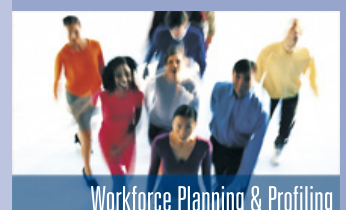


# H&S POLICIES

HUMAN RESOURCES AND ORGANISATIONAL DEVELOPMENT

## Corporate Services Guidance



**Aberdeenshire**  
COUNCIL



[www.aberdeenshire.gov.uk](http://www.aberdeenshire.gov.uk)

# 1. RESPONSIBILITIES

Overall and ultimate responsibility for health and safety in the Corporate Service is that of:

Director of Corporate Services

The Service Managers are responsible for this policy being implemented within the Corporate Services.

The Service Managers are responsible for the day-to-day management of Health and Safety in the Corporate Services. However Service Managers may delegate the day to day H&S responsibility to line managers who must ensure that their team activities are risk assessed and controls are in place to manage all identified hazards.

The following Managers are responsible for health and safety within their service area:

- **Finance**  
Alan Wood
- **Legal & Governance**  
Karen Wiles
- **Information & Communication Technologies (ICT)**  
Nicola Graham
- **Human Resources & Organisational Development**  
Laura Simpson
- **Corporate Communications**  
Kate Bond
- **Customer Service**  
Morag Esson
- **Internal Audit**  
David Hughes
- **Support Services**  
Debbie McGilvary
- **Procurement**  
Craig Innes

All employees have a responsibility to co-operate with their line managers to maintain a healthy and safe workplace and to take reasonable care of themselves and others who might be affected by their undertakings. Whenever an employee, identifies a hazard, which they are unable to control, they must inform their Line Manager at the first opportunity. Where the hazard presents an immediate risk to persons in the vicinity, appropriate action should be taken to isolate those affected from the hazard.

Other persons with H&S responsibilities:

- Organising safety training  
Team Leaders
- Participating in safety inspections  
Team Leaders
- Investigating accidents  
Team Leaders
- Organising maintenance of plant and equipment  
Team Leaders
- Woodhill House site management  
Team Leader, Facilities

## 2. ACCIDENT REPORTING

As a local authority and major employer it is the intention of Aberdeenshire Council to reduce and where possible eliminate accidents at work. However there is always the potential for the unexpected to occur and an event occur that could result in an accident.

It is crucial that any significant incidents and accidents, regardless of whether they result in injury are investigated, recorded and appropriate action taken to identify the reasons why they occur and allow for measures to be put in place to avoid their reoccurrence.

All accidents, near misses and violent incidents connected with work must be recorded, and the appropriate details entered onto the [Accident and Incident Reporting Database](#) via your line manager. Where your line manager does not have access to the database, the incident should be recorded on the appropriate form and should be forwarded to the nominated person within your service.

A list of the current nominated persons within each sub service for the purpose of reporting any incidents and guidance on completing an accident report are available in the [Accident and Incident Reporting Guidance](#).

### 3. BUILDING SECURITY

Buildings will be equipped with varying levels of security dependant on the location and identified risk. This might be a standard reception desk, security doors, intercom, or security entry system.

Staff members who work with an intercom security system should take reasonable measures to identify the person/s before allowing entry. This might be by confirming the name of the person if they have an appointment or, where practicable, checking ID badges. All full time and permanent members of staff carry and wear ID badges, some of which have a swipe mechanism to gain entry into specific council buildings.

All visitors must report to reception or the front desk and sign in. Good practice should ensure that the person they have asked to meet comes to the reception to meet them. Staff are responsible for supervision of their visitors and ensuring their safety in an evacuation emergency.

The council operates a [Zero Tolerance Campaign](#) backed up by the Health and Safety guidance and procedures, Violence policy, and Emergency procedures.

## 4. BUSINESS CONTINUITY

The Corporate Service has Business Continuity Plans to ensure the availability of information systems/records and to deal with catastrophic events such as a major fire. All persons with roles and responsibilities will have been briefed/trained and have access to relevant information.

For further information access the [Risk Management](#) section on Arcadia

## 5. CONSULTATION

Certain premises such as Woodhill House, Gordon House and Viewmount, have a building users Health and Safety Committee which meets to discuss items of concern. These can be useful in bringing matters forward to be addressed. All staff groups should have representation on or feedback from these meetings with minutes being freely available.

The Corporate Service will consult with all employees when:

- Any new work activity affects the employee's health and safety
- Introducing or planning the introduction of new technologies into the workplace
- Appointing new persons whose duties include:
  - Safety representation
  - Emergency evacuation/control procedures
- Corporate Services will consult with their employees via:
  - Divisional Management Team meetings (Service Managers/ Area Managers)
  - Team Leaders
  - Team meetings/Core brief
  - Health and safety committees
  - Notice board/Arcadia/News letter
  - Union Information/Trade union liaison meetings
- [Trade Union Representatives](#).

## 6. CONTRACTORS/VISITORS

All major work involving contractors will be controlled by the The Facilities Management Team.

Any work that presents a significant risk to persons in the vicinity must have been risk assessed and suitable controls put in place to eliminate or reduce those risks to an acceptable level.

This would include consulting with those in the area to explain the work being carried out, its potential effect on those in the area and any procedures that are required to be followed to prevent those in the area being exposed to any hazards from the contracted work

### Visitors

All visitors will be asked to report to the reception:

- Sign in the visitor's book and be issued with a visitor's badge. (The rear of the visitors badge at Woodhill House, contains health and safety information for the building where it is issued)
- Wait until the person they wish to meet or their representative comes to the reception to escort them to the appropriate area
- The staff that any visitors are visiting, are responsible for ensuring that the visitor is aware of how to evacuate the building safely in an emergency situation.
- All visitors must sign out after their visit and return their visitors badge

## 7. DISPLAY SCREEN EQUIPMENT

DSE (computer/ VDU) workstations are used by employees continuously for a period of at least, one hour per working day.

Workstations will be assessed by a trained assessor for compliance with the Display Screen Equipment Regulations, and assessments will generally be undertaken where a new member of staff has been employed or there has been a significant change to the equipment to be used.

Most employees within the Corporate Service use a computer to some extent and many staff will be classed as DSE users.

A current list of [DSE Assessors](#) is available on Arcadia. Should the need for a DSE assessor be identified within a specific work area training in the form of the [DSE Assessor Training Course](#) is available.



### Worksmart

Many of the staff employed within the Corporate Service will have the opportunity to participate in the councils Worksmart Scheme. This allows staff to work from various locations across the council's premises and in some instances, from home.

The recent introduction of the worksmart scheme has resulted in four profiles of worker being identified.

All four profiles will exist within the Corporate Service. The four profiles are:

- Fixed
- Flexible
- Home
- Mobile

If you are a FIXED worker your line manager, will arrange for a DSE assessment to be carried out.

If you are a FLEXIBLE or MOBILE worker it is important you follow the [DSE Guidance](#) which gives guidance on how you should set up your workstation in various locations.

As you may be using your computer in many locations it will not be possible for an assessor to assess each location. It should be noted however, that all 'Hot Desk' workstations will have been assessed to ensure compliance to the regulatory guidance.

If you are a permanent HOME worker your line manager, will arrange for a home assessment to be carried out.

In all Worksmart situations if you find that you are experiencing any problems or have an existing medical condition etc., That may require a specific DSE assessment to be carried out, it is important that you inform your line manager immediately.

Where a user experiences eye related health problems, this must be reported to their line manager who will issue an eye test form. This form is then given to the user to take to an optician of their choice. The optician will then fill in the form and return it to the operator who can then claim the opticians' fees and the first £50 of the prescription providing the prescription is for the viewing range between the operative and the screen.

Further information on [Worksmart](#) is available via Arcadia.

## 8. DRIVING

All employees using their personal vehicle for Aberdeenshire business must ensure they have appropriate insurance cover for "business use" and relevant vehicle inspection documents. Where appropriate, staff should seek the advice of their insurer, informing them of the activities they are required to undertake for Aberdeenshire Council. When staff submit their 'travelling and substances' form they sign to confirm that they have suitable insurance and the vehicle is legal to be used on public roads.

All drivers of Aberdeenshire council vehicles and private vehicles used for Aberdeenshire business must hold a relevant, valid licence and may have their driving licence inspected from time to time by their line manager. All staff are expected to follow the relevant road traffic legislation.

Consider carrying a mobile phone for back up should the vehicle be faulty or an incident occurs. No person may use a mobile phone whilst driving unless it is an approved hands free kit which your line manager is aware of. Where a mobile phone is used as 'hands free' you should ensure that it is not a distraction to your ability to pay due care and attention whilst driving. Where a call is long or complex you should pull over or agree to return the call once you are safely parked.

Staff are expected to be aware of weather and road conditions. On no account should staff place themselves at risk. Where staff consider there to be a significant risk they should, where possible, consult with their line manager.

Where staff are expected to drive long distances to meetings they should consult with their line manager as to the possibility of staying overnight to reduce the stress/fatigue that the journey might present.

Where staff are expected to carry work equipment in their vehicle on council business it is the responsibility of the line manager to undertake a risk assessment of the activity and the staff member to ensure the load is properly secured within the vehicle.

When driving on council premises (car parks, access roads) vehicles should give way to pedestrians at all times and great care is required when reversing and manoeuvring.

All staff should use the marked parking spaces provided.

Only disabled persons should use the delineated disabled parking spaces.

Further information is available in the council's [Driving at Work Policy](#).

## 9. ELECTRICAL EQUIPMENT

All portable and fixed electrical equipment should be part of a rigorous inspection and testing regime. This is managed for the council by its internal property department.

However the person who is using the equipment is best placed to identify any developing faults or damage.

The user should therefore carry out the following simple checks before using any equipment.

Look out for:

- Badly connected, damaged plugs or damaged cables
- Cables which trail across floors or walkways and cables placed under carpets
- If any electrical appliance appears faulty:
  - Do not use the appliance
  - Isolate the appliance
  - Label the appliance as faulty.

Repair work on electrical equipment must only be carried out by a qualified electrician who has been authorised to carry out the repairs.

Where any permitted live electrical testing is necessary all relevant controls should be in place:

- Insulated tools
- Isolating transformers/low voltage systems
- Earth free zones.

Report any faulty equipment to your line manager who will, where relevant, report the fault to the Property management desk (01224 664444) or organise a suitable repair/replacement

## 10. FIRE EVACUATION

All staff are given suitable information, instruction and training in regard of the fire evacuation procedure during their service induction.

Continuous information is available via the fire action notices and fire evacuation plans strategically sited throughout the building. All staff should be made aware of these during their induction.

The responsibility for the safe evacuation of visitors must be insured by the person they are visiting and therefore it would be the responsibility of the staff member to instruct the visitor on the action to be taken in the event of an activation of the fire alarm.

Although there are appointed persons within the council staff who have responsibility for carrying out day to day checks on fire fighting equipment (extinguishers etc) and ensuring that escape routes are kept clear, staff should report any obvious defects or problems that would inhibit any escape to the Team Leader, Facilities Management team on 01224 664463

The fire alarm should be tested on a regular basis and will differ dependant on the premises in which you are based. Staff should be aware of the local arrangements for testing the fire alarm in the premises in which they are based. [Fire Alarm Testing](#) information can be found in Arcadia.

In the event of a fire situation you should evacuate the building by the nearest available fire exit without returning for any personal belongings. Do not use any lifts unless instructed to do so by the fire officer in charge.

Make your way to an assembly point following the instruction of any fire warden/marshall or appointed fire safety officer. Remain at the assembly point until given instruction to return or evacuate the site by an authorised person (Fire officer/Fire warden).

## On Discovering a Fire

Raise the alarm by pressing a break glass and follow the above procedure.

## 11. FIRST AID

If an accident occurs in the workplace the effects can sometimes be lessened by the intervention of an appropriately trained 'first aider'. These first aiders will have been trained to a level decided by the outcome of a [First Aid Risk Assessment](#).

The assessment will have looked at the level of risk and likely severity of injury that could be sustained in the workplace and the location of the workplace in relation to a place of medical treatment, hospital, medical centre, Doctors surgery. The risk in an office based environment is likely to be less than that in an industrial warehouse.

A list of persons trained in first-aid will be placed on the notice board, or other conspicuous location, of each premises.

## Serious Injuries

If a situation arises where a person's injuries are believed to be of a serious or life threatening injury the emergency services should be called immediately and first aid summoned.

In such a situation it may be wise to enlist the help of someone else to either call the emergency services or summon a first aider. This will help to avoid any delay in first aid being administered.



A list of [Current First Aiders](#) is available on Arcadia.

If you have to call for a first aider you should speak clearly and slowly giving the location of the incident and as much information about the injury/condition as possible.

All staff should be aware of the location of the first aid rooms/facilities within their workplace, e.g. The first aid rooms at Woodhill house are sited on the central landings of the Ground, First and Second floors

An appointed first aider will monitor the first aid rooms and content within to ensure that adequate supplies of bandages, plasters etc are available. If anyone using the facilities encounters any problems they should contact the Team Leader, Facilities Management team on 01224 664463

## 12. GENERAL ENVIRONMENT

### Lighting

The lighting must be of sufficient quality for the safe operation of the given activity. Light levels are measured in units called Lux.

In general office lighting should be in the range of 300-500 Lux. Higher Lux levels may be required for certain detailed work. If problems are noted with lighting report the problem to your line manager. The Health and Safety Unit can be contacted to identify the recommended level for a particular activity.

### Heating

The heating system must be suitable and sufficient to provide a working temperature of:

- Sedentary areas should be 16-18oc
- Non-sedentary area should be 13oc
- If hands are cold they are less sensitive.

Portable heating, electric or gas should be avoided where possible, as it is a greater fire risk. There is no upper temperature level but the World Health Organisation suggests a comfortable working temperature of 24 oC. Where heating problems are noted your Team Leader/Line Manager should be informed.

### Ventilation

Fresh air should be available at 5/8 litres per second per occupant. In general terms there should be air conditioning or an openable window. Where ventilation is a problem this should be reported to your line manager.

### Water

Drinking water must be available to staff. Please note tap water is considered suitable, provided it is clearly marked 'drinking water'. However, there are water coolers situated throughout Woodhill House any many other Council establishments.

## 13. HAZARDOUS SUBSTANCES

Although the potential exists for any employee to be exposed to a hazardous substance, there are 2 main areas within the Corporate Service that have been identified a significant:

- The print room: These hazards would be in the form of chemicals used in the print machinery.
- Health and Safety advisers: There may be occasions where staff from the health and safety unit may also have the potential for exposure during their day to day duties.

COSHH (Control of Substances Hazardous to Health) assessments must be prepared for any substance classed as hazardous under the COSHH regulations.

Any substance that is classified as hazardous must be indicated as such on the manufacturers packaging. This information can be obtained from the label on the product, if it is a domestic product, and from the MSDS (Manufacturers Safety Data Sheet) that must be supplied with the substance when supplied direct from the manufacturer or wholesaler.

The particular hazard is identifiable by a hazard classification symbol that will be visible on the packaging/MSDS.



Examples of these are:

### **Irritant**

Substances which are non-corrosive but are liable to cause inflammation through immediate prolonged or repeated contact with the skin or mucous membranes.



### **Harmful**

Substances which present moderate risks to health by inhalation, ingestion or skin absorption.



### **Corrosive**

Substances which destroy living tissue.



### **Toxic**

Small quantities may cause death or acute damage to health if inhaled, swallowed or absorbed through the skin.



### **Flammable**

Flammable liquids are those having a flash point equal to or greater than 21°C and less than or equal to 55°C.



### **Oxidising**

Substances which give rise to highly exothermic reactions in contact with other substances, particularly flammable substances.



### **Explosive**

May react exothermically without air, thereby quickly evolving gases which detonate, or upon heating, explode



### **Dangerous to the Environment**

Substances which, were they to enter into the environment, would present or might present an immediate or delayed danger for one or more components of the environment.



## COSHH Assessments

Undertaking a COSHH assessment can be a complex process and unless you have had the appropriate training, expert advice should be sought.

If you do work within an area where there is the potential for exposure to a hazardous substance, a full list of identified substances and corresponding [COSHH Assessments](#) should be available within that work area.

## Dusts And Vapours

Some substances can present themselves as a hazard in a dust or vapour. Although modern print equipment does not present the same levels of hazard as previous equipment it may still be wise to assess the risk from any substances used or involved in the printing process.

Again, any identified hazards should have assessments prepared and available to any person involved in the particular process. If any person believes that they are being affected by the presence of any hazardous substance they should discuss the matter with their line manager. The health and safety unit are always available for advice if felt necessary.

Where it has been identified that there is a requirement for a trained assessor within a work area COSHH Assessor Training is available via Arcadia > Book Training and following the instructions there after.

Further information and generic [COSHH Assessments](#) are available via Arcadia. National information is available via [www.hse.gov.uk](http://www.hse.gov.uk)

## 14. HOUSEKEEPING

Statistics show that year on year the majority of reportable accidents that occur in the workplace are as a result of a slip, trip or fall (54% HSE 2008).

There are simple steps that can be taken to assist the employer reduce such incidents at work.

### Maintaining Pedestrian Access

All pedestrian access should be clear of obstructions.

All stores should have clear pedestrian access and care should be taken when stacking and storing goods so that items do not project into the walkways (especially at head/eye height).

Trailing cables should be avoided or where necessary routed in such a way as not to present a trip hazard.

Flooring must be even and free from any defects that may present a slip or trip hazard. Any defects should be reported to your line manager or the Team Leader, Facilities Management on 01224 664463 immediately.

Wet floors should be dried as soon as is practicable and where this is not possible clearly identified by verbal warning or signage.

### Cleanliness

In general to keep the workplace as safe and pleasant as possible the premises must be kept as clean and tidy as practicable.

### Food and Hygiene

If your workplace has a canteen area where food can be prepared by the employees these should be cleaned regularly as should equipment such as microwaves, ovens and fridges etc.

## Waste Disposal

All waste should be placed in the refuse bins provided.

National information on Slips, trips and falls is available via [www.hse.gov.uk](http://www.hse.gov.uk)

## 15. LONE WORKING

Although there are no general prohibitions on a person working alone, it is important that any person working on their own assesses any risk and complies fully with any safe system of work.

A definition of lone working is:  
'An individual undertaking work activities that place them in a situation where certain events would leave them vulnerable to harm through their isolation or individual exposure to a hazard'.

Examples of this would include working in an isolated area such as a boiler house, outbuilding or interviewing a client in a secluded interview room.

All staff are advised to complete their office diary prior to any site visits so as their location can be easily identified in an emergency. All personnel who undertake lone working should have a means of communication with their colleagues and an agreed local emergency procedure (i.e. a mobile phone, emergency call device) should be in place in the event of an incident occurring. There should be the ability to contact the lone worker as well as the lone worker being able to contact their colleagues.

Where a member of staff feels they may be undertaking a potentially hazardous visit/activity that has not been previously identified, they should consult with their line manager to discuss the implications

Where both parties are confident that the visit/activity can be suitably managed, the activity may proceed, where there is any concern by either party the activity should not proceed until suitable risk assessment has been undertaken and procedures put in place.



If the risk assessment identifies the risk level as being unacceptably high then the activity/visit should not go ahead until suitable controls are in place.

For further information please see the [Lone Working Guidance](#) on Arcadia.

## 16. MANUAL HANDLING

Whenever there is a significant risk from lifting or moving heavy or awkward objects, manual handling assessments, must be available

For example:

- Taking delivery of paper
- Bulky or awkward to handle objects
- Unstable loads
- Equipment/paperwork being moved in car boots to and from site.

A competent person (one who has attended the council's Manual Handling Course) should assess all significant risk from lifting and moving activities.

Where a need for a trained assessor within any work area has been identified Manual Handling Assessor Training is available via Arcadia > Book Training and follow instructions there after.

Staff should consult any assessments before any lifting or moving is commenced. Staff must be trained in the operation of any specialised lifting equipment used.

No employee should be asked to lift more than they are physically capable of lifting taking into account their physical ability, and any medical conditions.

[Manual Handling](#) assessment forms and guidance are available via Arcadia. Nationally available information is accessible via [www.hse.gov.uk](http://www.hse.gov.uk)

## 17. OUTDOOR ACTIVITY/SITE VISITS

There may be occasions where individuals or groups of staff visit specific sites or environments to carry out work activities Examples would include:

- H+S inspections of workshops/depots
- Photographs being taken from height for corporate communications

All staff who are involved in these types of activities should have a good awareness of the risks presented by both the environment and the equipment and substances contained within the environment in which they are working.

Physical, Chemical, Biological and Psychological risks should all be considered

If the individual or group does not have the necessary awareness then they must be accompanied by someone who does (appropriate site employee).

Where there are known risks involved with the site visit or environment a formal risk assessment must be undertaken for the task and those involved made aware of the control measures to be adopted.

Where a need for a trained assessor within any work area has been identified Risk Assessor Training is available via Arcadia > Book Training and follow instructions there after.

## 18. PERSONAL PROTECTIVE EQUIPMENT (PPE)

The following areas have been identified as requiring personal protective equipment:

- Site visits
- First-aid (designated persons only)
- Print rooms

In general the PPE requirements for standard activities will have been identified and will be well established.

However there are areas where specific PPE may be required but may not be established until arrival on site.

In general, if staff are planning any site visits they should have a PPE kit with them suitable for the following environments.

A means of identifying the PPE requirements for any site visit would be to contact the site manager to determine the PPE required.

In general PPE required for site visits might include:

- Hard Hat
- Safety Boots/Shoes
- Eye Protection

- Overalls
- Respiratory Protection (dust, vapour mask etc)
- Hi-visibility waist-coat/jacket
- Ear Defenders
- Gloves.

### Selection of PPE

Appropriate selection of PPE is critical; it must be suitable for the task and conditions. When selecting PPE the following points must be considered:

- Is it in good working order?
- Does it fit the user correctly? (Face masks (RPE) must be face fit tested)
- Is it compatible with other items that are being used at the same time?
- Does the user know how to use the equipment?
- Does the PPE introduce additional hazards to the task?

All items of PPE are required to be maintained, or replaced as necessary. If you do not have control over the supply of your PPE It is important that any faulty or damaged equipment is reported to your line manager, and replaced immediately.

Where personal protective equipment is issued, staff have a legal responsibility to make use of the equipment and not to abuse it.

Where required, staff will be instructed in the safe use storage and maintenance of PPE.

For further information please see [PPE Guidance](#) on Arcadia or visit [www.hse.gov.uk](http://www.hse.gov.uk)

## 19. PROVISION OF TRAINING

Many of those employed within the Corporate Service will, as part of their duties have responsibilities for facilitating training. Most of this training will be carried out in purposely designed training rooms but some training, especially on site training, can be carried out in a more hazardous environment and involve potentially hazardous equipment.

In this instance, as with any activity that presents a significant risk, a risk assessment will be required for the training activity.

Only competent staff or staff under supervision of a competent trainer should undertake a training course.

Areas for consideration would be:

- Suitable location
- Domestic arrangements (toilets etc)
- Emergency arrangements
- Hazardous dangerous equipment
- Audience ability
- Loading and unloading training equipment.

A record of persons trained should be kept or note taken as to who in the service is holding the training records.

## 20. RISK ASSESSMENT

### General Duties

Employers have a responsibility under section 2 of the Health and Safety at Work Act 1974 to ensure; so far as is reasonably practicable, the health and safety of employees at work and of other persons who may be affected by their work activities. The Management of Health and Safety at Work Regulations 1999 (MHSWR) further impose a specific duty upon employers to carry out a suitable and sufficient assessment of all risks to the health and safety of employees and others, arising at or from a work activity.

### The Purpose of a Risk Assessment

A risk assessment is a simple assessment of the risks presented to individuals or groups of people from work activities.

The assessment must identify all of the significant hazards and indicate the level of risk presented. It must then identify control measures that, when put in place, will eliminate or reduce the risk to an acceptable level.

### Competency

It is the employers' responsibility to ensure that those carrying out assessments have the necessary skills and knowledge of the activity being assessed to be able to identify the hazards, and suggest suitable measures to control them. An assessor should also have the ability to recognise the extent and limitation of their own competence and know when to call in expert assistance.

When undertaking a risk assessment the following needs to be considered:

- Record all significant hazards
- Record all persons who may be affected by the hazards
- Provide suitable controls to manage each of the hazards identified
- Ensure you have reduced the hazards to the lowest level practicable
- Review the assessment in line with any changes to the process or equipment.

Where a need for a trained assessor within any work area has been identified Risk Assessor Training is available via Arcadia > Book Training and follow instructions there after.

Further information on risk assessment and current [Risk Assessment](#) forms can be accessed on Arcadia and at [www.hse.gov.uk](http://www.hse.gov.uk)

## 21. STAFF TRAINING

In general line managers are responsible for identifying any training requirements, arranging H&S training and updating training records. This would include "Service Induction Training" of new employees. This will cover various subjects and will include safety procedures such as Emergency Evacuation, First Aid Procedures and any other safety procedures relevant to the duties carried out by the employee. Where relevant staff will receive on site training and familiarisation training to ensure they are familiar with the physicality's of the workplace and the processes carried out.



### In House Training

Where a member of staff identifies a requirement for training they should discuss this with their line manager.

Where this training is available in house it can be requested as by logging into Arcadia> Book Training> Follow instructions on Guide to booking training. For all other training, the following points will apply.

- Training needs will be identified through staff EAR, and provided through local authority training wherever possible.
- All training and refresher training will be recorded by their line manager and records retained via EMIS

There are several [Training Videos](#) available on arcadia.

## 22. STRESS

Stress can manifest itself in many forms and can affect individuals in different ways Managers should be familiar with situations and conditions that may cause stress. These might include:

- Antisocial behaviour from a, member of the public, colleague or manager
- High volume of workload or unreasonable workload management
- Unsuitable staffing levels
- Conflict with colleagues
- Problems at home or other personal problems
- Environmental factors such as noise, vibration, temperature.

Where an individual feels that they are being affected by stress at work, and they feel comfortable to do so, they should discuss the matter with their line manager.

If anyone feels they need to talk to someone in confidence the council has a free personal confidential counselling service. Further information on our [Employee Assistance Programme](#) can be found on Arcadia. The council's [Stress Policy](#) is available on Arcadia. Further information on stress, its causes and steps to take to reduce it are available via [www.hse.gov.uk](http://www.hse.gov.uk) The Managing Stress course, designed to allow managers to identify and avoid stressful situations can be booked via Arcadia> Book Training and follow the instructions there after.

## 23. VEHICLE INTERFACE

Vehicle interface is where vehicles and pedestrians use the same area for example a car park. In general the majority of staff, employed in the Corporate Service will have little in the way of vehicle interface, other than navigating their way through the car parks when arriving or departing the site.

For this purpose all pedestrians should use the footways where provided, and not walk on the carriageway unless necessary.

However there may be staff that have to work in loading bays and others who carry out site visits where mobile plant is in use. For this purpose any individual should be aware of any procedures and/or any site rules for separation of vehicles and pedestrians. These procedures/rules will be available from the site manager or a representative on site.

## 24. VIOLENCE

Where staff have been subjected to physical or verbal violence the line manager should be informed as soon as practicable and the information recorded on the council electronic accident data base by the individual nominated for your service. Forms are available on Arcadia in the **Corporate Accident and Incident Reporting System**.

Violence and can take two forms:

- Verbal
- Physical.

Violence is a difficult area in which many individuals will have different levels of threshold to the violence and stress, the following measures to prevent exposure to situations where there is a potential for violent incidents should be considered:

- Has a risk assessment been undertaken to identify areas of concern
- Try to avoid one to one situations
- Be aware of body language (yours and others)
- Visitors access is controlled by:
  - Signing in/out
  - Identify badges
- Telephone access is available in each office or on site visits mobile phones
- Violence avoidance training is provided where the risk assessment identifies training as a suitable control measure.

If an incident should occur then the procedure is:

- Where relevant, attend to the victims physical and emotional needs first
- If the person concerned considers the violence as an assault then the Police should be informed.
- The incident should be reported to your line manager and a violence report should be prepared and posted on the council accident and incident data base Where medical advice is required this can be sought from SERCO phone 01224 305550.

Where psychological support is required please contact Aberdeenshire Council's **Employee Assistance Provider**.

The Aberdeenshire Council accident and incident data base should be completed where an incident has occurred as this enables the council to identify where and why violent incidents occur thus helping to avoid further incidents, and in some cases, may result in the council taking action against the individual.

Staff should refer to Aberdeenshire Council's **Violence** and **Grievance** Policies. Further information on violence at work can be accessed via **www.hse.gov.uk**

## 25. WORK EQUIPMENT

The majority of equipment used within the Corporate Service is PC and office based equipment. There are areas within the service where more industrial type equipment is operated. All supplied work equipment must be suitable for the purpose for which it was designed this means the equipment must:

- Be capable of performing the required task
- Be adequately maintained
- Carry any necessary warning or hazard information.

Staff must fully understand the correct operation of the equipment.

Where staff have not used a particular item of work equipment before they should be:

- Instructed and or trained in the operation of the equipment.
- Where possible they should be provided with an operator manual.
- They should be, supervised by a competent operative until they gain the required skill.

Where necessary competent contractors will carry out maintenance depending on the type of equipment the line manager will ensure this is carried out. If any equipment is found to be unsuitable for any of the above reasons the equipment should not be used but the problem should be reported to the line manager.

Where work equipment is found to be faulty the following procedure should be followed:

- Isolate the equipment if safety to do so.
- Label the equipment as faulty.
- Report the fault to the line manager, who will ensure the fault is recorded and repairs are completed.

The line manager will ensure an equipment asset register is maintained. Personal protective equipment should be available dependant on the hazards identified by the sign or marking, on the work equipment and the information provided in the operational manual.

## 26. WORKING FROM A HEIGHT

Working from a height is defined as any situation where a person could fall from any height that might cause them injury. This would include retrieving files using a step stool or taking photographs from the top of a high building.

Two very different tasks presenting different levels of risk but the principles employed for maintaining safety are the same. Where the work at height presents a significant risk, a formal risk assessment should be undertaken.

Would we expect a risk assessment to be prepared for using a step stool, probably not. If the photographer was taking photographs off of a high building, definitely.

Any individual who is undertaking any work at height and feels they do not have the necessary competence to carry out such an assessment should contact the Health and Safety Unit for further advice.

Further guidance and advice is available via Arcadia [Work at Height](#) procedure and at [www.hse.gov.uk](http://www.hse.gov.uk).

For further advice and guidance on any of the above please contact [Health and Safety](#)



### Guidance

Revision Date	Previous Revision Date	Summary of Changes
01-07-2011	-	Creation of all Documents

### Distribution

The approved versions of these document are distributed to:

Name	Title
Arcadia	MY Job/H&S Policies/Corporate Services

Any copies of these documents out with the distribution list above is uncontrolled.