop to collect personal belongings. Proceed to the nearest assembly point (an external area away from the building) and await further instructions. Do not re-enter the building until you are informed that it is safe to do so.

When at the Manchester Office, the fire procedure is;

- On discovering a fire, raise the alarm immediately by activating the nearest fire alarm call point. There is one in the lift lobby and in the corridor towards the rear staircase. Then call the Fire Brigade by dialling 999 on a mobile phone. Do NOT attempt to fight the fire yourself unless you have been trained to use fire extinguishers and it is safe to do so.
- On hearing the fire alarm, leave the building using the nearest exit. Either use the main staircase by the lift or use the rear staircase. Do NOT use the lift and do NOT stop to collect personal belongings. Proceed to the Assembly Point which is under the Manchester flyover in the car park of Armstrong House, the Office Manager and Bruntwood employees will act as fire marshalls. Do not re-enter the building until you are informed that it is safe to do so.
- A copy of the fire procedure is displayed in the office, along with a plan showing the location of the fire exits, fire alarm call points and the Assembly Point is displayed in the office.
- The fire alarm is a siren and it is tested every Thursday morning. A full fire evacuation drill is held at least once a year.

A copy of the fire procedure and the fire plan for the Manchester Office is at N:\Health and Safety\Miscellaneous.

When working on client's premises, staff are required to make themselves aware of the local fire procedure in force and comply with it at all times. For example, the Fire Brigade may need to be called via a Reception or Security point and/or additional instructions may be given over a public address system.

3.6 FIRST AID

Although the procedure to obtain first aid treatment may differ depending on where you are, the following basic rules apply;

- First Aiders are people who have been specially trained to provide emergency treatment to those who have been injured or are unwell.
- There is a limit to the types of treatment that can be provided by First Aiders and in some instances it may be safer to call an Ambulance immediately, for example if it is clear that the injured person has a broken bone or is seriously injured.

When working from the Manchester Office and you require first aid treatment, the Office Manager is the appointed first aid person for Uniac and can offer basic advice or seek the appropriate medical treatment for you. A First Aid box is held in the office at all times.

When working on client's premises, staff are required to make themselves aware of the local first aid arrangements in force. For example, the nearest available First Aider may be contacted via a Reception or Security point and/or there may be a first aid room on the premises.

See N:\Health and Safety\First Aid for a guidance and information document on first aid at work.

3.7 HEALTH AND SAFETY TRAINING

Basic information on key health, safety and welfare issues is provided to staff at induction. A Health & Safety Induction Checklist will be completed by the Office Manager for each new member of staff (see N:\Health and Safety\Miscellaneous).

Staff are able to access a number of interactive basic health and safety training courses via the Health & Safety Unit at the Manchester Metropolitan University. These are available from their website at www.mmu.ac.uk/human/resources/health and instructions on how to use them, including the username and password can be found at N:\Health and Safety\Miscellaneous.

Additional information on health, safety and welfare issues can be obtained from the Office Manager who co-ordinates health, safety and welfare issues for UNIAC offices and equipment. Health, safety and welfare issues relating to working on client's premises should be referred to the Directors in the first instance.

Specialist information on health, safety and welfare issues can be obtained from the Health & Safety Unit at Manchester Metropolitan University. See www.mmu.ac.uk/human/resources/health for details.

3.8 MANUAL HANDLING

As the majority of UNIAC's activities are conducted on client's premises or other locations, staff undertake a significant amount of manual handling as they carry laptops and files around with them from place to place.

A guidance document containing more information on safe manual handling is available for staff (see N:\Health and Safety\Manual Handling). Staff are advised to make themselves aware of this document and follow its advice when lifting and carrying their equipment to and from client's premises and home.

Staff are encouraged to only carry equipment that is required for each day's work on a client's premises and in particular to avoid carrying unnecessary paperwork that is available on laptops.

A variety of bags and holdalls are available from the Office Manager and staff are advised to select the most appropriate one for their use.

A generic risk assessment for the manual handling of equipment has been conducted. This identifies the typical hazards that may be associated with the lifting and carrying of laptops, files and other office equipment and lists the recommended control measures to minimise the risks from them. Staff are advised to use this risk assessment as a basis for ensuring their own manual handling safety. See N:\Health and Safety\Manual Handling.

Staff must report any health concerns related to the manual handling of office equipment to the Office Manager as soon as possible.

3.9 MOBILE PHONES

All UNIAC staff are issued with a mobile phone for use at work. However, due to the ongoing concern in the media about the long term health effects of prolonged use of mobile phones, staff are encouraged to restrict use of their mobile phones wherever possible. For example, when on a client's premises and a landline telephone is available for internal use, this should be used in preference to a mobile phone.

Staff should avoid making lengthy calls from their mobile phone and should use a hands-free kit wherever possible. In addition, staff should hold the phone away from the ear rather than pressed close to the side of the head during calls.

Mobile phones should not be used while driving. Voicemail should be used at all times to divert calls whilst driving. If staff need to advise a client that they will be late for a meeting as they have been stuck in traffic for example, they should find a safe place to stop and make the call whilst stationary.

The mobile phones provided by UNIAC have specific absorption rates below those recommended by the Council of the European Union.

Staff should contact the Office Manager to obtain hands-free kits or other supplementary equipment for use with their mobile phones.

See N:\Health and Safety\Mobile Phones for guidance and information documents on the safe use of mobile phones.

3.10 OFFICE SAFETY

Whilst offices are relatively low risk environments, they do present a number of health and safety hazards for staff - particularly when the environment is unfamiliar to them.

The commonest causes of accidents in offices are people falling over objects left in the way, bumping into objects protruding or inappropriately placed and stepping on objects left on the floor. Overcrowded offices or poor housekeeping often make the situation worse.

UNIAC's offices are shared by staff for 'hot desking' purposes and it is therefore even more important that staff tidy up after themselves when they have finished and leave the office space clean and tidy at the end of each day.

A risk assessment for the Manchester Office has been conducted. This identifies the main hazards that are present in this office environment and lists the control measures in place to minimise the risk from them. Staff are required to comply with the risk assessment whenever they are working from the Manchester Office. See N:\Health and Safety\Office safety.

A generic office risk assessment for client's premises has been conducted. This identifies the typical hazards that may be present within the office environments on client's premises and suggests some of the control measures that may be in place to minimise the risk from them. Staff are advised to use this risk assessment as a basis for working from office environments within client's premises safely. See N:\Health and Safety\Office safety.

If the audit team is required to work in areas away from the normal office environment, the Audit Manager must conduct a risk assessment. Information about hazards present and the required control measures in place should be sought from the client contact and included within the risk assessment. This should be communicated to the audit team BEFORE work begins on the client's premises.

3.11 PERSONAL SAFETY/SECURITY

As the majority of UNIAC's activities are conducted on client's premises or other locations, staff undertake a significant amount of travelling as a result of their work - either by public transport or by car. Much of this will be done alone and may be early in the morning or late at night.

Staff are advised to take sensible precautions to ensure their personal safety and security. For example, when travelling by public transport try to avoid being a lone passenger in a particular section of the train/bus and

wait in well-lit areas with others. When travelling by car, park in a well-lit area and don't leave valuables visible.

Each member of the UNIAC team is paired with another for the purposes of a 'buddy system'. This should be used by 'buddies' to let each person know where they are working each day and roughly what time they expect to arrive and when they will be leaving. If a buddy hasn't checked in as normal and contact hasn't been made with them, a 'buddy' should contact their Audit Manager. The Audit Manager will attempt to make contact with the buddy and/or contact their Director. The Director will attempt to make contact with the buddy including telephoning them at home if necessary.

Staff are advised to keep a note of their contact and next of kin details with them at all times.

3.12 RISK ASSESSMENTS

A hazard is something which has the potential to cause harm.

A risk is the likelihood that harm will result from the hazard.

A risk assessment is a method for identifying significant hazards in the workplace, evaluating the risks from those hazards and then identifying the measures that need to be in place to control them.

Audit Managers will complete risk assessments for staff working from other areas on client's premises as required but all staff should conduct their own informal risk assessment if they are required to enter an unfamiliar area or complete an unfamiliar task/activity.

See N:\Health and Safety\Risk Assessment for guidance and information documents on conducting risk assessments.

3.13 SMOKING

UNIAC operates a no smoking policy at its offices.

Many of our clients also operate no smoking policies within their buildings. Staff who smoke are required to make themselves aware of the local arrangements in force and comply with them at all times.

3.14 STRESS

Stress is defined by the Health & Safety Executive as the adverse reaction people have to excessive pressure or other types of demand placed upon them. Work related stress can be prevented or reduced by good management practices.

A guidance document that contains more information on the symptoms of stress and possible causes of stress in the workplace is available for staff at N:\Health and Safety\Stress.

Staff are encouraged to discuss any issues that may be causing them stress with a Director. The Director will work with the individual member of staff to agree alternative approaches to work to help reduce work related stress.

3.15 WORKING ON CLIENT'S PREMISES

As the majority of UNIAC's activities are conducted away from their offices, most staff spend the bulk of their time working on client's premises.

When on the premises of another organisation, ensuring the health, safety and welfare of UNIAC staff becomes that organisation's responsibility. In other words, when an audit team is working from a client's premises it is the client's responsibility to ensure their health, safety and welfare. This means that when working on client's premises, UNIAC staff are required to co-operate with the client by following any local health, safety and welfare instructions and procedures.

Lead Auditors are responsible for ensuring that the necessary preparations have been made to enable the audit team to begin work on the client's premises safely. They are advised to make use of the generic office risk assessment and the guidance on workplace health, safety and welfare issues as checklists to ensure that the audit team is being provided with a healthy and safe working environment on the client's premises and that all members of the audit team have been briefed on local health, safety and welfare arrangements. See N:\Health and Safety\Miscellaneous.

If a member of staff is unsure about the safety of an area or activity when on a client's premises, staff should seek clarification or further information from a Director.