**EARLY EDUCATION**

# Health and safety policy

Early Education leases serviced office space from Regus Management Ltd. As such, a number of health and safety matters are handled by Regus, as set out below. A copy of their Health and Safety information for clients is attached as an appendix to this policy.

The Health and Safety at Work information, including information about the location of the first aid kit and nearest accident and emergency unit, is on display for all staff and visitors to Early Education on the noticeboard in the nearest kitchen area.

What we do:

* provide adequate control of the health and safety risks arising from our work activities
* consult with our staff on matters affecting health and safety
* provide and maintain safe and healthy working conditions, safe equipment and systems of work
* ensure safe handling and use of substances
* ensure staff have access to toilet and washing facilities and drinking water
* provide information, instruction and supervision for staff
* ensure that all staff are competent to do their tasks, and give them adequate training
* strive to prevent accidents and cases of work-related ill health
* review and revise this policy at regular intervals.

All staff must cooperate on health and safety matters, and must not interfere with anything provided to safeguard their health and safety. They must take reasonable care of their own health and safety, and that of their colleagues, and must report any health and safety concerns to the responsible person as named on the Health and Safety poster.

Risk assessments are undertaken regularly, and the findings are reported to the whole staff. The responsible person will ensure that the approved required action is taken.

The responsible person will identify all equipment needing maintenance and ensure that effective maintenance procedures are drawn up and implemented. All new equipment will be checked for health and safety standards before purchase. The responsible person will ensure that a regular visual inspection is made of all electrical equipment, cabling and sockets.

The responsible person will identify all substances that need a COSHH (Control of Substances Hazardous to Health) assessment and ensure that all actions identified in the assessments are implemented.

Regus is responsible for ensuring a fire risk assessment is undertaken and implemented, fire escape notices are displayed and fire exits are kept free of impediment. Fire alarms are tested each week by Regus. Emergency evacuation is tested regularly.

Under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) all incidents and accidents should be recorded in the Accident Book by the injured party (whenever possible) or by the person to whom the accident was reported. The responsible person should ensure that all incidents, actual and potential, are investigated as soon as reasonably practicable and action taken to avoid recurrence. All injuries resulting from accidents at work which cause incapacity for more than three working days must be reported direct to the Local Authority Environmental Health Office.

**Stress in the workplace**

We ensure that adequate procedures and practices are in place to support staff in their roles and reduce workplace stress. Measures include:

* regular support meetings
* training and development support as appropriate
* easy access to manager for appropriate support as required
* ensuring that staff take breaks during the day
* ensuring that staff take annual leave in a regular manner
* providing an adequate and comfortable office environment
* consideration of flexible working where possible

**Moving and handling**

When moving and handling, staff will be encouraged not to lift or carry where they are unable to manage the task alone. Staff should familiarise themselves with the proper procedures for carrying items of equipment. It is essential that staff who manually handle are aware that they can be held personally and legally accountable for their actions or in-actions.

Principles of safe manual handling:

* never manually handle unless you have no other option
* know your own handling capacity and do not exceed it
* make a good stable base with your legs and feet and position your feet correctly to reduce spinal rotation
* keep the object to be transferred as close as possible
* make sure of a good handgrip and test your grip and the weight, if necessary, before attempting the manoeuvre
* maintain a natural, upright posture, keeping your spine in line and never twist during a manoeuvre
* raise the head on commencing the manoeuvre
* bend the knees when lifting – not the back

**Lone working**

A person is working alone when that person works in any environment where there are no other employees who have knowledge of the work and work place, and who are available to respond effectively to unusual occurrences or emergencies. As Early Education is now based in serviced offices, this is only likely to arise outside normal working hours, as the reception desk is normally staffed from 8am to 6pm.

Although every effort should be made to minimise the likelihood of lone working, it is not always possible to eliminate it; therefore, the following guidance will always be considered when an employee is working alone:

* all staff working alone must be made aware of a contact number in case of emergency
* staff working alone must not answer the door to anyone not known to them and that they are not expecting
* staff will be made aware of the contact details of the premises caretaker in the case of an emergency
* be careful not to tell anyone that you are alone in the work place - this applies to people who telephone or e-mail you as well as to visitors

**Violence towards staff**

In the event of violence or threats of violence being made to any employee, the following procedure must be followed:

* in the first instance emergency help should be sought through dialling 999
* all accidents of violence or threats of violence must be entered in the accident book and reported immediately to the manager
* the manager will investigate any incidents of violence or threats of violence to staff on or near the organisations premises
* any further control measures Identified by the investigation will be introduced, after consultation with the Early Education staff and the Board of Trustees

**Working with VDUs**

The Health & Safety (Display Screen Equipment) Regulations 1992 implemented an EC Directive and came into effect from January 1993 (amended in 2002). The regulations require employers to minimise risks in VDU work by ensuring that workplaces and jobs are well designed.

The regulations apply where staff habitually use VDUs as a significant part of the normal work. This is generally held to be four hours or more a day.

Early Education provides for users to request an eye test every two years. Early Education will pay for the eye test. If the test shows that you need to wear glasses specifically for computer use, then Early Education will pay for the lenses and frames (basic model). You may choose to upgrade the frames at your own expense.

Workstations should be inspected to assess and reduce risk. This includes: the whole workstation including equipment, furniture and the work environment and any special needs of the individual. Any user experiencing persistent discomfort is entitled to ask for an assessment of the workstation by Occupational Health and should be provided with any support recommended by the assessment.

If more than one person uses the same workstation the manager should ensure that each person is able to make adjustments to suit their needs.

Breaks: as the need for breaks depends on the nature and intensity of the work, the Regulations require breaks or changes of activity but do not specify their timing or length. Guidance suggests short frequent breaks are better than longer, less frequent ones. Breaks of 5-10 minutes every hour are recommended.

**Health & Safety of persons who may need special consideration**

Specific risk assessments will be made of Young People (i.e. under 18); the risks specific to young people must be assessed, taking into account the following:

* immaturity: incompletely developed strength, skills or dexterity, psychologically less able to cope with aggression, stress etc
* lack of knowledge or awareness of risks
* inexperience: over- or under-confidence
* fitting-out and layout of the workplace and workstation
* organisation of processes and activities
* extent of health and safety training provided

Specific risk assessments will be made of new and expectant mothers, taking into account the following:

* when an employee becomes pregnant, or has given birth within the last six months or is breastfeeding, they should inform their manager in writing as soon as possible. It is not until written notification is received that Early Education obliged to take any specific action with respect to that staff member
* on receipt of written notification, managers will ensure that a risk assessment specific to the staff member’s job is carried out, taking into account any medical advice provided
* if there are any risks related to work which cannot be removed then the following steps should be followed:

a) working conditions or hours of work will be adjusted

b) if step a) is not possible then suitable alternative work should be given on the same terms and conditions

c) if step b) is not possible then the staff member will be suspended from work on paid leave for as long as necessary to protect their health and safety, or that of their child.

This assessment should be monitored and reviewed every six to eight weeks to take into account risks that may occur at different stages of pregnancy.

Illness: pregnancy related illnesses are excluded from disciplinary rules related to sick leave. New and expectant mothers should inform managers of any change in their health.

Specific risk assessments will be made of People with Disabilities, taking into account the following:

* the Disability Discrimination Act (DDA) defines a person as disabled if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities
* Early Education will not discriminate against any person with any disability
* if reasonable adjustments are necessary then it is the responsibility of the staff member to disclose their disability and provide their manager with enough information to make such adjustments
* confidential information provided in this way will not be disclosed to others without consent
* as part of the Annual Risk Assessment, managers will ensure that any changes in the needs of their current staff are addressed
* it should not be assumed that the person’s disability will have health and safety implications but if their disability does involves risks which are not already controlled for then a specific risk assessment will be undertaken. This may involve requesting information from medical professionals, with the staff member’s consent.
* measures taken to control risks will involve making reasonable adjustments, which could include the following:
1. adjustments to the workplace to improve access or layout
2. giving some of the disabled person’s duties to another person
3. changing the working hours, eg flexi-time, job-share, starting later or finishing earlier;
4. time off, eg for treatment, assessment, rehabilitation
5. training for disabled employees and their colleagues
6. getting new or adapting existing equipment, eg chairs, desks, computers
7. modifying instructions or procedures, eg by providing written material in bigger text or in Braille
8. improving communication, eg providing a reader or interpreter, having visual as well as audible alarms
9. providing alternative work (this should usually be a last resort).

**Health & Safety of Persons Other Than Early Education Staff**

**Visitors**

For the purposes of this policy, “visitors” denotes anyone who is not an employee. This will include agency employees, contractors and members of the public.

Visitors should be informed of anything on site which could affect their health and safety, for example any work currently being carried out by contractors or any temporary condition of the building or environment.

**Contractors**

Early Education has a responsibility under health and safety law to protect contractors from harm caused by work activities. Similarly, contractors must ensure they don’t do anything that puts themselves or others at risk, including members of the public. A contractor may be undertaking work connected with building management but could also be delivering a course or service.

When engaging contractors, the following requirements must be met:

* provide full project specifications and requirements to contractors before they tender
* ensure competent contractors are engaged by using appropriate selection criteria
* assess risks to contractors, staff and others prior to and during the activity, paying particular attention to any work that will produce heat or sparks and make all those whose health and safety could be affected aware of hazards created by contract activity
* inform contractors of day-to-day work hazards on site, together with emergency procedures, site rules and welfare facilities
* ensure work is coordinated and controlled, with communication on a regular basis during the contract period.
* monitor Health and Safety performance. All injuries, near misses and cases of ill health should be investigated.
* maintain records of the activity and of the risk assessment and any reviews.
* when the contract ends, review the activity with all parties, discuss what went well and what areas could have been improved.
* decide if the contractors should go on an approved list for future contracts.

# HEALTH AND SAFETY/FIRE RISK ASSESSMENT AND MANAGEMENT

**Health and Safety periodic inspection**

The manager should ensure that all areas are inspected by the Health and Safety Officer periodically. The findings must be recorded alongside what action will be taken, and by whom**.**

**The risk assessment will be reviewed every year or sooner if there are significant changes to the work place.**

When conducting a risk assessment other than annually, the Annual Risk Assessment Template need only include those areas affected by the change which is prompting the need to risk assess.

**Risk Assessment**

1. A risk assessment is a careful examination of what, in work, could cause harm to people, so that the organisation can weigh up whether it has taken enough precautions, or should do more to prevent harm.
2. The aim is to make sure that no one gets hurt or becomes ill.
3. The important things to decide are whether a hazard is significant and whether you have sufficiently reduced the risk by taking satisfactory precautions.
4. It is important not to overcomplicate the process and to focus on the risks that really matter in the workplace – the ones with the potential to cause real harm. In many instances, straightforward measures can easily control risks, eg ensuring spillages are cleaned up promptly so people do not slip, or cupboard doors are kept closed to ensure people do not injure themselves.
5. The risk assessment should be undertaken annually or whenever there is a change in environment or working practices.

**Step 1 Identify the hazards**

1.i walk around the workplace and look at everything which could reasonably be expected to cause harm; assess all physical areas, use of equipment and use of hazardous substances.

1.ii ask your staff and service users what they think

1.iii look at manufacturers’ instructions

1.iv look at accident records

1.v consider not only what you can see at the moment of inspection but what may happen given the kind of work or activity that is undertaken.

**Step 2 Who might be harmed and how**

2.i think about groups of people doing similar work;

2.ii pay special attention to new and young staff, new or expectant mothers and people with disabilities;

2.iii consider members of the public, visitors, contractors, cleaners etc, who are not in the building the whole time;

2.iv when considering ‘Working with VDUs’, all staff who spend four hours or longer working on a computer should already have been assessed using the Visual Display Unit Assessment form, but workstations and users should be assessed to ensure that they are still operating safely.

**Step 3 Evaluate the risks and decide on controls**

3.i record the findings, evaluate the risks and decide on controls to reduce the likelihood or harm or make any harm less serious.

When controlling risks, consider the following principles:

* prevent access to the hazard
* reduce access to the hazard
* reduce frequency of exposure to the hazard
* Consider also working practices, training, instruction and supervision.

3.ii look at the controls already in place

3.iii can a hazard be removed altogether or is there a less risky alternative?

3.iv if not, how can the risk be controlled so that harm is unlikely?

**Step 4**

Record and implement the findings, making a plan of action and dealing with the most important things first.

Make the findings available to staff.

At least all the relevant areas listed in section 7 of Early Education’s Health and Safety Policy must be considered as part of the annual health and safety risk assessment, except for Emergency Procedures, which are covered in the separate Fire Risk Assessment.

Only those areas with identified hazards need to be listed on the assessment form.

**Step 5**

Review and update as necessary.

**Fire alams and emergency evacuation procedures**

Regus hold fire alarm tests on every Tuesday at 10am. This will be alarmed for about 10 seconds and then turned off. If for any reason this continues to ring Regus will inform clients if they have to evacuate. Every 6 months Regus carry out full evacuation of the whole building. Each company should nominate a fire warden who will take responsibility for ensuring that all staff and visitors have been accounted for in the event of a full evacuation of the building.

On hearing the alarm all personnel should leave the building by the nearest fire escape and congregate in the assembly point ( Car Parking Space 64 – 69).

The fire warden should then report to the Regus representative taking the roll call confirming that all team members and visitors have been accounted for.

# Official b&w Logo (no tagline)

**HEALTH AND SAFETY**

# GUIDELINES FOR CLIENTS

# UK EDITION (April 2006)

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### General Approach to Health and Safety – Information for Clients

Every employer has wide responsibilities under Health and Safety law. In a Regus office your Centre Manager seeks to ensure that as much as reasonably possible is done centrally as part of our service to clients. This includes regular inspections, attention to good housekeeping, and carrying out risk assessments. Physically, this covers the common parts plus the fabric and furniture of your office. Please note that you remain responsible for all health and safety matters related to your assets, your employees and visitors and how your space is used.

Regus staff are issued with detailed policies and procedures, in the form of a Health and Safety Manual which are established not only for their use, but also for the benefit of all clients and visitors in this shared workplace. The main points are summarised in the following guidelines.

# Fire and Emergency Preparedness

It is important that your employees (including subcontractors and especially people working in the premises outside normal hours) know how to prevent fires and what they should do if a fire occurs. Written instructions, specific to your centre, are provided as part of this Welcome Book.. Please ensure that your staff and subcontractors receive and understand this information.

On their first day in the centre, all your employees must please be instructed in the location and use of escape routes, fire alarm systems and fire-fighting equipment nearest to where they are working. Every office door carries a floor plan, showing escape routes.

In addition to the above, your detailed training of your staff (which should be repeated annually and recorded in a training log) should include the following:

* action to take on discovering a fire - how to raise the alarm and what happens next;
* arrangements in force for calling the fire brigade;
* action to take on hearing the alarm;
* procedures for alerting and directing visitors;
* evacuation procedures so that everyone reaches an assembly point at a safe place;
* location and, where appropriate, use of fire-fighting equipment;
* location of escape routes, especially those not in regular use and the exits from underground car parks, and how to open escape doors;
* the vital importance of keeping doors, especially fire doors, closed to stop the spread of fire, heat, and smoke;
* different types of fire extinguisher, and their use;
* reasons for not using lifts;
* how disabled people are to be evacuated;
* importance of general fire safety, especially with electrical equipment, and good housekeeping so as to avoid the combination of fuel, ignition and oxygen;
* reporting of faults and incidents.

As important practical training, either Regus or the building owner will carry out, normally 2-3 times each year, a full emergency evacuation of the building. For each 30-50 employees we ask you to appoint one or more of your staff as fire wardens, then train and equip them, to work with the other fire wardens.

To meet requirements of law and best practice, Regus carries out written Fire Risk Assessments. These consider all standard office use within the centre, but may have to be extended if you have special activities, additional equipment, non-standard configuration of offices etc. Please be sure to tell us about these, because you may need to install additional fire prevention measures.

Except for large clients in any self-contained part of the building, it will not normally be necessary for a fire certificate to be issued in respect of your office area. However, you may be asked to sign an undertaking to train staff and comply with fire regulations.

# Accidents

All accidents, however minor, must be reported immediately to the Centre Manager, and details will be recorded in the Centre’s Accident Book. It is Regus company policy that this entry be signed by the injured person in confirmation that the recorded details are correct and complete. You will receive a copy for your records. Certain accidents, incidents etc. are reportable by law: fatalities and major injuries, “over-three-day” injuries, specified diseases, and certain dangerous occurrences. This includes incidents of violence. Please give assistance in cases where an event is to be investigated; the main purpose of an investigation is to discover how accidents can be avoided in future.

# First Aid

Normally, at least one of the Regus team members will be a qualified first aider, and another will be an appointed person who (in the absence of a qualified first aider) will take charge of first aid facilities and of situations where medical aid needs to be summoned. Regus team members have been instructed that only qualified first aiders shall administer first aid.

Also, we ask that, for each 30-50 employees, you train and appoint one qualified first aider, in order to provide backup coverage during absences and holidays.

If ever material is taken from the first aid box, please ensure that Regus staff are informed so that it can be replaced within 24 hours. The contents of the first aid box will be inspected regularly.

|  |  |
| --- | --- |
| There is a First Aid kit in: | Third floor kitchen and Admin Station |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Name | Room | Extension |
| Appointed First Aides |  |  |  |
|  |  |  |  |
| Outside working hours: | Alert Systems | Security | 9 – 0345 052 7510 |

|  |  |  |
| --- | --- | --- |
| FOR EMERGENCY SERVICES CALL: | Fire | 9 - 999 |
| Ambulance | 9 - 999 |
| Police | 9 - 999 |

|  |  |
| --- | --- |
| Your address is: | Regus. 54 Clarendon Watford, Herts, WD17 1DU |
| Your telephone number is: | 01923 431600 |

|  |  |  |
| --- | --- | --- |
| Nearest hospital with Accident and Emergency facilities is: Watford | Address: Vicarage Road, Watford, Herts. | Telephone number:01923 244366 |
| Nearest doctor:Suthergrey Surgery | Address: 37a St Johns roadWatfordHertsWD17 1LS | Telephone number:01923 224424 |

# Slips, Trips and Falls

Slips, trips and falls are the most common cause of injury in the office environment. Regus places great emphasis on either eliminating hazards wherever possible, or signposting these. Please take care on wet, icy or polished surfaces. Take notice of hazard warning signs. Watch out for steps. Use handrails on stairs. Do not carry so much that you cannot see ahead. Ensure trailing cables are kept to a minimum by the use of cable covers.

# Attention to these and other simple preventive measures significantly reduces the risk of an accident. please ensure your employees understand this, and that they report any hazards promptly. There is a helpful HSE leaflet *Preventing slips, trips and falls* (see 3.4 below).

# Housekeeping

Your staff should be well informed about the importance of good housekeeping. This covers such points as regular filing and archiving of records, clearing away rubbish, minimising clutter on surfaces and floors (especially paths between desks), and so enabling cleaners to carry out their work.

# Electrical Safety

All your electrical equipment must be designed, constructed, installed and maintained so that it conforms with ‘CE Mark’ requirements and other relevant standards. It must be suitable for the environment in which it is to be used, clearly identified, entered on a suitable register, and regularly maintained. Please ensure that correct fuses are installed, that manufacturers’ instructions are followed and that electricity sockets are not overloaded. Employ extension cables and multi-adapters only if there is no alternative solution and advise the Centre Manager of their use. Your staff should inform the Centre Manager of any personal portable electrical appliance they have brought into the office or intend to bring into the office.

Before each use, portable electrical appliances should be subject to a visual checks for obvious defects to the integrity of the equipment and its wiring. Any defective item should be marked as faulty and physically taken out of use. Repairs must only be carried out by competent and qualified electricians. Please arrange periodic combined inspection and testing of your electrical equipment**.** We suggest you book to have this is done at the same time as Regus’ own portable appliance testing. Once tested, the appliances should be labelled with the date of the test. Please do not interfere with, alter or attempt to repair any fixed installation without the written consent of the Centre Manager. Any fixed electrical appliance appearing to be unsafe must be reported to the Centre Manager.

# Display Screen Equipment

In Cyber Cafés and at workstations, display screen equipment provided by Regus should be used as instructed by the Centre Manager. However, your employees will chiefly be using computer equipment provided by you, so please ensure that you conduct and hold on file the display screen equipment risk assessment (see 4.2 below).

Manual handling

Heavy manual handling operations are best contracted to specialised third parties. For lighter tasks, and if manual handling cannot be avoided, lifting equipment (e.g. trolleys) can be provided. Please make certain that:

* your employees have received information, instruction and training in manual handling;
* personal protective equipment (e.g. gloves) is provided where necessary; and
* such work is not given to anyone with a history of physical injury, or in any other way unfit.

# There is a helpful HSE leaflet *Getting to Grips with Manual Handling* (see 4.3 below).

# Hazardous activities and substances

Except by prior agreement with the Centre Manager, no hazardous activity should be undertaken nor any hazardous substance brought into the centre by you or your contractors and visitors. Appropriate risk assessments may need to be placed on record.

# Car Parks

Access controls should be respected, and tidiness encouraged. The filling of petrol tanks is prohibited in underground car parks. Please report all defects or hazards promptly, especially any ventilation or lighting failures.

# Smoking

In most Regus buildings smoking is prohibited, except in specifically designated smoking areas. Please ensure all employees, contractors and visitors comply with the arrangements in place.

# Lone Working

Being alone in an office can present additional risks if there is an accident or other problem of personal security. Please ensure that anyone working later than 21.00 hours, or at weekends, informs the security staff of their presence and time they expect to remain in the office. They will then be visited or contacted periodically. When leaving they should signal their departure to the security officer. Young persons must never be permitted to work alone.

Preconditions to lone working are that everyone respects these arrangements, understands how to summon aid, takes care for their personal safety, and knows the location of first aid kits and fire exits.

# Young Persons / Disabled Persons

Providing additional protection to young persons (under 18) needs to be recognised. This will be through supervision, not allowing them to use hazardous equipment (eg shredders ) without good training, never involving them in lone working or in circumstances they are not equipped to handle, and ensuring they are able to get to work and back home safely.

Please advise your Centre Manager of the names of all persons (employee or contractor) who

(a) are under the age of 18, or (b) are disabled.

# Permit to Work

Unless this lies in the hands of the building owner, Regus will control all works on site by operating a Permit to Work system. Clients must not undertake any works which impact the building structure, its services, or the communications room except by prior arrangement. If you have work to be done by contractors, please consult the Centre Manager about the Regus Permit to Work procedure.

There are specific procedures for: working at heights, window cleaning, confined spaces, general building works, communications rooms, “hot work”, and electrical work. You are considered to be working at a height if, on falling, an injury is likely to be severe. An accepted threshold is 1.8 metres.

Before work is commenced, Clients should take steps to verify ensure their contractors are competent to carry out the assigned tasks, and will take care not to endanger themselves or anyone else. Contractors must work to the agreed plan, operate safe systems of work and carry adequate current public liability insurance. As a minimum, the following health and safety conditions should be contained within the written contract agreement:-

1. the contractor shall agree in writing to abide by prevailing legislation and local rules;
2. the contractor shall provide a risk assessment and safe system of work for contractor activities on the premises;
3. any equipment brought on to the premises shall be of sound design and construction, in good working order, safe to operate, and in compliance with EU norms;
4. the contractor shall notify the Centre Manager of any hazardous materials, conditions or activities that may affect others on the premises;
5. the contractor shall notify the Centre Manager of any accidents, incidents or work related ill-health; and
6. Regus reserves the right to stop or restrict any activity if it is considered that there is risk of injury or ill-health arising.

# Audits, Inspection and Monitoring

From time to time Regus will conduct health and safety monitoring and auditing. Government inspectors also have powers to visit and make recommendations or require changes. On these occasions we ask you please to give your cooperation by being prepared to answer questions and/or demonstrate the use of equipment and materials.

# Communications

Regus’ Health and Safety Committee meets quarterly and is attended by at least one Senior Manager. Its agenda includes: accidents and incidents; results of monitoring and auditing activities; new legislation and guidance; complaints and queries. Although this is an internal body within Regus, clients may make submissions, which should be communicated via your Centre Manager.

# Security

Together we have to ensure the safety and security of the work premises and of all employees and visitors present on the premises. We ask you please to pay strict attention to ensuring that at all times, and especially outside normal working hours:

* access and egress controls are effective for all personnel, visitors and contractors;
* all external doors, and all internal security doors, are kept closed;
* visitors register with reception on arrival and departure;
* you do not permit anyone to gain access into a centre, either at the external door – this is the job of our receptionist or security officer – or by letting them follow you through an internal security door (unless you recognise them and/or they carry an identity badge);
* visitors and contractors are not left unattended;
* identity badges, where in use, are worn;
* security or Centre staff are made aware immediately of persons seen acting suspiciously;
* such persons are challenged by you to demonstrate, convincingly, that they are entitled to be in the Centre;
* you and your visitors comply with all reasonable requests of security staff, including the inspection of the contents of any bags, cases, boxes or other belongings;
* neither your staff nor any visitor enters the office of another Regus client (except by invitation), as their presence alone without invitation in another office, will be viewed seriously, and could also be a breach of your contract with us. In the same way this applies to communication rooms, plant rooms, mail rooms, and certain other service areas, which are closed to you;
* your staff and visitors know how to contact security staff;
* any shortcoming whatsoever in security arrangements is reported promptly to security staff and/or your Centre Manager.

In order to deter property theft or damage, and loss of confidential information, we request that:

* you keep office doors shut at all times, and locked whenever your office is empty;
* you do not compromise security by losing keys or access cards. Please report lost cards immediately, so that these may be cancelled;
* wallets are never left unattended in jackets, and handbags and laptop computers are locked out of sight in desks or cupboards;
* deliveries of goods are collected promptly;
* all equipment is reference listed, identified with your company markings (and photographed where appropriate) for detection in the event of theft;
* all files, equipment, stores etc are securely locked up when not in use;
* you make regular backups of electronic data, and send the tapes off-site. (Ask your Centre Manager whether your Centre can offer you a daily tape pick-up and storage service);
* you insure your assets for their current value. Please understand that Regus can not be responsible for any loss or damage. (Your Centre Manager has details of the RegusGuard cover which your Centre offers for insurance of assets).

##### YOUR HEALTH AND SAFETY DUTIES AS AN EMPLOYER

In a Regus office the central health and safety duties are already handled by the Centre team, but you do still have many responsibilities in regard to your employees and the way your office space and office equipment are used. Below are some suggestions about informing your staff more fully

Consult the UK Health and Safety Executive’s website at <http://www.hse.gov.uk/hsehome.htm> for excellent guidance leaflets (or go direct to <http://www.hse.gov.uk/pubns/hazards.htm> ). For Northern Ireland go to <http://www.hse-ni.org.uk> .

**1. Basic Law**

1.1 Health and Safety Regulations – a short guide <http://www.hse.gov.uk/pubns/hsc13.htm>

1.2 *Health and Safety Law – what you should know* is the health and safety notice that you are required by law to ensure is read by every employee. Regus makes this easy for you by displaying it at every teapoint, but you need to instruct employees to read it. The text can be found at <http://www.hse.gov.uk/pubns/law.pdf> and additional copies of the poster are available from HSE Books, price £7.50 ISBN 0 7176 2493 5 or in the form of leaflets. \*

1.3 Health and Safety in small firms <http://www.hse.gov.uk/pubns/introhs.htm>

1.4 You need Employer’s Liability compulsory insurance - see <http://www.hse.gov.uk/pubns/hse4.htm> .

1.5 If you have five or more employees in the UK, the Health and Safety at Work Act 1974 requires you to prepare a written statement of your Health and Safety policy. Refer to the leaflet *Stating your Business*, at <http://www.hse.gov.uk/pubns/indg324.pdf> Note that Regus is already taking care of several of the matters listed.

**2. Fire Safety**

2.1 Fire Safety Training In addition to the specific fire and emergency instructions for your building, you will find useful the 80-page reference booklet *Fire Safety – An employer’s guide*, published by the Stationery Office and HSE Books, ISBN 0-11-341229-0 Price £9.95.\*

2.2 The FireNet website at http://www.fire.org.uk/ gives extensive workplace guidance and copies of legislation – go direct to <http://www.fire.org.uk/advice/wpr/wpr.htm> .

For workplace regulations see <http://www.homeoffice.gov.uk/new_indexs/index_firesafety.htm> Another advice centre is <http://mflp.merseyside.org/html/advicent.htm>.

**3. Office Safety**

3.1 Workplace Health, Safety and Welfare is covered in a guide for Managers at <http://www.hse.gov.uk/pubns/workphsw.htm>

3.2 See also Officewise at <http://www.hse.gov.uk/pubns/indg173.pdf>

3.3 First Aid at Work <http://www.hse.gov.uk/pubns/indg214.htm>

3.4 Preventing Slips, Trips and Falls <http://www.hse.gov.uk/pubns/indg225a.htm>

**4. Risk Assessments**

Regus does risk assessments in respect of fire safety and the common parts of the office, also hazardous substances, manual handling, etc. but you too will need to do these.

4.1 Guide to Risk Assessment requirements: See <http://www.hse.gov.uk/pubns/indg218.htm>, and Five Steps to Risk Assessment <http://www.hse.gov.uk/pubns/indg163.pdf>.

4.2 Display Screen Equipment: <http://www.hse.gov.uk/pubns/indg36.htm> This is important, because you are expected to make a written risk assessment for each computer user. There is a standard assessment form, available from HSE Books, *VDUs An Easy Guide to the Regulations*, ISBN 0-7176-0804-2 Sold in 10 copy packs. £5 per pack (or much less if in quantity)\*

4.3 Manual Handling: <http://www.hse.gov.uk/pubns/indg143.pdf> Your risk assessment will probably be similar to Regus’ own generic risk assessment (consult your Centre Manager for a copy), but note that heavy manual handling tasks may each require their own risk assessment.

**5. Some Other Issues**:

5.1 Personal Protective Equipment: <http://www.hse.gov.uk/pubns/ppe92a.htm>

5.2 Electrical Safety: a general introduction appears at <http://www.hse.gov.uk/pubns/indg231.htm> and fuller details of portable appliance testing are given in leaflet INDG236 (your Centre Manager can provide you with a transcript – ask for “Appendix 47”).

5.3 Lone Working: <http://www.hse.gov.uk/pubns/indg73.htm>

5.4 Help on Work-Related Stress: <http://www.hse.gov.uk/pubns/indg281.htm>

**6. Staff Training**:

The above documentation provides a basis for you to establish for your employees a health and safety training plan. You need to be confident that they have all received sufficient and appropriate training to enable them to perform their duties safely and are kept updated by regular refresher courses.

Ensure training records are kept and reviewed.

**7. Is all this really necessary ?**:

Offices are a low risk environment, of course, but *Low Risk is not the same as No Risk*. In recent years, with continuing development of health and safety legislation, the UK Courts have made some high six-figure awards in such areas as Manual Handling and Slips, Trips & Falls. You and your insurers therefore have a keen interest in prevention of bodily injuries. Regus staff will do their best to provide a safe environment in the common parts of the Centre, but you are responsible as one of the employers in a shared workplace for what happens within your work area and for training your staff to act with due care for themselves, their visitors and all others in the Centre(see the *Management of Health and Safety at Work Regulations 1999* (<http://www.hmso.gov.uk/si/si1999/19993242.htm#1> ).

\* Call 01787 881165 to order publications from HSE Books.

NOTE: This brief summary is given in good faith as an introduction to UK Health and Safety law as applicable to office-based activities but Regus neither represents nor warrants that these notes provide a complete and accurate statement of current legislation and/or your duties under the law.