

Hello

If you can see this slide then you will be able to view today's session. We will be starting shortly, thank you for your patience.

While you are waiting why don't you register to attend our next HR Business Leaders Forum in Manchester by scanning the QR Code at the side



HR & Business Leaders' Forum

### Save the date

Keep your day free for our next Forum!

We're busy confirming the details of speakers and we'll be in touch with you again soon with the invitation and the day's agenda.

#### Where & When?



Thursday 23rd  
November 2023



10:00 - 13:00



The Peninsula Building,  
Victoria Place, Manchester,  
M4 4FB

### Scan here to secure your spot



Or you can secure your spot for the event  
by e-mailing:  
[Corporate.Solutions@peninsula-uk.com](mailto:Corporate.Solutions@peninsula-uk.com)





# Common H&S Questions Asked of The Advice Line

24/7 professional support for businesses,  
across Health and Safety, employment law, HR

*Facilitated by:*

**Neil Pinnock**



# Objective of this Session

- To provide an insight into some of the most common questions asked of the H&S Advice line, with a view that for every client that calls the advice line, many other clients struggle to find the answer to their question without using the Peninsula support

## Areas that will be covered during this session:

- Accident Questions
- Workstation Questions
- First aid and health Questions
- Fire Safety Questions
- Work Equipment Questions
- Employing Young Person Questions
- Lone working Questions





Health & Safety

# Introduction

<b>Your presenter -</b>	Neil Pinnock
<b>Support -</b>	Mark Want
<b>Running Time -</b>	45 -60 minutes

## Have a question?

- We will take questions during the session, Simply type the relevant question into the portal for us to read out a response
- Any question not responded to within the live chat will be picked up by our H&S Advice Line, who will make contact to discuss your query over the next few days

# My employee has had an accident in the workplace, what do I need to do?



**Step 1** – Ensure the area is safe to assist and assist the injured party

**Step 2** – Preserve the Scene

**Step 3** – Inform as soon as possible emergency service (if required) and your line Manager

**Step 4** – Assemble the Investigation team

**Step 5** – Investigate using a systematic approach

**Step 6** – Record findings and share with others (Learn Lessons) - **If applicable report to HSE** & Contact your public liability or employers' liability insurance company

**Step 7** – Review risk assessments and look to implement additional control measures



# My employee has had an accident in the workplace, what do I need to do?



- ✓ Obtain statements from the injured parties and witnesses. It is preferable to meet in person and take notes which both parties can sign rather than getting a written statement. You should also look to take copies of CCTV footage if possible.– CCTV footage could be recorded over by mistake and memories can change over time, so it's important to capture this information as quickly as possible.
- ✓ Log the accident in your accident book. There is no requirement for the injured party to fill this in or even sign it. I would advise making this entry as minimal as possible – simply sticking to:
  - ✓ The person was undertaking ..... **activity**.....
  - ✓ The event happened **on....at...**
  - ✓ The individual suffered ..... **Injury**
- ✓ You should certainly look to avoid any allocation of blame in the accident form. The accident book entry should then be removed and kept in a safe location.
- ✓ Carry out an accident investigation using the (AIF Accident Investigation Form) and return to the Line Manager. This is within the guidance notes on the accident investigation procedure (GDN 1-4) for your reference. It is better to complete this form as a Word document. This is an internal management document and there is no reason for the injured party to see the contents. Whenever you complete the accident investigation, you should ensure that everything you write has supporting evidence. For example, if you refer to a risk assessment, a copy should be attached.



# Do I need to carry out a workstation assessment for my employees who use a computer?

If workers use display screen equipment (DSE) daily, as part of their normal work, continuously for an hour or more, employers must do a workstation assessment.

Employers should look at:

- ✓ the whole workstation, including equipment, furniture, and work conditions
- ✓ the job being done
- ✓ any special requirements of a member of staff, for example, a User with a disability

Where there are risks, they should take steps to reduce them.

Employers must also do an assessment when:

- ✓ a new workstation is set up
- ✓ a new User starts work
- ✓ a change is made to an existing workstation or the way it's used
- ✓ Users complain of pain or discomfort

Use this DSE workstation checklist available on your online Safety Management System to help make an assessment.

# Do I need to provide my employees with eye tests and glasses if they use a computer for work?

As an employer, if your employee uses a computer screen for more than 1 hour a day you are required to provide an eye test and basic lenses and frames.

You will be entitled to request written evidence within the prescription is for glasses specifically for use with Display Screen Equipment

I would advise that you consider getting prices from the nearest optician to your work so there is no special effort required to take an eye test or purchase the glasses. This will then be the price you set - if the employee gets a test for less money (or for free) you just recompense them what they've spent. You should also establish if you are going to pay your employees for their time taking an eye test.



# DISPLAY SCREEN EQUIPMENT

## Set Up Guide



### 1. Arms

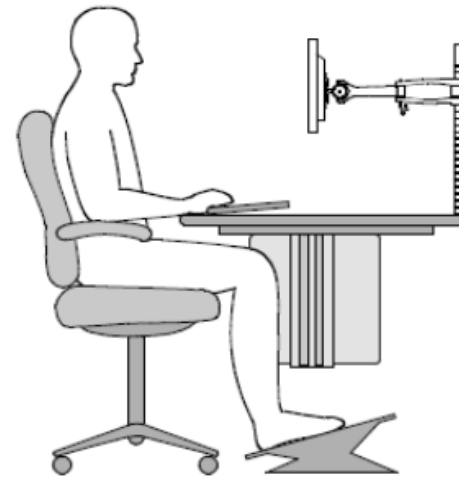
Ensure your elbows are level with the keyboard when sitting at your desk. This will position your wrists at the correct angle.

### 2. Getting Comfortable

Ensure your feet are flat on the floor with your knees at a minimum angle of 90 degrees. If you cannot place both feet flat on the floor whilst sitting right back in your chair, you need a footrest. Adjust your chair to support your back.

### 3. Head and Neck

The very top of the screen should be level with your eyes, in your line of sight. The screen should be directly in front of you; it should be an arm's distance away when you are sitting in an upright position.



### 4. Keying In

Leave sufficient space in front of the keyboard for hands and wrists. Your keyboard should be positioned towards the front of your desk to avoid overreaching and your mouse should be on the same platform (at the same level - next to your keyboard).

### 5. Reviewing Documentation

Any documents being used in the course of your work should be at the same level as the screen, on the same side as your dominant eye.

### 6. Overreaching

Items in frequent use, such as telephone, stapler, pens, etc. should be placed within easy reach.

**Ensure that the equipment, the contrast, brightness and colour, is correctly set. Alternate your tasks to avoid stressors such as eye strain and fatigue.**

**GLU**

e-learning **that STICKS!**

# What First aid considerations do I need to make?



1. A suitably stocked first-aid container
2. A person appointed to take charge of first-aid arrangements
3. Information for employees on first-aid arrangements
4. A method of recording an accident



## First aiders and training

You might decide that you need someone trained in first aid, sometimes known as a first aider. This will be decided by assessing the risk of injury in your workplace.

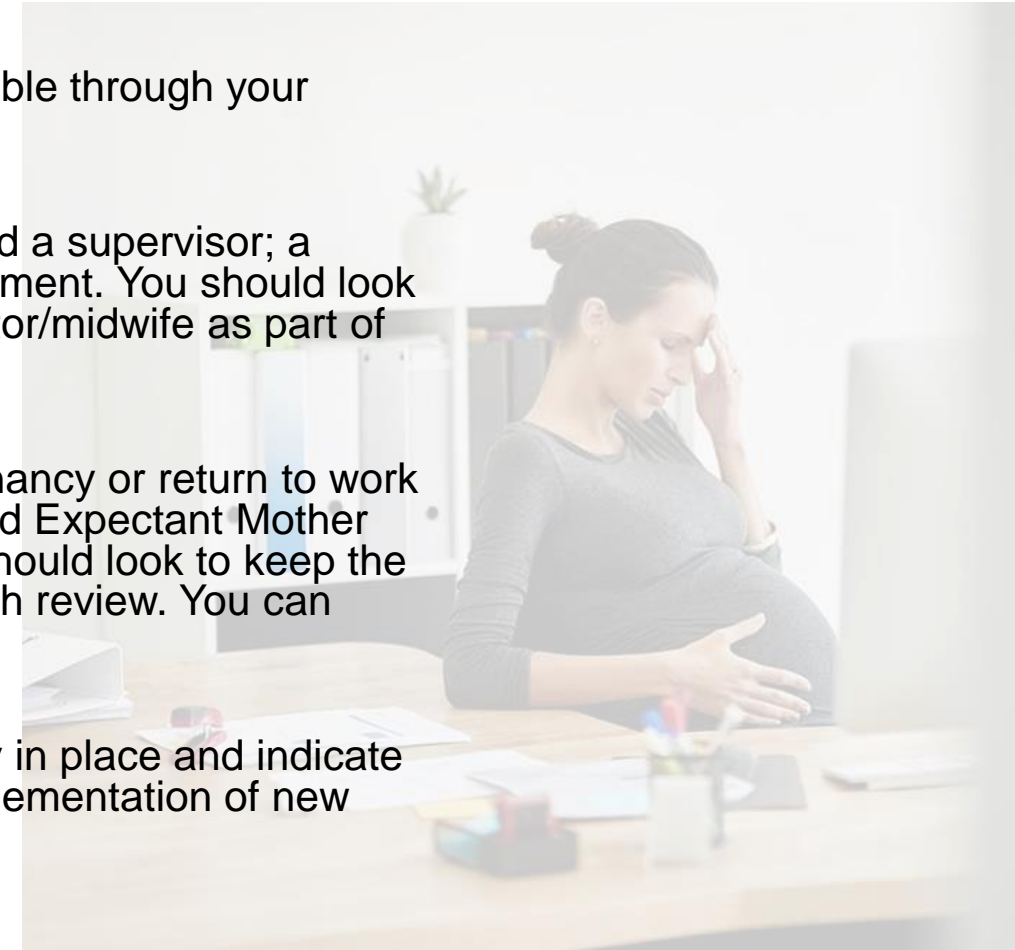
There are no hard and fast rules on how many trained first aiders you should have. It depends on the nature of your work and its location.

- First aiders are trained by a competent training provider in:
  - emergency first aid at work (EFAW) – at this level they're qualified to give emergency first aid to someone who is injured or becomes ill while at work
  - first aid at work (FAW) – qualified to EFAW level but can also apply first aid to a range of specific injuries and illnesses

# My employee is pregnant what do I need to do?



1. You will need to complete a New and Expectant Mothers checklist (available through your online Safety Management system).
  - a) This checklist should be considered by both the pregnant woman and a supervisor; a completed copy should be given to the person subject to this assessment. You should look to implement any advice your employee has received from their doctor/midwife as part of the risk assessment process.
  - b) The checklist may need to be reviewed more than once as the pregnancy or return to work develops. It should always be reviewed at the request of the New and Expectant Mother but absent of any requests every 4 weeks. I would advise that you should look to keep the checklist in digital format to allow changes to be added following each review. You can then print off and both parties can sign.
  - c) The checklist should clearly state what control measures are already in place and indicate the new control measures required – confirmation regarding the implementation of new control measures should be given in the comments section.



# My Employee has reported that they have a medical condition that could affect their safety in work.



For any employee that you have with a medical condition (or taking any medication) that could affect their work, or vice versa, you would need to assess the condition and make any reasonable adjustments to the job role. You would do this by completing a wellbeing assessment available through our H&S Advice Line.

Ideally, this should be informed by a medical professional who will let you know any limitations surrounding the employee at work. Once you have this then you and the employee will sit down and determine what reasonable adjustments need to be made to the job role.

In reality, it can be difficult to get hold of medical advice immediately, so the next best option is to use the information gained from the employee directly to agree on reasonable adjustments.

If you have any doubts about an employee's medical condition you can request that they see an occupational health specialist.

Remember return to work interviews if they have been off through sickness



OCCUPATIONAL  
HEALTH

# My Employee has told me they are suffering from stress!



A stress assessment must be completed. The purpose of the assessment is to ensure you have a record of you as an employer exploring all possible avenues for the cause of stress and how you can eliminate/reduce it.

As an employer, you should not be negatively affecting the health of your staff either by causing a new condition or aggravating an existing one.

## Tips for preventing stress

- Policy on mental health and stress.
- Use stress risk assessments and employee surveys.
- Encourage people to raise their concerns.
- Train managers on managing conflict, change work-related stress, and supporting employees by listening to concerns and responding quickly.
- Promote work-life balance eg taking breaks and holidays.
- Provide access to support eg an employee assistance programme (EAP) or training on stress management techniques.

# What are the different types of fire extinguishers and their uses?

TYPE Extinguisher Type	File Type	Class A	Class B	Class C	Class D	Class E	Class F	Businesses that may need this types of extinguisher
		Organic Materials (e.g. Paper & Coal)	Flammable Liquids (e.g. Petrol & Paint)	Flammable Gases (e.g. Butane & Methane)	Flammable Metals (e.g. Lithium & Magnesium)	Electrical Equipment (e.g. Computers & Servers)	Cooking Oils (e.g. Olive Oil & Fat)	
Water		✓	✗	✗	✗	✗	✗	Schools Hospitals Offices Shops
Foam		✓	✓	✗	✗	✗	✗	Apartments Hospitals Offices Shops
Dry Powder		✓	✓	✓	✓	✓	✗	Garages Welding Boiler Rooms LPG Plants
CO2		✗	✓	✗	✗	✓	✗	Server Rooms Offices
Wet Chemical		✓	✗	✗	✗	✗	✓	Kitchens Canteens

# What are the different types of fire extinguishers and their uses?

## Water Extinguishers

- Has a red label.
- For Class A fires (fires involving solid materials).
- Works by removing heat.

**Never use on live electrical devices or burning liquids.**



# What are the different types of fire extinguishers and their uses?

## Carbon Dioxide Extinguishers

- Has a black label.
- For Class B and E fires (fires involving live electrical equipment and liquids).
- Works by removing oxygen.

**Never use in a confined space.**





# What are the different types of fire extinguishers and their uses?

## Foam Extinguishers

- Has a cream label.
- For Class A, B and F fires.
- Works by coating a surface therefore removing oxygen.

Never use on live electrical equipment.



# What are the different types of fire extinguishers and their uses?

## Dry Powder Extinguishers

- Has a Blue label.
- For Class A, B and F fires.
- Works by removing oxygen.

**Never use in confined spaces.  
Causes excessive mess and damage.**



# What are the different types of fire extinguishers and their uses?

## Wet Chemical Extinguishers

- Has a Yellow label.
- For Class F fires.
- Only for use on animal and vegetable fats.
- Works by cooling and removing oxygen.

Causes excessive mess.



# What is my responsibility for maintaining work equipment?

Your responsibility as an employer is to ensure that any equipment provided for use by your employees is safe for them to use. The way that you would comply with this legal requirement is by:

- ✓ Ensuring that the equipment is safe by gaining the safety data sheet from the manufacturer or supplier, User manuals
- ✓ Ensuring that your employees have had training in the safe use of the equipment
- ✓ Ensuring your equipment is subject to periodic inspection and maintenance
- ✓ Ensuring that any faulty equipment is taken out of use



# I have hired a young worker, what do I need to do?

A young person is anyone under 18 and a child is anyone who has not yet reached the official minimum school leaving age (MSLA). Pupils will reach the MSLA during the school year in which they turn 16.

When you employ young people under the age of 18, you have the same responsibilities for their health, safety and welfare as you do for other workers. This applies whether they are:

- a worker
- on work experience
- an apprentice



# I have hired a young worker, what do I need to do?

## **Risks to young people**

Young people are likely to be new to the workplace and so are at more risk of injury in the first six months of a job, as they may be less aware of risks. They will often be vulnerable, as they may:

- lack experience or maturity
- not have reached physical maturity and lack strength
- be eager to impress or please people they work with
- be unaware of how to raise concerns

## **Training and supervision**

Young people need clear and sufficient instruction, training and supervision so they understand the importance of health and safety and can work without putting themselves and other people at risk. They may need more supervision than adults.



# I have hired a young worker, what do I need to do?

A risk assessment needs to be in place for this young worker. The risk assessment checklist will enable you to identify any hazards that pose particular risks to young persons. For any role, direct supervision and training are of paramount importance due to the young person's lack of experience/ maturity.

## • Checklist

1. Risk assessment specific to young persons must be in place for the work they undertake
2. Training and supervision
3. Be mindful of what jobs young workers cannot perform:
  - a) A young person cannot work nights or night jobs.
  - b) A young person cannot carry out work that involves harmful exposure to toxic or carcinogenic substances.
  - c) Manual handling jobs where they are expected to lift beyond their on physical ability.
  - d) Dangerous machinery unless under direct supervision





# I have employees who are lone working, what do I need to do?

## Carry out a Risk Assessment Risk

If you have staff working at remote locations alone you should look to ensure you know where they are ideally at all times. This can be done through regular check ins, you may also wish to consider Lone Worker apps, I have included details on these below.-

A range of devices and software systems are available for managing lone workers and reducing risks. Examples include GPS tracking devices that allow the whereabouts of staff to be monitored, mobile phone apps and emergency alert devices that can be used to summon help.

At the very least, staff functioning as lone workers should have a fully charged mobile phone with them which will allow them to “call-in” when they finish their business and call for help if they need it. Staff closing buildings after hours or attending call-outs at weekends should also carry a phone and, where appropriate, an emergency alert device.



# Questions

Any question not responded to within the live chat will be picked up by our H&S Advice Line, who will make contact to discuss your query over the next few days



# Thank you

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#SuccessStartsHere

