

OFFICE SAFETY HANDBOOK



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CONTENTS

| | |
|---|-----------|
| INTRODUCTION | 3 |
| YOUR RESPONSIBILITIES | 5 |
| OUR RESPONSIBILITIES | 6 |
| FIRE SAFETY | 7 |
| DISPLAY SCREEN EQUIPMENT | 8 |
| EYE TESTS | 8 |
| FIRST AID | 9 |
| REPORTING & INVESTIGATION OF ACCIDENTS | 9 |
| LIFTING AND HANDLING | 10 |
| CHEMICALS AND HAZARDOUS SUBSTANCES | 10 |
| ELECTRICITY | 10 |
| WELFARE AND HYGIENE | 11 |
| GENERAL OFFICE SAFETY | 12 |
| SMOKING | 12 |
| RECEPTION | 12 |

INTRODUCTION

This handbook aims to provide practical guidance to our office employees, to enable safe working. It also indicates the responsibilities of the company and the individual in contributing to the prevention of accidents.

As a company, we all need to follow health and safety practices, including maintaining our own safety, not endangering others, and co-operating in all aspects regarding health and safety.

The company will endeavour to provide all the necessary management systems, expertise, training and resources to make sure our places of work are maintained in a healthy and safe condition.

For detailed health and safety information, consult our Health and Safety Policy or contact your Group Health and Safety Advisor.

If you have an idea to help improve and benefit the health and safety of either yourself or others within the company, please contact your supervisor or your Group Health and Safety Advisor.



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YOUR RESPONSIBILITIES

We all have a duty to ensure the health and safety of ourselves and others. Please ensure that you:



Fully understand the safe way to do any job that you are involved with. If in any doubt ask your supervisor - don't guess.



Are aware of the relevant health and safety procedures.



Always conduct yourself in a safe and responsible manner, and don't expose others to danger through your actions.



Always comply with fire and emergency procedures.



Always use the correct tools and equipment for the job.



Report ALL defects in equipment.



Observe and comply with all warnings and hazardous notices.



Advise newcomers of safe working practices.



Know where to go for first aid treatment, report any injury and ensure it is entered in the accident book.



Never indulge in horseplay or practical jokes at work.



Do not work under the influence of alcohol or drugs.



Keep your work area clean and free from obstructions.



OUR RESPONSIBILITIES

The company, through its managers, has a responsibility to ensure the health and safety of each employee, along with those that may be visiting the premises or affected by their works.



The company will ensure that:

- You've received adequate training and information, and understand systems of work you are involved with.
- Equipment provided is suitable and right for the purpose, and protective equipment is provided where necessary.
- The premises are adequately heated, lighted, ventilated and maintained clean.
- Facilities for First Aid and welfare are provided.
- Emergency evacuation procedures are produced, developed and explained to you.



FIRE SAFETY



✓ Emergency evacuation

- Should you need to evacuate the building due to an emergency or an exercise, the fire alarm will sound.
- On hearing the fire alarm you must immediately go to the outdoor assembly point and wait there.
- Names will be taken to ensure complete evacuation.
- No-one must re-enter the building until given permission by the Evacuation Controller.



✓ Remember...

- Your office/premises has its own fire/emergency evacuation procedure with appointed staff who will act as Fire Wardens and Evacuation Controllers. The details on how to evacuate the building form part of this induction training and are displayed throughout the office/premises.
- Be aware of the location of your assembly point. Each week at pre-determined time the fire alarm will sound - this is for test purposes and unless it sounds continuously, you don't need to take any action.
- Fire evacuation doors and access ways must remain free of obstructions.
- Don't hold fire doors open for ventilation, etc. The doors are important protection against the spread of fire.
- Make yourself aware of all evacuation routes if there are more than one. You should always use the shorter distance, but be aware of the others in case the first one is blocked.
- Always make sure visitors you are responsible for are signed in and out of the building using the correct system, and are aware of these procedures.



DISPLAY SCREEN EQUIPMENT

In accordance with our H&S policy, regular users of Display Screen Equipment need to have both themselves and their workstation and equipment assessed.

- ✓ Assessments will be carried out by your immediate supervisor/manager, in accordance with company procedure and with your assistance.
- 🔔 These assessments are to ensure the equipment and the user are compatible, and that potential risks are identified and controlled.
- 🕒 If you move workstations, if you're provided with different equipment or if the station is redesigned, it might be necessary to carry out another assessment.
- 💡 All workstations must be adequately lit, heated and ventilated.
- 💬 Should you have any problem with any of these requirements, contact your supervisor who will, where possible, remedy the problem or carry out further investigations to find a practical solution.



😊 Eye tests for designated users of Display Screen Equipment

If you're designated as a User of Display Screen Equipment and need an eye test, you can request one either when your workstation is assessed or as a direct request to your supervisor.

- Tell your supervisor that you'd like an eye test and obtain their agreement.
- Indicate to the optician that the eye test is in connection with the use of display screen equipment.
- Inform your supervisor if the optician recommends corrective glasses for you to use with display equipment, and receive the glasses from the optician.

The company will meet the cost of:

- The eye test.
- A basic pair of glasses - see your supervisor for the agreed amount.
- If you want special frames and/or lenses, the company will contribute the price equivalent of the basic specification, and you will be responsible for the remaining amount.

Any further eye appointments must be with the knowledge and agreement of your supervisor. The normal period between eye tests is two years.

FIRST AID

All offices have trained persons who can provide first aid and who are responsible for attending to minor injuries. Where any injury is assessed as serious, the First Aider will summon help, generally via the emergency services.

- Ensure that you know who your First Aider is, their location in the office and the location of the First Aid Box. These should be posted on notice boards for your attention.
- If you need first aid equipment, firstly contact the First Aider. If the First Aider is not available, take the equipment required but report this as soon as possible in order for the First Aid equipment/box to be restocked as necessary.
- If you're involved in an accident it's important to co-operate, assist and carry out instructions as requested by the First Aider.

Reporting and investigation of accidents

- ✓ All accidents that occur in the office must be reported immediately.
- ✓ The Line Manager or Office Manager must ensure that the Group Incident Report Form is completed and retained
- ✓ If the accident results in time off work, the Group Health & Safety Advisor must be contacted in order to investigate the incident, produce the necessary documentation and report under RIDDOR Regulations.
- ✓ All employees are required to co-operate with any investigation that is deemed necessary.
- ✓ Investigating accidents will find any system failures, helping us to prevent similar accidents from happening in the future.



✓ Lifting and handling

Follow this routine when lifting heavy objects.

- Assess the weight, and ask for help if the item seems too heavy for you.
- Plan your route and clear obstructions from the area.
- Stand close to the load with your feet slightly apart, one foot slightly ahead of the other and pointing in the direction you intend to move. Tuck your chin in, bend your knees and keep your back straight (but not necessarily vertical).
- Keep your elbows close to your body. Grip the article using the palm of your hand and the roots of your fingers - not your fingertips. Try to keep this grip.
- Straighten your knees and use the thigh muscles to do the lifting, not your back. Lift by stages if necessary - floor to knee; and then knee to the carrying position.
- Reverse this method when putting the load down.
- If a lift requires multiple people, one person should direct the lift and a documented assessment of the activities should be undertaken.

✓ Chemicals and other hazardous substances

- If you ever need to use chemicals or materials other than general domestic/office substances, it's essential that you use them correctly.
- All other types of chemicals and substances must be used as directed according to the Information on the container or on the instruction leaflet.
- Never mix substances unless the process is a part of any agreed procedure.
- Store materials in accordance with the manufacturer instructions.
- If you are unsure of any product, refer it to your supervisor for further assessment.

✓ Electricity

- Always inspect electrical equipment you use. If you are in any doubt as to the suitability for its use, contact your supervisor immediately
- Don't try to repair or tamper with any electrical equipment, plugs or leads. If the equipment does not work, contact your supervisor.
- Electrical leads must be run neatly from the socket to equipment to avoid a risk of tripping. Leads crossing the floor close to walkways must be covered.
- All electrical equipment should undergo regular tests in accordance with the Electricity at Work Regulations.
- Don't overload sockets - socket boards should be used with the authorisation of your supervisor.



WELFARE AND HYGIENE



Kitchens

Keeping our shared kitchens clean and tidy is essential. Please place waste in bins provided, clean spillages immediately and do not allow waste to accumulate. Cups should be washed after use, and disposable cups, plates etc. should be disposed of in waste sacks or similar, immediately after you've used them.

Hot drinks machine, fridges, microwaves etc. should be frequently cleaned, along with all worktops, cloths and towels.

Please ensure that fridge temperatures are maintained at between 1°C and 4°C, and that ovens/hobs are turned off after use.

Toilets

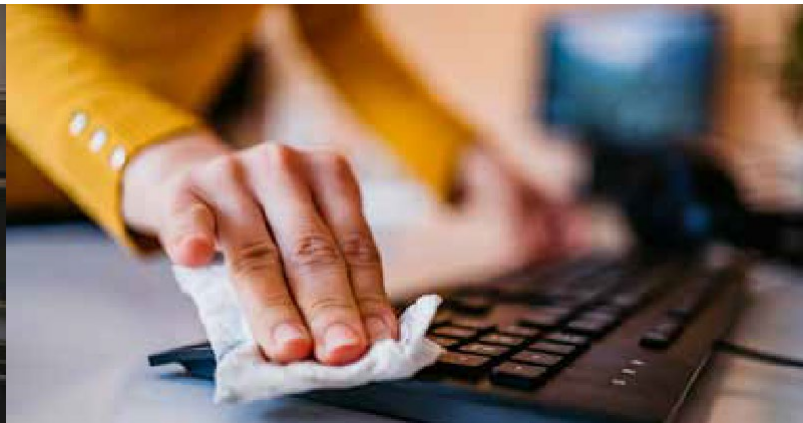
All offices provide adequate toilets along with sanitary and cleaning facilities. Toilet areas will be cleaned at regular intervals, however please try to keep areas tidy and do not abuse any facilities.

General cleaning

All offices will be cleaned at regular intervals. Please make sure that waste paper etc. is disposed off in the bins provided, and not in boxes or other containers. Please don't put glass, light bulbs, metal containers etc. in waste paper bins.

Refuge sacks in use must be stored in designated areas.

Contact your supervisor if you have any questions regarding disposal, recycling procedures, and any complaints regarding cleanliness or hygiene.



GENERAL OFFICE SAFETY AND PROTOCOL



Let's work together to make our offices clean, safe and friendly places to be.



✓ General safety

- Load filing cabinets from bottom to top, making sure they are stable, secure and not overloaded. Don't leave drawers open.
- Make sure there are adequate and unobstructed walkways through the office - contact your supervisor if this is not the case.
- To remove trip hazards, move or cover trailing cables.
- Any damaged equipment must be removed for repair or disposal, and supervisors notified.
- Glass, bottles, tins etc. should be wrapped in paper or similar before putting into refuse sacks.
- Keep your workstation and surrounding area clean and clear of debris - don't put drinks on top of display screen equipment or any other electrical appliance.
- Don't carry out any task within the office without proper training.

✓ Smoking

- Smoking is not allowed in any offices - each office will make its own arrangements for smokers.

✓ Reception

- If you work on Reception, be aware that visitor access is controlled.
- Be aware of the need to protect your own safety - the company has emergency procedures for protection, which you will be notified of.
- Ensure the company has provided you with the necessary training and equipment.



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