



Health & Safety Manual
(Incorporating Health and Safety
Policy)- V1

teamitg

INTRODUCTION

The guidance and control measures in this manual have been prepared to ensure the Health, Safety & Wellbeing of ITG (Inspired Thinking Group) employees, contractor employees, other people in the workplace and the public.

However, it is not possible to give comprehensive guidance on all Health & Safety Legislation. Where more information is required, you should ask your line manager or consult the relevant legislation, regulation, approved code of practice or guidance note.

You may also consult with the company Health, Safety & CSR Manager.

HEALTH AND SAFETY AT WORK ACT 1974

The Health and Safety at Work Act 1974 is the central piece of UK Health and Safety legislation. The duties of employees and employers are summarised below.

Duties of Employees:

- Section 7 requires **you** to 'take reasonable care' for the health and safety of yourself and others.
- **You** must also co-operate with ITG in complying with health and safety laws.
- Section 8 requires **everyone** not to interfere with, or misuse, anything provided for protection, safety, or welfare.

Duties of ITG:

Section 2 of the Act puts a duty on employers to ensure, **so far as is reasonably practicable**, the health, safety, and welfare at work, of their employees.

'**Reasonably practicable**' refers to the balance between the cost and effort involved in reducing risk, and the possible effects (injury or ill health) if this money and effort is not spent.

In particular, employers must ensure that the following are safe and without risks to health:

- Machinery, equipment, and methods of working.
- Use, handling, storage and transport of chemicals and equipment.
- The workplace and working environment.

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Employers must also provide for employees:

- Information, instruction, training, and supervision.
- Adequate welfare facilities and arrangements.

Sections 3 and 4 of the Act require employers to ensure, so far as is reasonably practicable, that people other than employees are not put at risk. Other people could be visitors, passers-by, clients, contractor employees, etc.

Health and safety arrangements should consider risks to these people, as well as to employees.

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HEALTH & SAFETY POLICY

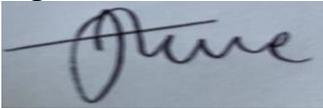
Health & Safety Policy Part 1

This health and safety policy has three parts. The first is the policy statement; the second is the organisation and responsibilities and the third part details the arrangements for health and safety.

Health & Safety Policy Statement

We at ITG provide marketing services and Health and Safety is an integral part of our approach to delivering a professional service to our clients.

We are committed to ensuring the health, safety, and welfare of our employees, so far as is reasonably practicable, and recognise that the effective management of Health and Safety is an integral part of our overall business performance. We also fully accept our responsibility for other persons such as clients, contractors and visitors who may be affected by our activities.

Signed	Date: 10/02/2022
	
Darren Lowe ITG (Procurement Director)	

Scope

This policy applies to all activities carried out by ITG employees at all sites.

Policy

At ITG, our aims are to:

- Comply with all relevant Health & Safety legislation, regulations, codes of practice and guidance.
- Ensure our activities are conducted safely, protecting the health of employees and all others who may be affected.
- Manage our activities to meet all relevant laws and regulations.
- Set Health & Safety targets and maintain an improvement plan to address areas where measurement has indicated an improvement is necessary.

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In order to achieve our aims, we will:

- Provide and maintain safe and healthy working conditions for all our employees and all others who work on our behalf.
- Identify risks and, where they cannot be eliminated, control them to an acceptable level.
- Value the efforts of all employees in the field of Health & Safety equally with their other contributions to the business.
- Require every employee, and others who work on our behalf, to exercise personal responsibility in preventing harm to themselves and others.
- Actively work to prevent all workplace adverse events (accidents, incidents and near miss incidents).
- Encourage the open reporting of all adverse events and their investigation to facilitate the prevention of reoccurrence.
- Provide such information, instruction and training as required to enable employees to co-operate fully with us in achieving compliance with the policy.

Health & Safety Policy Part 2

Organisation and Responsibilities

The overall and final responsibility for Health and Safety in the company lies with the company Procurement Director.

The day-to-day responsibility for ensuring this policy is put into practice is delegated to Group Health & Safety.

Group Health & Safety is responsible for;

- Arranging relevant safety related training for employees relevant to their job role.
- Conducting periodic safety inspections.
- Conducting risk assessments and ensuring these are reviewed within set review timelines, and ensuring the further controls highlighted are actioned.
- Investigating adverse events and ensuring preventative measures are put into place.
- Ensuring there is adequate first aid and fire marshal coverage across ITG sites.
- Ensuring there is adequate first aid provisions across ITG sites.
- Ensuring that fire safety systems and provisions are in place and adequately maintained across ITG sites.
- Ensuring actions required following DSE assessments are followed up and actioned in a timely manner.
- Ensuring compliance with the relevant electrical safety regulations.
- Conducting regular Health & Safety Committee meetings and ensuring issues raised are dealt with in a timely manner.
- The competent source for advice for all matters relating to health and safety.

All employees must co-operate by:

- Working with regard for the safety of themselves and others.
- Working safely in accordance with instructed methods.
- Adhering to company policy and procedures.
- Reporting all adverse events and co-operating in any subsequent investigations.

Health & Safety Policy – Part 3

Arrangements & Procedures

HEALTH & SAFETY (CONSULTATION WITH EMPLOYEES) REGULATIONS

HEALTH & SAFETY COMMITTEE

A Health & Safety Committee is active within ITG.

The function of the Health & Safety Committee is to discuss and approve future health and safety developments and recent internal and external adverse events, as well as offering an open environment to raise any concerns.

The Health & Safety Committee meets on a quarterly basis.

If you would like to offer a subject for discussion, please contact your Health & Safety Representative (ask your line manager who your Health & Safety Representative is).

Alternatively contact the company Health, Safety & CSR Manager.

COMMUNICATION

How Health & Safety information is communicated:

- Health, Safety & CSR Manager directly with line managers.
- Health & Safety Committee representatives with their line managers and constituents.
- Health & Safety toolbox talks, events, and campaigns.
- Health & Safety notice boards/company intranet.
- Health & Safety Manual.

FIRE SAFETY ARRANGEMENTS

ITG takes its responsibilities seriously towards fire safety and ensuring compliance with the Regulatory Reform Fire Safety Order (2005) (RRFSO).

The Procurement Director will be known as the responsible person under the RRFSO.

The Health, Safety & CSR Manager will be known as the competent person under the RRFSO.

To ensure compliance, ITG will provide and ensure:

- Suitable systems/means of fire detection and maintenance of systems.
- Suitable systems/means for raising awareness of a fire event and maintenance of systems.
- Suitable means of escape and maintenance of systems and equipment.
- Emergency fire-fighting equipment and maintenance of equipment.
- Fire safety training for all relevant employees.
- Testing of emergency procedures to ensure they remain suitable and sufficient.
- Risk assessments are completed and reviewed, with any further control measures highlighted being acted upon in a timely manner.

FIRE ACTION PROCEDURE

This document sets out procedures to be followed in the event of a fire. All staff **must** familiarise themselves with the Fire Action Procedures.

FIRE ACTION

On discovering a fire

- Operate the nearest fire alarm call point (break glass).

On hearing the fire evacuation alarm

- Evacuate the building via your nearest available fire exit.
- Proceed to your designated primary **Assembly Point**.
- Remain at the Assembly Point and await further instructions.

DO NOT take personal risks

DO NOT stop to collect personal belongings

DO NOT use the lifts

DO NOT re-enter the building until authorised to do so

GENERAL FIRE INFORMATION

This document sets out general fire prevention, safety, and information to be followed by ITG staff.

FIRE PREVENTION AND SAFETY

It is the responsibility of all members of staff within the building to ensure the safety of themselves and those with whom they work. In addition, it is a legal requirement that all staff are familiar with the emergency procedures in the event of fire.

Staff should be familiar with:

- The actions to be taken on discovery of fire and on hearing the alarm.
- The location of manual fire alarm call points within the building and the method of operation.



Manual Fire Alarm Call Point - on discovery of fire break the glass!

- The location of fire-fighting equipment within the building and the method of operation.
- All escape routes within the building.
- The purpose of fire-resisting doors and their location within the building.
- Evacuation procedures for the building and the location of the assembly point(s).

All staff should be familiar with the methods of fire prevention as detailed below:

- Should a member of staff consider that something or someone presents a fire risk within the building, they should report the matter.
- Staff should not allow the accumulation of large amounts of combustible materials around workplaces, escape routes or in lift lobbies.
- Staff should not obstruct fire escapes; fire exits or any fire-related equipment.
- Staff should not obstruct ventilation grilles on electrical equipment.
- Staff should ensure that self-closing fire/smoke doors are not wedged in the open position.
- Staff should observe the smoking policy for the building.
- Staff should maintain, as far as possible, a clear desktop policy, to prevent the rapid spread of fire should it occur.

FIREFIGHTING EQUIPMENT

All areas within the building are supplied with suitable fire-fighting equipment for the specific risks to be found within that area.

All staff have a duty to ensure no person is put at risk when and if a fire is tackled, i.e., there must be no misuse of equipment and a person tackling a fire must ensure their escape route is clear.

The company would far prefer staff to compartment the fire by closing all doors to the affected area and for all staff to evacuate the building.

FIRE ALARM TESTING

Fire alarms are tested weekly, Fire alarms are tested to ensure that all fire alarm call points are operational, that the alarm can be heard in all areas of the building and that staff can recognise the sound of the alarm.

EVACUATION DRILLS

Evacuation drills will be conducted on a regular basis to ensure that all staff are familiar with the fire and emergency procedures for the building.

FIRE DOORS

Fire Doors are an important part of a building's fire defences.

The two functions of a fire door are:

- To compartment the building to prevent the spread of fire.
- To provide a safe means of escape for those persons evacuating the building.

All staff are to ensure that all fire doors, particularly those affording access to stairwells, are kept shut at all times unless fitted with automatic closing devices.

FIRE ESCAPE STAIRWELLS AND EXITS

Fire escape stairwells are provided to afford egress from floor areas to fire exits, which terminate to open air.

Do not obstruct these exits or routes in any way.

Staff should familiarize themselves with all fire escape stairwells and exits at their site.

ASSEMBLY POINT

A primary evacuation **Assembly Point** in the event of fire will be established.

This point is of primary nature and can be relocated as necessary at any time to maintain the safety of staff.

GUIDE TO FIRE EXTINGUISHERS

This below details the appropriate usage of portable fire-fighting equipment.

FIRE FIGHTING EQUIPMENT

WATER	CARBON DIOXIDE	DRY POWDER	AFFF
FOR USE ON Wood Paper Furnishings	FOR USE ON Small Bin Fires & Electrical Equipment	FOR USE ON Flammable Liquids Gases & Electrical Equipment	FOR USE ON Wood Paper Furnishings & Flammable Liquids
DO NOT USE ON Electrical Equipment			DO NOT USE ON Electrical Equipment

REPORTING OF ADVERSE EVENTS & INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS (RIDDOR).

ITG is committed to ensuring that no harm or loss is suffered to employees, visitors, contractors, or the public, but the company recognises that if these instances do occur then controls should be put in place to prevent recurrences and adopt a 'lesson learned' approach.

ITG adopts the term Adverse Events to refer to accidents, incidents and near misses, which are defined below.

Accidents – where personal injury is suffered.

Incidents – damage to buildings, plant, or equipment.

Near miss – where no personal injury or damage to buildings, plant or equipment has been sustained, but had the potential to do so.

All adverse events (accidents, incidents and near misses) should be reported to the Health, Safety & CSR Manager at the earliest opportunity with as much detail as possible.

All accident (personal injury) events must be reported to a First Aider.

See Health & Safety Notice Boards/Intranet for a list of First Aiders, First Aid box and Accident Book locations.

Accidents must be recorded in the Accident Book provided.

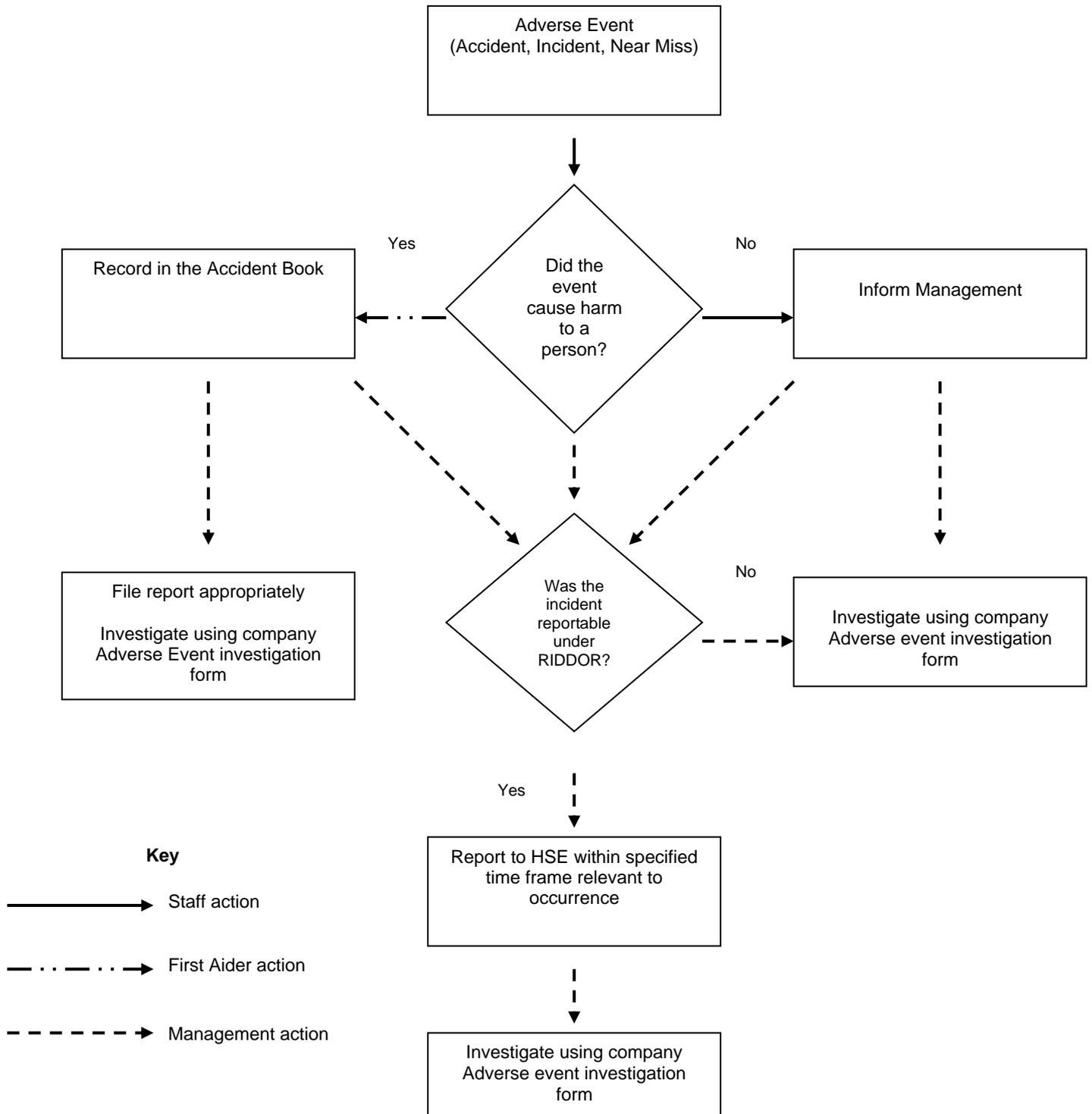
Ensure you know:

- Who the First Aiders are
- Where the First Aid boxes are

Certain accidents, diseases and dangerous occurrences must be reported to the HSE (Health and Safety Executive) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

It will be the responsibility of the Health, Safety & CSR Manager to report all RIDDOR Occurrences within the relevant timeframes.

ADVERSE EVENT REPORTING & INVESTIGATION PROCESS



Full details of RIDDOR Reportable events and methods of reporting can be found at <https://www.hse.gov.uk/riddor/index.htm>

HEALTH AND SAFETY (SIGNS AND SIGNALS) REGULATIONS

Employer's duties:

ITG is required to provide, display, and maintain sufficient safety signs to warn of circumstances where risks to health and safety exist and to advise of precautions that need to be taken.

These safety signs can be categorised as:

Mandatory
Warning
Prohibition
Safe Condition
Fire Fighting

Employee duties:

You MUST comply with any notice or sign; you should also report any missing or damaged signage to your line manager.

Examples of safety signs and their meanings are shown below, you should familiarise yourself with their meanings.

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Example	Meaning	Safety colour	Contrast colour	Graphical symbol colour
	<p>Mandatory (MUST DO)</p> <p>These signs prescribe specific behaviour that must be taken</p>	Blue	White	White
	<p>Warning (Caution, beware)</p> <p>These signs give warning of a hazard or danger.</p>	Yellow	Black	Black
	<p>Prohibition (DO NOT DO)</p> <p>These signs prohibit behaviour likely to increase or cause danger.</p>	Red	White	Black

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Example	Meaning	Safety colour	Contrast colour	Graphical symbol colour
	Safe Condition (The safe way) These signs indicate emergency exits or first aid/rescue equipment.	Green	White	White
	Fire Sign (Fire equipment) These signs indicate the location of firefighting equipment.	Red	White	White

Fire Exit Sign	Meaning
	Progress forward from here or, progress forward and through from here
	Progress down from here
	Progress to the right from here
	Progress up to the right from here
	Progress down to the right from here
	Progress to the left from here
	Progress up to the left from here
	Progress down to the left from here
	Fire Exit - final exit to open air/place of safety

MANUAL HANDLING OPERATIONS REGULATIONS

Manual handling operations mean physically lifting, carrying, or moving any load. These regulations apply wherever manual handling operations are carried out.

There are no maximum weight limits set for loads. Instead, the regulations require a full assessment of all risks including the task, load and working environment. The regulations are based on ergonomics, which means fitting the job to the person rather than the person to the job.

Duties of Employees:

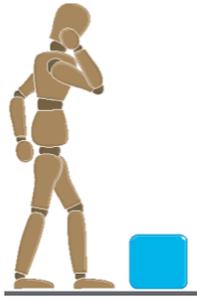
- Make full and proper use of any system of work provided for **you** by your employer to reduce the risk of manual handling injuries, including following instructions and training provided.

Duties of ITG:

- Avoid hazardous manual handling operations so far as is reasonably practicable. This may be done by redesigning the task to avoid moving the load or by automating or mechanising the process.
- Make a suitable and sufficient assessment of any hazardous manual handling operations that cannot be avoided.
- Reduce the risk of injury from those operations to the lowest level reasonably practicable. Particular consideration should be given to the provision of mechanical assistance but where this is not reasonably practicable, other improvements to the task, the load and the working environment should be explored.
- Review risk assessments if there is a reason to suspect it is no longer valid, or if there have been any significant changes in the manual handling operations.
- Provide training and information for employees, and specific information about the load.

GUIDE TO GOOD MANUAL HANDLING

The below describes good handling technique that **employees** are advised to follow when manually handling loads.



Think before lifting/handling

Plan the lift

Can handling aids be used?

Where is the load going to be placed?

Will help be needed with the load?

Remove obstructions such as discarded wrapping materials

For a long lift, consider resting the load midway on a table or bench to change grip.



Keep the load close to the waist

Keep the load as close to the body for as long as possible while lifting.

Keep the heaviest side of the load next to the body.

If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.



Adopt a stable position

The feet should be apart with one leg slightly forward to maintain balance (alongside the load if it is on the ground). You should be prepared to move your feet during the lift to maintain your stability.

Avoid tight clothing or unsuitable footwear, which may make this difficult.



Get a good hold

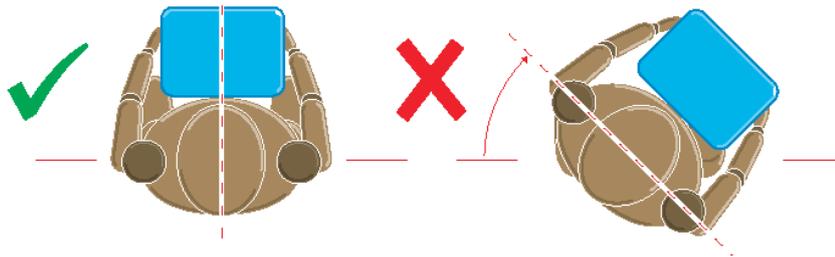
Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

Start in a good position

At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

Don't flex the back any further while lifting

This can happen if the legs begin to straighten before starting to raise the load.



Avoid twisting the back or leaning sideways

Especially while the back is bent. Shoulders should be kept level and facing the same direction as the hips.

Turning by moving the feet is better than twisting and lifting at the same time.

Keep the head up when handling

Look ahead, not down at the load, once it has been held securely.

Move smoothly

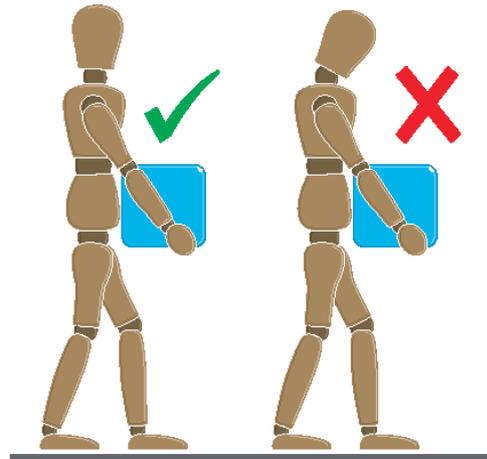
The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than can be easily managed

There is a difference between what you can lift and what you can safely lift. If in doubt, seek advice or help.

Put down, then adjust

If precise positioning of the load is necessary, put it down first, then slide it into the desired position.



DISPLAY SCREEN EQUIPMENT REGULATIONS & GUIDANCE

The Display Screen Equipment Regulations require ITG to take action in a number of areas, which include:

- Informing you of the need to adopt a sound and comfortable working position at the screen.
- Make available provision for regular eye tests on request by display screen users and publish this entitlement.
- Assess the workstations to ensure that the furniture and equipment is acceptable.

Information for all display screen equipment users

Safe working practices

All users of DSE are required to complete a DSE Assessment, so that any issues can be highlighted and resolved in a timely manner.

Possible risks

Although there are very few possible health risks associated with display screen equipment work, it is possible, as in any other type of work, for you to experience physical or visual fatigue. In fact, research shows that the risk to the individual user from typical display screen work is very low. As in any other job, however, ill health can result from poor work organisation, working environment, equipment, and job design.

For these reasons, it is particularly important that you make some simple adjustments to your workstation to ensure that you are comfortable, and the display is clear.

There are four main areas of consideration which must be applied to all display screen and keyboard work, detailed below:

Working position

- The working position is of prime importance, and you must make every reasonable effort to ensure that this is correct and comfortable for the task. Wherever possible, place your desk in such a way that you are able to sit sideways to a window and other sources of bright light in the room (glare from outside may cause discomfort and headaches). Where this isn't practicable, the use of blinds, etc. should be used. Keep trailing cables out of the way or secured properly with tie wraps or tape.
- In all keyboard work situations where the majority of time is spent on input, the surface on which the keyboard is placed must be at normal desk level so that the forearms are horizontal, just above the level of the desktop.
- The chair that you use should be adjustable for both seat and backrest height and the backrest must be able to rake forward sufficiently to offer posture support. It should be of a wheeled or glide type, depending on the floor surface. The chair must be adjusted to a suitable height to allow a comfortable keyboard position and the seat back adjusted to give support to the small of the back. The design of the chair must enable it to get close enough to the desk.
- Adopt a suitable seated posture – for example, adjust the height of your chair until your elbows are roughly the same height as the keyboard so that you are at the right height for keying. Sit with your wrists reasonably straight, forearms approximately horizontal or sloping slightly downward and upper arms hanging comfortably down from relaxed shoulders. Then check that your feet are comfortable on the floor and that your legs are not hitting the underside of the desk. You may need a footrest to avoid your legs being unsupported and to prevent your thighs being squashed by the front of the chair. If you use a footrest adjust its tilt and height so your feet can rest flat on its surface.
- Making these quite minor adjustments each time you sit at the keyboard, particularly when more than one person uses the workstation, can increase comfort greatly and also reduce fatigue.
- The conditions under which wrist discomfort is possible are removed as the hands and arms are in a position of rest and not forced into adopting an awkward or unnatural position.

The screen

- The screen should be about an arm's length away from the face. Adjust the height of your monitor to minimise head and neck movements. Position your screen so that you are looking comfortably down at an angle of between 15 and 30 degrees. (A useful tip is that the top of the display casing should be approximately at eye level when you are sat down).
- Adjust the display using the brightness and contrast controls, so that the print is clear against the background but not causing glare. You should be able to work at the screen without bright glare sources in your field of view and without distracting reflections. The effect of reflected light can be reduced or eliminated by either turning the screen away from the light source or tilting it downwards.
- If window blinds are available these can be closed or adjusted to direct any sunlight away from the screen.
- If none of these adjustments improve the reflections the problem can be solved using a screen filter. These are a last resort but in really difficult situations may be the only solution.

Working practices

- Prioritise the layout on your desk, locating closest to you those things that you use most without twisting or stretching. If you use a keyboard a lot, sit straight on to it.
- Use a document holder so that the documents are within your field of view when using the keyboard. Adjust the document holder so that it is the same height, slope and viewing distance as your screen and locate it as close to the side of the screen as possible. If you spend more time working on documents, put them in front and the keyboard to the side.
- Make sure that you have enough room for the equipment that you use, documents and other reference materials. Make sure you have enough free surface to allow some flexibility in the way you sit.
- Provide a small space in front of your keyboard where you can rest your hands while not typing. Provide enough space to use your mouse and use a mouse mat. Adjust your software by selecting easy-to-use fonts, limit the number of colours you use on the screen, and avoid large areas of white if your screen appears to flicker. Use pastel background colours if reflections are a problem on your screen. Reduce clutter on the screen by removing unused toolbars. Keep the screen clean.

- Sit as close to your desk as possible when using the computer. Keep the curve in the lower back and try not to lean to one side while seated. Periodically vary the way that you sit and occasionally lean back and relax.
- Move your keyboard closer if you feel you are stretching too much to use it. Keep your wrists straight and try not to bend them upwards when typing. Use a soft touch while typing and rest your arms while not typing. Be careful not to rest the soft inner part of your wrist (where you would take your pulse) on the wrist rest or table edge – either surface may dig in and reduce the circulation to your hands and fingers.
- Do not stretch to use the mouse – use the mouse as close to you as possible. Do not bend your hand up at the wrist while using the mouse and vary the way that you grasp it. Use a light touch when holding and depressing the mouse button(s).
- Move your eyes rather than your head when reading on the screen.
- You are encouraged to intersperse your keyboard activity with other tasks. These need not be lengthy and can usually form part of the overall task, i.e., changing paper feeds, collecting, and delivering work, answering the telephone or other clerical duties. The purpose of this is to take you away from the keyboard at fairly regular intervals. This effectively helps to relax the arms and wrists, exercises the body, and breaks the monotony of solid input.
- Keyboard jobs should be designed to take into account the need for this mix of tasks. The solution is not to increase the number of rest breaks; rest breaks are in fact less helpful than a change or other short duty.
- The main reason for this is that during a ‘rest break’ you tend to sit with a drink or something to read, where arms and hands remain in virtually the same position, relative to the body, as they are during input.

Eye care

- The display screen does not damage the eyes, nor does it cause eyestrain. It may, however, as with any other concentrated reading task, cause the eyes to tire.
- It could also make any eye defect that you may already have, more noticeable. For this reason, display screen users should have regular eye tests.
- Eye tests are covered by the company and should eye tests determine eyewear is required, this cost will also be covered – refer to the company intranet for further information.

Working environment

- Where it is under your control, make your environment comfortable. Adjust lighting to complement the brightness of your screen – a screen with a dark background will require lower overall room lighting levels.
- Reduce bright lights from outside by using blinds or curtains. Ensure that the air is not too dry and avoid drafts, as dryness can make eyes sore. For this reason, you should make sure that the heat that the equipment gives off, blows away from you. Blink often to keep your eyes lubricated and prevent them from drying out.

Summary

Provided that all keyboard users pay heed to these recommendations, no one should suffer discomfort when carrying out the DSE tasks.

Remember these key points:

- seat height adjusted.
- sit well back in the seat.
- lumbar region of back supported.
- no pressure on underside of thighs.
- foot support if necessary.
- sit as close to your desk as possible.
- keep your wrists straight.

MANAGEMENT OF HEALTH AND SAFETY AT WORK REGULATIONS

Employee duties:

- Use equipment and dangerous substances in accordance with the training you have received.
- Report dangerous situations and any shortcomings in Safety arrangements.
- Follow instructions and training given.

ITG duties:

- Assess risks to the health and safety of their employees and others who may be affected in order to identify the measures needed to comply with relevant health and safety law and must record the significant findings of the risk assessment.
- Make arrangements for implementing the health and safety measures identified as being required by the risk assessment. Arrangements for planning, organisation, control, monitoring and review must be covered.
- Appoint competent people (either from inside the organisation or from outside) to help with the implementation of health and safety arrangements.
- Set up emergency procedures.
- Provide information to employees that can be understood, as well as adequate training, information, and instruction.
- Work together with other employers sharing the same workplace.

RISK ASSESSMENTS & GUIDANCE ON COMPLETION

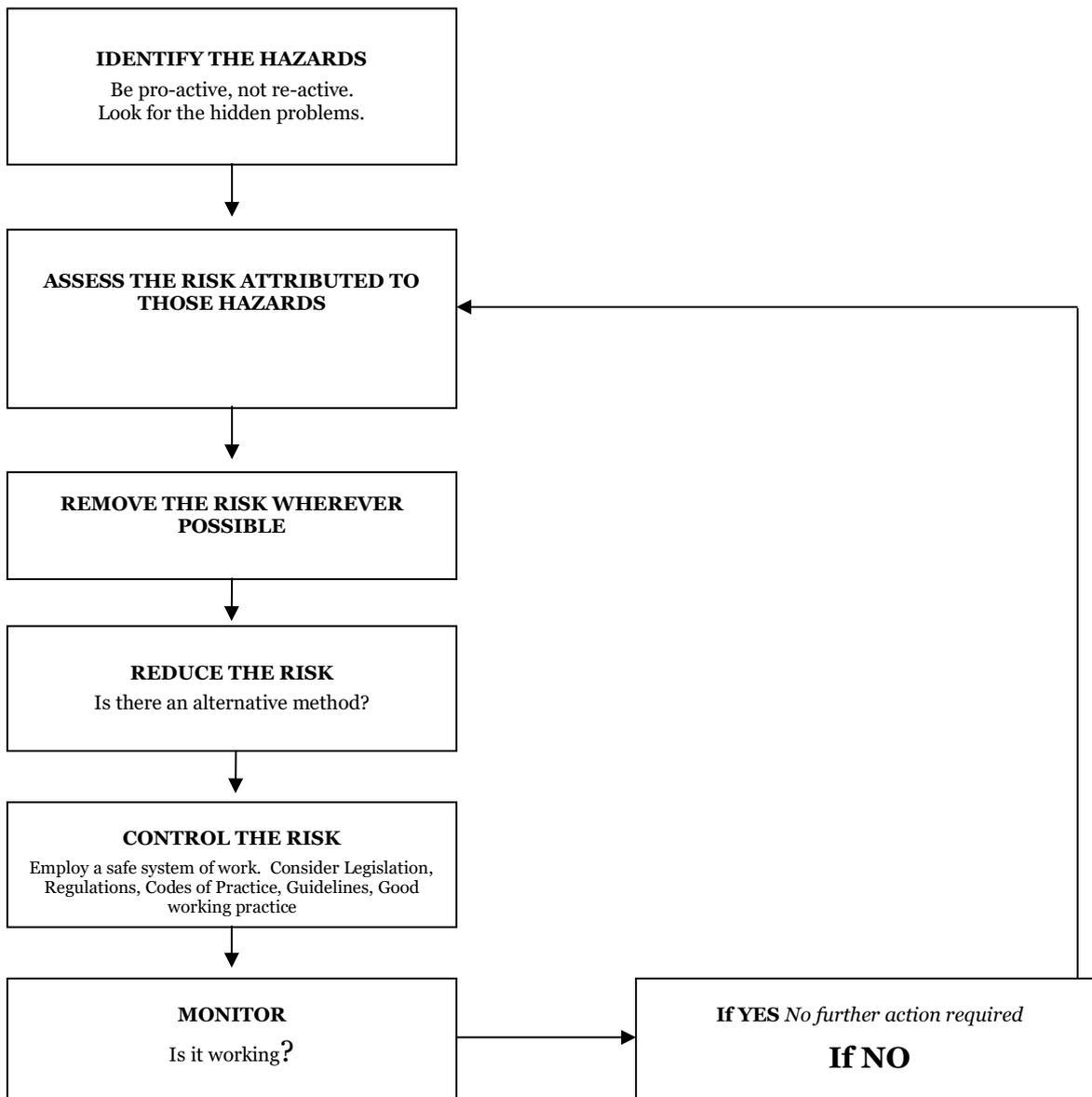
ITG will ensure it meets the requirements of the Management of Health and Safety at Work regulations by completing suitable and sufficient risk assessments.

The company will ensure these are completed by competent persons within the business. (Competence should be regarded as having the knowledge, skill, and training to recognise the hazard and evaluate the risk.)

Risk assessments should be reviewed within the timeframe detailed on the assessment (this will be dependent on the residual risk rating), after any relevant adverse event or when circumstances change.

Guidance for the completion of Risk Assessments

The law specifies that ITG is responsible for assessing risks in the workplace and to employees. Staff completing these assessments must be competent to do so. (Competence should be regarded as having the knowledge, skill, and training to recognise the hazard and evaluate the risk.)



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RISK ASSESSMENT KEY

Multiply A x B

Use this table to quantify the risk elements of the task

<i>A - SEVERITY OF RISK</i>	<i>B - LIKELIHOOD OF OCCURENCE</i>
<p>- Very Serious Danger of major harm. Possible death or very serious illness. (Electric shock/asphyxiation/serious falls/hazardous substance exposure)</p>	<p>- Very High No control measures in place.</p>
<p>- Serious Physical harm likely to incapacitate for lengthy period or cause serious illness. (Falls/burns/scalds/noise/illness/visual/musculoskeletal injuries)</p>	<p>- High Poor management/supervision. Severely inadequate system of work. Totally inadequately trained personnel. Severely restricted space/poor environmental conditions.</p>
<p>- Moderate Harm likely to limit capabilities. (Musculoskeletal injuries)</p>	<p>- Medium Inadequate system of work. Inadequately trained personnel. Lack of supervisory co-ordination. Restricted space.</p>
<p>- Minor Minor physical discomfort.</p>	<p>- Low Some experience/training lacking.</p>
<p>Nuisance Nuisance discomfort.</p>	<p>Very Low (Good controls in place, i.e.) Safe system of work. Good supervision. Adequate training.</p>

SCORES BETWEEN:

- 1 – 4 = **LOW RISK** - Very little action required other than verbal instructions during supervision.
- 5 – 7 = **LOW TO MEDIUM RISK** - Minor control measures required.
- 8 – 14 = **MEDIUM RISK** - Some control measures needed ASAP.
- 15 – 19 = **MEDIUM TO HIGH RISK** - Controls required urgently.
- 20 – 25 = **HIGH RISK – Immediate** action required. Work task should cease until complete removal of risk and extensive controls in place.

Health & Safety Manual

Likelihood	5	10	15	20	25
	4	8	12	16	20
	3	6	9	12	15
	2	4	6	8	10
	1	2	3	4	5
		Severity			

REVIEW FREQUENCY

Low risk – 3 Yearly.

Low to medium risk – 2 Yearly.

Medium risk – 2 Yearly.

Medium to high risk – Yearly.

SAFE SYSTEMS OF WORK

Once a risk assessment has been carried out it will identify controls required. Some controls are in the form of a set of safety rules/instructions (safe systems of work) that should be followed. These can be specific to the peculiarities of the site, or an industry standard and it requires a systematic approach to carrying out the task in a controlled way.

When a **Safe System of Work** is required to be drawn up, ITG will:

- Ensure all staff have been provided with a copy and instructed on the content.
- Keep copies of the Safe Systems of Work.
- Review periodically, following an adverse event or when circumstances change.

ELECTRICITY AT WORK REGULATIONS

The main hazards arise from:

- Contacting overhead or underground services.
- Poor maintenance of electrical systems.
- Poor protection of electrical systems, e.g., lack of adequate earthing, fuses replaced by silver paper etc.

The electrical installations and equipment and tools supplied by ITG will be examined and tested at appropriate intervals as required by relevant legislation to ensure continued safe use.

Records of all examinations and/or tests will also be kept.

The following basic precautions must be complied with:

- Ensuring the safety of yourselves and others by **NOT** using or repairing equipment which is obviously defective – work on any electrical equipment must only be carried out by **authorised and competent persons** who must comply with the Electricity at Work Regulations and the relevant Codes of Practice.
- Never work on any equipment and/or services unless there is a suitable means to isolate it from all its energy sources. A break in the energy supply must be established by using a padlock to lock it off, preventing any inadvertent reconnection. If work on isolated equipment is being done by more than one person, a locking device with multiple locks and keys must be used, with each person having their own lock and key. If a locking system cannot be used, an alternative safe system of work must be used, this may involve placing warning signs on isolators, valves, etc.
- Reporting any defective equipment.
- Ensure the electrical equipment you use on a regular basis is used appropriately.
- Ensure you **DO NOT** bring your own mains-operated electrical equipment onto site.
- Ensure you **DO NOT** use electrical equipment outside its operating limits e.g., in wet conditions.

THE WORKPLACE HEALTH, SAFETY AND WELFARE REGULATIONS

This section sets out **ITG** and the **Controllers of Premises** duties under the Workplace Health, Safety and Welfare Regulations.

The Workplace Health, Safety and Welfare Regulations lay down minimum standards for workplaces and work in or near buildings.

Workplaces must be suitable for all who work in them, including workers with any kind of disability. This applies especially to regulations dealing with traffic routes; seating and workstations; toilet, washing and changing facilities; rest and meal facilities.

All workplaces should be as accessible as possible to people with disabilities and new buildings, or conversions must be designed with this in mind.

ITG and Controllers of Premises duties:

Maintenance

Ensure work equipment, devices and systems are maintained in an efficient state to be in working order, and in good repair. Where appropriate, they must be subject to a suitable system of maintenance.

Ventilation

Enclosed workplaces must be ventilated by a sufficient quantity of fresh and purified air.

Temperature

A reasonable temperature must be maintained inside buildings during working hours; a sufficient number of thermometers must be provided.

Lighting

Lighting must be suitable and sufficient, and natural so far as is reasonably practicable. Emergency lighting must be provided where lighting failure would cause danger.

Cleanliness

Workplaces and furnishings must be kept sufficiently clean. Waste materials must not accumulate, except in suitable receptacles.

Space

Workrooms must have sufficient floor area, height, and unoccupied space. Existing workplaces previously covered by the Factories Act must comply with certain requirements for space and toilets.

Workstations

Workstations must be suitable for the worker and work. A suitable seat must be provided where necessary.

Floors

Floors must be suitable and not be uneven or slippery so as to present a safety risk. They must be kept free from obstructions likely to cause a slip, trip, or fall. Handrails must be provided on staircases, except where they would obstruct traffic.

Falls

Suitable and sufficient measures should be taken to prevent persons falling or being struck by falling objects. Tanks must be securely covered and fenced where there is risk of a person falling into a dangerous substance.

Windows

Windows, and transparent and translucent surfaces, must consist of safe material; be clearly marked; and be safe when open.

Traffic

Workplace traffic must be organised to allow safe circulation by pedestrians and vehicles.

Doors

Doors and gates must be suitably constructed and comply with certain specifications.

Toilets

Suitable and sufficient sanitary conveniences must be provided at readily accessible places.

Washing

Suitable and sufficient washing facilities must be provided at readily accessible places.

Water

An adequate supply of clean drinking water, and cups, must be provided, readily accessible and conspicuously marked.

Clothing

Suitable and sufficient accommodation for clothing must be provided, as well as changing facilities where special clothing is worn.

Restrooms

Suitable and sufficient rest facilities must be provided in readily accessible places. Rest rooms and areas must include suitable arrangements to protect non-smokers from discomfort. Suitable facilities must be provided for pregnant or nursing workers to rest; and for workers to eat meals.

PROVISION AND USE OF WORK EQUIPMENT REGULATIONS

The Provision and Use of Work Equipment Regulations apply to all work equipment and cover 'any machinery, appliance, apparatus or tool and any assembly of components.

Under the Management of Health and Safety at Work Regulations, all employers are required to assess the risks to the health and safety of workers and others that may be affected by the work. This will include assessing the risks of work equipment. Where risks are identified, these should be eliminated or reduced immediately.

Safety representatives have a right to be consulted in good time, on all aspects of health and safety, including selection of suitable work equipment and maintenance procedures.

Guidance to the Work Equipment Regulations states that where there is an overlap with other regulations, compliance with the more specific regulation will normally be sufficient to comply with the Work Equipment Regulations.

Duties of Employees:

There are no specific duties on **you** in the Work Equipment Regulations. However, **you** have a general duty, under the Health and Safety at Work Act, not to endanger yourselves or others at work.

The Management of Health and Safety at Work Regulations requires **you** to use work equipment correctly, in accordance with training and instructions.

ITG duties:

Suitability

Ensure that work equipment is constructed or adapted to make it suitable for the purpose for which it is used or provided. Regard must be taken of working conditions and risks to health and safety when selecting equipment; and work equipment must be used only for operations for which, and under which, it is suitable. Suitable means 'in any respect which it is reasonably foreseeable will affect the health and safety of any person'.

Maintenance

Ensure that work equipment is maintained in an efficient state and working order, and in good repair. Ensure that where there is a maintenance log, and that it is kept up to date.

Information

Ensure that all persons who use, or who supervise the use of, work equipment have available to them, comprehensible and adequate health, and safety information and, where appropriate, written instructions on use. These must also include the conditions and methods of use, and foreseeable abnormal situations and action to be taken in such circumstances.

Training

Ensure all persons who use, or supervise the use of, work equipment have received adequate health and safety training.

Specific requirements

Concerning dangerous parts of machinery; protection against specific hazards; high or very low temperatures; controls and control systems; isolation from sources of energy; stability; lighting; maintenance operations; markings and warnings, compliance must be ensured.

PERSONAL PROTECTIVE EQUIPMENT REGULATIONS

Personal Protective Equipment (PPE) includes protective clothing. Hearing and most respiratory protective equipment is covered by other regulations and guidance.

Duties of Employees:

- Use protective equipment provided, in accordance with training and instruction given.
- Report any loss or obvious defect in protective equipment provided.
- Take all reasonable steps to ensure that your protective equipment is returned to the accommodation provided for it after use.

Duties of ITG:

- Provide Personal Protective Equipment to employees whenever health and safety risks are not adequately protected against by other means.
- Select PPE that is suitable for the risk; for employees who will be using it; and the working environment.
- Assess the PPE available to ensure it is suitable.
- Maintain the PPE in a clean and effective condition.
- Provide suitable accommodation for PPE provided.
- Ensure that the PPE provided is properly used.
- Provide information, training, and instruction for employees.

Note: All personal protective equipment provided under these or other regulations must be free of charge to employees.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS AND GUIDANCE

Duties of ITG:

- Assess the risk to health arising from the work and what precautions are needed (COSHH Assessment).
- Introduce appropriate measures to prevent or control the risk.
- Ensure that control measures are used, and that equipment is properly maintained, and procedures observed.
- Inform, instruct, and train employees about the risks and the precautions to be taken.

Guidance:

Storage

Chemicals must have specific storage areas defined. These storage areas must be kept locked when not in use.

COSHH Inventory

A COSHH inventory must be produced detailing the chemical name, trade name (if applicable), use, Safety Data Sheet Reference number, area(s) of use and storage area.

Areas of Use

Areas of use for all chemicals must be defined within the COSHH Inventory.

Safety Data Sheets

All chemicals stored and used must have a corresponding COSHH Safety Data Sheet supplied. These sheets must be kept wherever chemicals are stored. A master copy should also be kept.

These sheets should not be removed from the storage area (unless in an emergency).

Labels

All chemicals should have a label giving basic information about the chemical. If no label is present, do not touch it and inform your line manager.

Personal Protective Equipment

The COSHH Safety Data Sheets will specify what PPE should be worn when handling chemicals.

Safety

General precautions include:

- PPE should be worn which is appropriate to the task.
- Cleaning stores must be kept locked when not in use.
- Chemicals must be stored according to **manufacturer's recommendations**.
- Hands should be washed after using chemicals.
- Ensure lids/caps, etc. are secured on bottles/containers.
- All cleaning equipment should be rinsed after use e.g., buckets, mops, cloths, etc.
- Chemicals must be used as per **manufacturer's instructions**.
- PPE should be cleaned and stored after use.
- Chemicals must never be mixed.
- Deliveries of chemicals must be removed to the appropriate store immediately.
- Chemicals must never be decanted into unmarked containers.

PREVENTING SLIPS, TRIPS AND FALLS

Slips, trips, and falls are one of the main causes of workplace injuries within office environments, ITG is committed to ensuring these types of injuries do not occur in the workplace.

To minimize injuries caused by slips, trips, and falls, the following should be adhered to:

- Assess the risks from slips, trips, and falls. Look for slip and trip hazards around the workplace such as uneven floors, trailing cables, areas slippery due to spillages, or when cleaning activities are occurring.
- Lighting should enable people to see obstructions, potentially slippery areas, etc. so they can work safely. Lighting should be replaced, repaired, or cleaned before levels become too low for safe work.
- Floors need to be checked for loose finishes, holes, and cracks, worn rugs and mats, etc.
- Obstructions and objects left lying around can cause trips. Keep work areas tidy and if obstructions can't be removed, warn people with signs or barriers.
- Footwear can play an important part in preventing slips and trips.
- Clean up spills immediately, if a liquid is greasy, make sure a suitable cleaning agent is used. Dry the floor wherever possible or use appropriate barriers or signage to tell people the floor is wet.
- Position equipment to avoid cables crossing pedestrian routes, use cable covers to securely fix to surfaces, restrict access to prevent contact. Use cordless tools where possible.
- Keep areas clear, remove rubbish and do not allow it to build up.
- Any potential for slips, trips, and falls that cannot be remedied easily should be reported to line managers.

CONTRACTORS WORKING ON-SITE

Before starting work, all contractors must provide to ITG:

- A copy of their Employer's Liability Insurance Certificate.
- A Risk Assessment and Method Statement for all works.

Additionally, it is recommended that all contractors provide and complete the following:

- A copy of their Company Health & Safety Policy.
- A contractor Health & Safety Questionnaire as part of the due diligence checks.

The following basic precautions must be complied with:

- All contractors must work under a Permit to Work.
- All contractor employees must have a site-specific induction covering the emergency arrangements for that site.
- All contractor records must be kept for future reference.

LONE WORKING

ITG is committed to reducing the risks associated with lone working.

Lone working should always be avoided where practicable.

No person should conduct lone working without prior approval from a line manager and must be covered by a risk assessment to ensure suitable controls are in place to facilitate this.

To minimize the risk to lone or isolated workers, **ITG will:**

- Assess the risks to lone or isolated workers by way of risk assessment.
- Ensure staff are physically capable of working alone.
- Ensure staff are not exposed to significantly more risks than they would if working with others.
- Ensure staff only handle substances and goods that can be safely handled by one person.
- Provide suitable and adequate arrangements to safeguard staff.

Employee's duties:

- Where radios or other communication devices are provided, they must be carried at all times by lone working staff.

SMOKING

ITG is committed to adhering to the Smoke-Free (Premises and Enforcement) Regulations.

Smoking is not permitted within any ITG working environments. Smoking will only be permitted in external designated areas.

ALCOHOL & DRUGS

Staff are not allowed on site under the influence of non-prescribed drugs.

Prescribed drugs which have detrimental safety implications must be notified to your line manager.

Alcohol consumption may be permitted onsite, but only in exceptional circumstances and where a senior manager has authorised this consumption, Alcohol consumption should always be kept to a bare minimum so as not to affect personal ability.

SAFETY MONITORING

Safety monitoring should take place at pre-determined intervals by the Health, Safety & CSR Manager, or equivalent:

Type	Description	Frequency
Audit	Full investigation into every aspect of Health & Safety throughout the organisation.	Yearly
Inspection	Inspection of a specific standard (e.g., PPE)	Monthly
Tour	Unplanned inspection of work premises by the Health & Safety Manager or equivalent: and line managers	As and when required

STRESS

Stress is an adverse reaction people have to excessive pressure. If stress is intense and goes on for some time it can lead to mental and physical ill health (e.g., depression, nervous breakdown, heart disease).

ITG is committed to ensuring employees do not suffer work related stress. To assist with this, the company offers;

- 24/7 EAP (Employee Assistance Programme).
- Wellbeing Day (1 day's leave, additional to annual leave entitlement).
- Wellbeing Champions to offer support and advice to employees.

Where stress caused or made worse by work could lead to ill health, a Risk Assessment must be produced that involves:

- Looking for pressures at work that could cause high and long-lasting levels of stress.
- Deciding who might be harmed.
- Deciding whether you are doing enough to prevent that harm.

Any person who feels under stress should discuss the matter with their line manager and make use of the employee assistance programme and/or employee wellbeing champions.

DRIVING ON COMPANY BUSINESS

The following basic precautions must be taken to reduce the likelihood of accidents whilst driving:

- Make regular inspections of your vehicle for obvious defects and ensure any that are found are rectified without delay.
- Drive in a safe manner at all times and ensure all road safety laws are followed.
- Ensure, before reversing, that there are no obstructions or people behind the vehicle.
- Report all accidents or damage, however minor, to your line manager, following the traffic accident policy as listed on the company intranet.
- Ensure any traffic violations you are involved in which result in you, yourself being prosecuted, are reported to your line manager.
- Never use a mobile phone or tablet whilst driving.
- If using a personal car for business purposes, then this must be insured for business use.

Further guidance can be found in the company car / driving for work policy which can be found on the company intranet.

All persons who drive on company business should familiarise themselves with highway code - <https://www.gov.uk/guidance/the-highway-code>

GENERAL HEALTH & SAFETY GUIDANCE

All ITG employees should follow the basic guidance below:

- Report spillages, breakages, and trip hazards immediately.
- Use a lid when carrying hot drinks.
- Hold the handrail whilst using the stairs.
- Keep walkways clear at all times.
- **DO NOT** carry loads that obstruct your vision.
- Avoid cables running across floors.
- Avoid storing items above head height.
- **NEVER** stand on a chair to reach items.
- **DO NOT** sit on desks, cupboards, etc.
- Report any unsafe situations.

SECURITY ALERT PROCEDURE

Suspicious package

If a member of staff discovers a suspicious package or vehicle in the vicinity of the building, the following procedure should be followed:

- Do not touch it.
- Move other people away from the object.
- Inform the Health, Safety & CSR Manager or Appropriate Buildings Manager.
- The Health, Safety & CSR Manager or Appropriate Buildings Manager will evaluate the situation and take appropriate action.

Telephone Threat

If any member of staff is in receipt of a telephone threat, they should carry out the following actions:

Obtain as much information as possible:

- Location of the security threat.
- Type of threat (e.g., bomb).
- Time set for detonation.
- Description of explosive or container.

Any information that may be of use to the Police:

- Gender of caller.
- Regional Accent.
- Age estimate.
- Any background noises, etc.

This information ideally should be written down.

On completion of the call:

- Inform the Health, Safety & CSR Manager or Appropriate Buildings Manager.
- Limit the numbers of staff who need to be informed of this incident to a minimum to avoid inducing panic.
- The Health, Safety & CSR Manager or Appropriate Buildings Manager will evaluate the situation and take appropriate action.

Evacuation

Depending on the nature of the incident, an assessment will be made. The action may be either to evacuate the building via a specific route and or to remain within the building in designated areas.

CORONAVIRUS (COVID-19)

ITG is committed to the safety of its employees, contractors, and visitors during the ongoing pandemic.

The company will conduct a coronavirus risk assessment to ensure that the risks associated with coronavirus are adequately managed and that ITG sites remain Covid-secure.

To assist with this the company has;

- Permitted working from home where practicable to reduce person-to-person interactions.
- Provided hand sanitation stations.
- Reduced capacity at desk spaces to increase social distancing.

Full details of the company coronavirus policy can be found on the company intranet site.

MAINTENANCE & HOUSEKEEPING

If you wish to report a maintenance (blocked sink, etc.) or cleaning (spillage /breakage etc.) issue, this should be made to the Health, Safety & CSR Manager or Appropriate Buildings Manager.

YOUNG PERSONS

ITG is committed to the safety of young persons in the workplace and will ensure compliance to the Management of Health & Safety at Work Regulations.

Young persons are defined as those aged 16 or 17.

To ensure compliance, **ITG will:**

- Not subject the young person to anything beyond their physical or psychological capabilities.
- Not expose the young person to any potentially harmful agents which are toxic or carcinogenic, cause heritable genetic damage or harm to an unborn child, or which in any other way might chronically affect human health.
- Not expose the young person to harmful radiation.
- Not assign any duties involving the risk of accidents which it may reasonably be assumed cannot be recognised or avoided by young person's owing to their insufficient attention to safety or lack of experience or training.
- Not assign any duties with risks to health from extreme hot or cold, noise or vibration.
- Not ask young persons to work more than 8 hours per day or more than 40 hours per week.
- Provide a 30-minute rest period if their working day is longer than 4.5 hours, and 12 hours' rest in any 24-hour period in which they work (for example, between one working day and the next), 48 hours' (2 days) rest taken together, each week or – if there is a good business reason why this is not possible – at least 36 hours' rest, with the remaining 12 hours taken as soon as possible afterwards.
- Ensure young persons do not work after 10pm or before 6am.
- Ensure young persons will not be permitted to do any form of lone working.
- Complete a risk assessment for each young person based on their proposed duties to ensure risks are adequately controlled.

NEW & EXPECTANT MOTHERS

ITG recognises the importance of ensuring the safety and wellbeing of all its new and expectant mothers and compliance to the Management of Health and Safety at Work Regulations.

ITG will:

- Conduct a risk assessment for all new and expectant mothers to ensure risks are adequately managed, based on their job role.
- Provide suitable welfare facilities.
- Provide additional rest periods.
- If a new or expectant mother works nights, and her midwife or GP has provided her with a certificate to advise against this, steps will be taken to re-allocate the new or expectant mother to a day-shift pattern. If this cannot be accommodated, they will be suspended on full pay.

WORKING AT HEIGHT (INCORPORATING STEPS, STOOLS & LADDERS).

ITG recognises the risks associated with working at height and is committed to ensuring compliance to the Working at Height Regulations.

By the nature of the business working at height is not a common occurrence within the company, but the company also recognises that falls from even small heights of a few feet can have serious consequences.

ITG will:

- Where practicable, ensure working at height is eliminated, and where this cannot be eliminated the safest possible method will be chosen.
- Assess the risk of any work at height.
- Ensure any person that is required to work at height receives appropriate working at height training.
- Ensure any steps, stools or ladders used are inspected periodically to ensure they remain in a safe condition.

FURTHER INFORMATION

Websites

C:Live - Company Intranet –

(www.inspiredthinkinggroup.rewardgateway.co.uk/SmartHub)

Health & Safety Executive (www.hse.gov.uk).

RoSPA - Royal Society for the Prevention of Accidents (www.rospa.com).

Institute of Occupational Safety & Health (www.iosh.com)

Version History

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H&S - 06	1	10/02/2022	First draft	Carl Brooks	Darren Lowe

teamitg
