Zero incidents
Zero harm
Zero compromise
Keeping you **healthy** and **safe**, every day **at work**.

Health, Safety and Wellbeing Manual

Section 6

Managing in the Office

Thames Water

Index

Introduction

This section details key health, safety and wellbeing requirements for the office environment.

There are eight parts to this section:

Part 1 – Provides information about preparing office inductions.

Part 2 – Deals with the development of the Team Skills Register (TSR) and the roles and responsibilities of personnel.

Part 3 – Provides guidance on the required preventative and protective measures to safeguard employees from fire.

Part 4 – Provides advice on how to comply to the Display Screen Equipment (DSE) regulations.

Part 5 – Explains how to maintain first aid requirements and how many first aiders are required in an office location.

Part 6 – Provides advice on monitoring activities in offices. Also provides details on completing the 'Office observation checklist' (SHE 6B).

Part 7 – Provides guidance on how to identify and arrange lone workers to work safely.

Part 8 – Details health and safety notices to display to inform employees about basic health and safety arrangements.

Part 1 – Determining the Requirements for Induction (New and Transferred Employees)

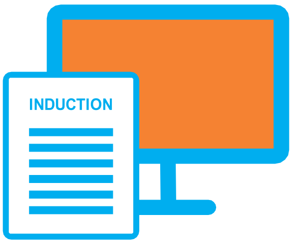
This section of the Health, Safety and Wellbeing Manual explains the requirements for induction through the identification of hazards. This is done so the team can understand the hazards and risks within the workplace, and the control measures to protect them. It also details other related health, safety and wellbeing aspects that must be communicated to employees.

Determining workplace-specific hazards

All members of the team must receive a health, safety and wellbeing induction. Standard induction topics for the office environment include:

- Identification of key personnel: line manager, visitor hosts, etc.
- Fire management arrangements: what the alarm sounds like when tested, fire wardens, and where the assembly point is.
- First aid arrangements: where to obtain first aid services and supplies, who are the first aiders, etc.
- Incident reporting: to whom incidents must be reported, the communication process, etc.
- Hours of operation and out of hours' arrangements: identify working hours and what procedures are required if working outside of those hours; for example, when lone working.
- Additional hazards: identified from the '*Work safety survey checklist' (SHE 1)*, which is available from the Health, Safety and Wellbeing SharePoint Portal.

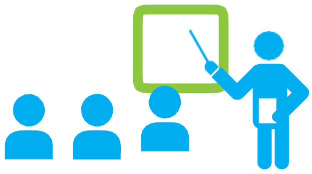
Preparing a health and safety induction



The induction material can take several forms. For visitors, you can print the main points of health and safety (for example, who to contact in an emergency, first aid and fire procedures) on a visitors' pass or leaflet – make them aware of this information and give it to them when they sign into a building. Alternatively, you can produce audio-visual media and deliver it to groups of people. It can also be suitable to view electronic documentation, and to issue controlled paper copies.

Induction *templates are available here*. These can be downloaded and used as the basis for creating your specific office, site and visitor inductions.

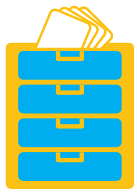
Staff, visitors and contractors must receive appropriate induction



Provide all Thames Water staff members with induction material at the start of employment. Afterwards, refresh certain elements of the material at regular intervals. For example, recap site rules and site-specific hazards every three years through toolbox talks.

Issue visitors with a visitor's pass and/or site information in an appropriate format. Before starting works, contractors must receive induction material as part of completing the TWOSA documentation.

Induction records



Record all completed inductions with a signature to acknowledge receipt. Use a simple attendance sheet for this purpose. Thames Water staff members are also required to complete the *'Induction checklist' (SHE 15)*, which is available from the Health, Safety and Wellbeing SharePoint Portal. Keep a record of this locally or within SpheraCloud.

Induction review

Site conditions, plant, machinery and staff can change, so review induction materials at least annually, or when significant changes occur, to ensure they are up-to-date and relevant.

Part 2 – Team Skills Register (TSR)

All people managers with teams that undertake safety critical roles, *(HS&W Advisors can help determine if this applies to you and your team)*, must complete and maintain the 'Team Skills Register' (TSR), relating to their department and the activities carried out by their teams. TSR is a tool used to identify key roles and responsibilities, as well as the training required for personnel within the team. It provides the business with a mechanism for recording and monitoring that key health, safety and wellbeing roles have been identified and allocated to team members. In so doing, it ensures that health, safety and wellbeing within the workplace is managed effectively.

In summary, a completed TSR identifies:

- What must be done in terms of health, safety and wellbeing.
- How frequently these tasks must be carried out.
- The persons tasked with health, safety and wellbeing responsibilities.
- The required training that ensures persons are competent.

The health and safety procedure *'Development of Team Skills Register' (HSP 11)* is available from the Health, Safety and Wellbeing SharePoint Portal. It provides further guidance on how to develop TSR and how often to review it.

Part 3 – Fire Precautions

All office locations must safeguard its employees from the risk of fire. This part provides information and guidance on the necessary requirements to effectively manage this risk.

Fire Risk Assessment

Each office location must have an up-to-date and easily accessible 'Fire Risk Assessment'. Use this document to record precautions put in place and monitor whether existing control measures are effective.

The health and safety procedure 'Management of Fire Risk Assessments' (HSP 42) is available from the Health, Safety and Wellbeing SharePoint Portal.

It provides further guidance on:

- The categories of the Fire Risk Assessment.
- Who carries out the assessment.
- How often to review assessments.

Fire Log Book

Each office location must have an up-to-date Fire Log Book. It must be clear who is responsible for it. Its purpose is to keep records that can be easily accessed by the fire and rescue services when doing inspections. For example:

- Fire alarm systems: weekly alarm tests and periodic maintenance
- Emergency lighting systems: testing and maintenance

- Fire extinguishers, hose-reels and fire blankets: inspections and maintenance
- Any automatic life-safety fire suppression system; for example, sprinklers
- Staff instruction, and training in fire safety and the evacuation procedure
- Fire drills, which may be recorded on the *‘Emergency exercise record form’ (SHE6J)’*

Fire warden and marshal’s appointment and training

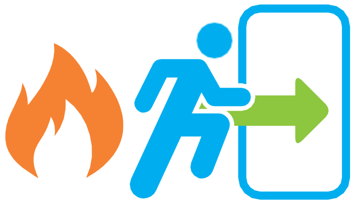
The Fire Risk Assessment must establish the number of fire wardens and marshals required for any premises. The appropriate manager must arrange for those selected to act as fire wardens or marshals to attend their required training. Training can be found under ‘Employee self-service’, under ‘Learning’. The course is titled ‘Fire Extinguisher/Marshal Training’.

Post a list of appointed fire wardens and/or marshals on suitable noticeboards throughout the office, along with instructions on what to do in the event of a fire.

Review the ‘Team Skills register, (TSR)’, at least annually, to ensure there are sufficient fire wardens and marshals.

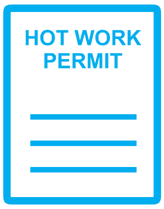
Fire drills

Each office location must ensure there is adequate testing and monitoring of the sites’ emergency procedures. Carry out fire drills every six months, ensuring there is a debrief after each fire drill, and capture any learning points. Keep records of fire drills, along with any resulting actions, in the Fire Log Book.



Visitors and contractors

Make office visitors aware of fire arrangements, as part of the opening meeting or induction; for example, provide details on drills and assembly points. Control contractors’ access when carrying out works in the office by issuing a Thames Water ‘Operational site authorisations’ (TWOSA) form. See Section 7 (Managing Contractors) for more details.



If a contractor intends to carry out hot works under a TWOSA, then a hot work permit must be completed.

Part 4 – Display Screen Equipment (DSE)

All laptop and desktop users must complete an online [Cardinus Display Screen Equipment (DSE) Assessment](#).

The DSE Regulations require employers to carry out and keep a record of assessments of all workstations that use display screen equipment. This helps to identify any risks to the users.

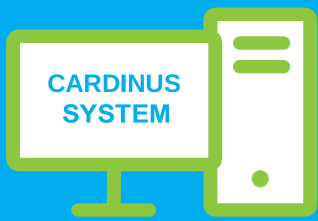
Reduce any identified risks as far as reasonably practicable. It is the responsibility of the manager and the individuals involved to ensure the DSE training and risk assessment of the workstation are done, and that any resulting actions are addressed and closed out.

A 'user' is defined as an employee (or 'temp') who uses DSE daily (more or less), at either single or multiple locations for:

- continuous spells;
- near-continuous spells; or
- an hour or more at a time.

Accessing the Cardinus System

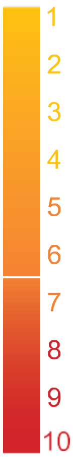
The Health, Safety and Wellbeing Team can send invitations (upon request) to individuals and teams to attend training and to complete risk assessments.



Alternatively, you can obtain access to the *Cardinus System* via the Occupational Health section of the SharePoint Portal.

The first time you try and access the system you will need to set up a password. Use your normal windows ID as your username and click on the set new password link.

Managing the risks



Any risks identified by the system during the training and risk assessment of the individual's workstation must be ranked 1-10. Any required actions will be reported on an individual's 'Healthy Working Plan', which is generated by the Cardinus System.

Risks ranked 1–6 (low to medium) by the system, must be discussed and reviewed with the individual's appropriate line manager. Normally, these risks can be resolved locally by re-arranging the workstation, or purchasing a screen or mouse, etc. This may involve seeking further advice from your local Safety, Health and Wellbeing Advisor and/or the Occupational Health Team. Once the solution is in place, the individual must go back into their 'Healthy Working Plan' and change the status to "complete".

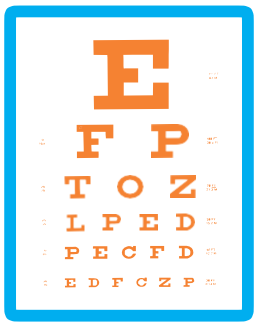
Risks ranked 7–10 (high) will result in the Occupational Health Team contacting the individual or line manager. This may result in them arranging a visit to the workplace or providing further advice. Once the solution is in place, the individual must go back into their 'Healthy Working Plan' and change the status to "complete".

Carry out the risk assessment at least once every three years, or if there is a significant change in personal circumstances or work location. The training only needs to be completed once, but it can be revisited at any time as a refresher, if required.

Eye tests

All DSE users are entitled to an eye test. Find further details in the Eye Care Policy, which can be found on Benefits on Tap.

If you would like an Email invitation sent to you and/or your team to complete a DSE assessment, please Email your details to: *dse@cardinus.com*



Part 5 – First Aid

Each office location must have the correct coverage of first aiders and mental health first aiders, determined during the workplace assessment. Consider factors such as:

- the nature of the work
- hazards and risks within the workplace
- working patterns

Once identified, formally appoint first aiders and mental health first aiders if they have successfully completed the appropriate training. Also post a list of appointed fist aiders and mental health first aiders for the premises on suitable noticeboards throughout the office, along with the location of the nearest first aid box.

The health and safety procedure *'First Aid Provision' (HSP 39)* is available from the Health, Safety and Wellbeing SharePoint Portal. It provides further guidance on how to assess the required number of first aiders and mental health first aiders. It also provides details on the qualities required to make a first aider (for selection purposes).

Part 6 – Monitoring the Workplace

The *'Office observation checklist' (SHE 6B)* is available from the Health, Safety and Wellbeing SharePoint Portal and is used to regularly inspect the office. Carry out inspections at least once a month, and complete the checklist on SpheraCloud, along with any follow-up actions and controls. The checklist is used to assess the general health and safety requirements within the office environment; for example, first aid, display screen equipment (DSE), fire precautions and lone working.

Part 7 – Lone Working

Lone workers are defined as: "Employees who work by themselves without close or direct supervision."

Some situations may require employees to work alone; for example, in an isolated office. Thames Water must put arrangements in place to ensure the safety of lone workers. Employees must also cooperate with their employer in following procedures and safe systems of work.

The health and safety procedure *'Lone working' (HSP 8)* is available from the Health, Safety and Wellbeing SharePoint Portal. It provides further guidance on the arrangements and controls that must be in place and what activities are prohibited from lone working in Thames Water.

Part 8 – Notices for Display

You must display several health and safety notices to inform those working on the premises about basic health and safety arrangements. These include:

- The Health and Safety Law Poster
- Certificate of Employer Liability Insurance
- Fire Action Notice (next to alarm call points)
- Names and locations of first aiders, fire wardens and marshals
- Locations of first aid boxes
- Signs and notices specifically related to local risks