

# Welcome to Safer Workplace, Better Business

## - how to use this pack

<p>Is this pack for me?</p>	<p>This pack is for small medium sized businesses such as restaurants, cafés, takeaways, retailers e.g. independent shops and newsagents, bed and breakfast establishments, small hotels, public houses, small care homes, offices.</p> <p>It has been developed by the Devon Local Authorities who have worked with businesses to create a practical and easy to use pack.</p>
<p>How does this pack help me comply with the law?</p>	<p>Under health and safety legislation you must be able to show that you have assessed all aspects of your business to enable you to put in place a plan to control the risks. You must assess the risk not only to staff, but to any other person who may come into contact with your undertaking, including contractors and members of the public.</p> <p>This pack is designed to help you focus on the risks that really matter in your workplace – the ones with the potential to cause real harm. The law does not expect you to eliminate all risk, but you are required to protect people as far as ‘reasonably practicable’.</p>
<p>Who should take charge of the pack?</p>	<p>The person who is responsible for the day to day running of the business is the best person to work through the pack.</p> <p>It is a good idea to involve other staff to help the pack work in your business.</p>

How does the pack work?

The layout of the pack has been based on the Safer Food Better Business Pack. The aim of the pack is to help businesses comply with the risk assessment requirement but also to aid induction training of staff.

The pack is split into five sections:

- Procedures/Policy
- Protection
- Good Practice
- Records
- Extra Care

The pack contains a number of sheets for you to work through and complete. These are called 'safe methods'.

By completing this pack you will be examining what can cause harm to people within your workplace and ensure you have put in place enough precautions to prevent harm. This will provide evidence of risk assessments for your business.

## How to use the safe methods

The procedures section details the main areas which you are responsible for controlling.

Each 'Safe Method' highlights a particular hazard or requirement

The 'Safety Point' column highlights the things that are important to keep everyone safe in the workplace and details the legal requirements

The 'Why?' column tells you why the safety point is important.

In some places you only need to tick a box and in other places write a small amount.

The 'How do you do this?' column is for you to write down what you do in your own business.

Accident reporting		
Reporting of injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).		
Safety point	Why?	How do you do this?
<p>Reporting of injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) place a legal duty on:</p> <ul style="list-style-type: none"> <li>- employers;</li> <li>- self-employed people;</li> <li>- people in control of premises;</li> </ul> <p>to report work-related deaths, major injuries or over-seven-day injuries, work related diseases, and dangerous occurrences such as a fire or explosion.</p> <p>Further information can be found at <a href="http://www.hse.gov.uk/riddor">www.hse.gov.uk/riddor</a></p>	<p>If an employee is off work due to a work related illness then you must check if it needs to be reported under RIDDOR.</p> <p>If a member of the public has an accident in your workplace and is taken to hospital then you must also report this under RIDDOR.</p> <p>All incidents can be reported online at <a href="http://www.hse.gov.uk/riddor">www.hse.gov.uk/riddor</a></p> <p>Major and fatal injuries can be also be reported by telephone. You must notify the Incident Contact Centre: Tel: 0845 3009923 Monday to Friday 9.30am to 5pm</p> 	<p>Do you know when you should report certain conditions?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If not please refer to <a href="http://www.hse.gov.uk/riddor">www.hse.gov.uk/riddor</a></p> <p>Where do you record incidents, accidents and illnesses?</p>
<p>For all accidents that result in injuries to persons, you should carry out an investigation and prepare a brief written report of the findings and any action taken.</p>	<p>It is important to record as much detail whilst it is still fresh in your mind. If an enforcement officer investigates the accident or the injured person decides to sue you for damages you will have a comprehensive report for your defence. The investigation should focus on the person injured, what they were doing at the time of the accident and where the accident occurred. Positive issues should also be noted in the report, a.g., "the floor was in good condition and a handrail was provided". These reports should be restricted to facts and not opinions. The reports should be signed and dated.</p>	<p>How do you investigate accidents?</p>

Some of the things you do will need additional or specific risk assessments. Blank 'safe method' forms have been included for you to complete your own risk assessments.

For example if there is a change to your business e.g. you are having building works or if you employ a young person, then you will need to complete a specific risk assessment and keep this with your records.

**Risk Assessment**

This sheet should be used to detail any activities you carry out that are not covered as part of this pack. Please duplicate this sheet where necessary.

Safe Method: (Name of Activity)

Safety point	Why?	How do you do this?

The title of the 'Safe Method' will be the name of the hazard e.g. 'Refurbishment of kitchen', or 'Employment of young person as case porter'

The safety points are a list of controls that you need to put in place to keep everyone safe e.g. how you separate the building works from the day to day business activities. It may include what additional training is required and what equipment will be used.

Under the 'Why?' column tells you why the safety point is important.

Explain how you ensure you put these controls in place in your business using the 'How do you do this?' section.

The safe method may also be accompanied by a general introduction sheet or instructions (for example on how to use a specific piece of machinery).

<b>Getting started</b>	
What do I do next?	<p>Work through the pack one section at a time and complete all the relevant sections to your business.</p> <p>When you have worked through all the sections make sure you and your staff follow the control measures you have identified all the time.</p> <p>This pack should be reviewed regularly and updated where necessary e.g. following an accident, changes in work practices or a new piece of equipment is introduced.</p>
How will I benefit from using this pack?	<p>Using the pack in your business will help you:</p> <ul style="list-style-type: none"> <li>• Comply with the legislation</li> <li>• Show what you do to control risks</li> <li>• Train staff</li> <li>• Protect your business's reputation</li> <li>• Improve your business e.g. reduce the number of accidents</li> </ul>
Do I need to keep lots of daily records?	<p>You do not need to keep lots of records. However, you do need to keep any records in a safe place. Keep a record of any incidents in the incident log and always note what you have done about them. If you are a catering business, then you may wish to record any daily issues in your SFBB diary.</p> <p>Once you have completed all of the relevant safe methods you will need to review them at least once a year or when things change.</p>
Where can I get more information?	<p>For more information talk to your environmental health service at your local authority or your local fire service.</p> <p>For details of Health and Safety publications visit <a href="http://www.hse.gov.uk">www.hse.gov.uk</a> or call 0845 3450055.</p>
If in doubt get advice	<p>In order to know whether something is right or wrong you need to know what is right in the first place. It is therefore important to get help from specialists from time to time e.g. licensed contractors for removing asbestos, qualified engineers e.g. electricians/plumbers.</p>