



Health and Safety Policy

April 2016

www.peopleknowhow.org

Health and Safety Law Poster is displayed:	People Know How Office Ocean Terminal, Ocean Dr, Edinburgh EH6 6JJ
First Aid Box is located:	People Know How Office Ocean Terminal, Ocean Dr, Edinburgh EH6 6JJ
Accident Book is located:	People Know How Office Ocean Terminal, Ocean Dr, Edinburgh EH6 6JJ

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Contents

1. Statement of Policy	3
2. Responsibilities	3
3. General Arrangements	3
4. Implementation	10
5. Monitoring & Review	11
Appendix A: Risk Assessment Diagram	12
Appendix B: Accident Reporting Form	13
Appendix C: Premises Record Sheet	14
Appendix D: Premises Risk Assessment	15
Appendix E: Activities Risk Assessment Form	19
Appendix F: Issue Reporting Form	20
Appendix G: Health & Safety Legislation	21



1. Statement of Policy

People Know How is committed to providing and maintaining a safe working environment for all its workers (both paid and unpaid) and to ensuring that its service users and members of the public are not put at risk. People Know How is also committed to providing the information, training and supervision to staff members/volunteers to ensure that this policy is adhered to.

People Know How will adopt a consultative approach to health and safety that allows workers to raise concerns and influence decisions on the management of health and safety. Due to its small size, People Know Mind will consult directly with workers rather than through a health and safety representative and workers can, and are encouraged to, directly approach their Service Leader, the Management Committee or the Board of Trustees.

This Policy relates to all areas of People Know How’s operation and should be read in conjunction with all other People Know How policies. This Policy will be kept up-to-date, particularly as we change in nature and size. To ensure this, this Policy will be reviewed annually.

2. Responsibilities

Overall and final responsibility for health and safety is that of: **Lesley London, Chair**

Day-to-day responsibility for ensuring this Policy is that of: **Glenn Liddall, Head & Founder**

Service Leaders are responsible for specific aspects of ensuring a healthy and safe workplace as detailed in this Policy. All other staff members/volunteers have the responsibility to co-operate and to take reasonable care of themselves and others. When a staff member/volunteer notices a health or safety problem they are unable deal with, they must inform one of the Responsible People above.

3. General Arrangements

General arrangements to ensure health and safety will be described in this Policy in relation to:

- Staff/Volunteer Induction
- Reporting Accidents and Raising Concerns
- Risk Assessment and Management
- Protective Equipment
- Use of Premises Occupied by Third Parties
- First Aid
- Lone Working
- Events and Activities outside Usual Locations
- Moving and Handling
- Fire
- Electrical Equipment



— Food Hygiene

Staff/Volunteer Induction

Policy

People Know How will ensure that all new staff members/volunteers will receive an induction in health and safety and are made aware of their responsibilities to observe this Policy and in particular to adopt safe ways of working, comply with training requirements and report all accidents, incidents and matters of concern to the Management Committee and Board of Trustees.

People Know How will ensure that induction is appropriate to the individual staff member/volunteer and their role. People Know How encourages staff members/volunteers to be pro-active and to be aware that the actual situations that they encounter will differ.

Procedure

1. All new staff members/volunteers will be provided with a Risk Assessment for the role they are going to undertake in People Know How. All staff members/volunteers will be asked to sign a copy of the relevant Risk Assessment.
2. All new staff members/volunteers will be provided with a copy of the Risk Assessment Diagram (see Appendix A) and an explanation of how to use this to assess future situations they may encounter in their work with People Know How.
3. All staff members/volunteers will be informed of their responsibility to report accidents and report any issues that give rise to health and safety concerns.
4. All staff members/volunteers will be informed of their responsibility for their own health and safety and to adopt safe ways of working in line with this Policy, as well as their responsibility to take reasonable care of other people's health and safety.
5. All staff members/volunteers will be informed of their duty to comply with any training – or other – requirements in health and safety as determined by the Management Committee and/or Board of Trustees.
6. All staff members/volunteers will be informed of their responsibility to use any safety equipment provided.

Reporting Accidents and Raising Concerns

Policy

All accidents that happen at work – even if no apparent injury is sustained – must be properly reported and recorded. Staff members/volunteers are also required to report and record near accidents and any issues of concern – whether or not they have caused an accident.

Serious incidents (as defined under the provisions of the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 1995 – RIDDOR) must be reported to the Health & Safety Executive (HSE). Any reports to the HSE will be made by a Responsible Person listed on page 3 of this Policy.



People Know How will regularly review records of accidents and concerns in order to assist in risk management.

Accident Reporting Procedure

The following procedure will be put in place to ensure that staff members/volunteers are able to report any accidents:

1. The Accident Book will be kept in the People Know How Office, Kirkloan Hall, 18 Kirk Loan. It will be used to keep a record of all accidents.
2. All accidents, injuries, near accidents and health hazards relevant to the work of People Know How – however trivial – will be recorded without delay by the person to whom the accident was reported.
3. As soon as is possible, accidents will also be reported to the Management Committee using the Accident Reporting Form (see Appendix B). This report must record the following details:
 - The date and time of the accident
 - Full name and position of the staff members/volunteers involved
 - Full name of the person reporting the accident and any witnesses to it
 - The nature of the accident
 - Where the accident occurred
 - What happened and, if known, how it happened
 - Any injuries sustained
 - Action taken and any treatment received
 - Whether there is an obligation to report the accident under RIDDOR

If the accident takes place on premises occupied by a third party, the person reporting the accident should also comply with the third party's accident reporting procedure.

Raising Concerns Procedure

All staff members/volunteers will be encouraged to voice any health and safety concerns they might have with their Service Leader, the Management Committee and/or the Board of Trustees.

Risk Assessment and Management

Policy

People Know How will assess the risks involved for all roles (paid and unpaid) and the premises used to deliver services for all activities undertaken.

People Know How does not consider that persons accessing any People Know How services will present a greater risk than any other member of the general public. People Know How does not carry out individual risk assessments on service users prior to them attending a service.

However, if People Know How receives information from a third party that an individual service user presents a risk of harm to themselves or others, People Know How will formally assess the risk of that individual using services. In addition, if it becomes apparent to People Know How that a specific service user, during the course of that person's attendance at services, presents a risk of harm to themselves or



others, then People Know How will assess the risk and take appropriate action.

Any information received about an individual that maybe a potential risk to themselves or other, prior to their attending a People Know How service, will be presented to the Board of Trustees who will take a decision as to whether the individual should be allowed to attend the service.

Procedure

1. Service Users

Where a third party discloses that an individual service user may present a risk of harm to themselves or others:

- If the disclosure is being made by a statutory organisation or another service provider, People Know How will request this to be submitted in writing along with a Risk Assessment detailing any actions that should be taken to manage the risk
- If the disclosure is being made by a party other than a statutory organisation or another service provider, the member of staff receiving the information should advise the third party that People Know How will record the information and that it will be handled in accordance with the People Know How Confidentiality Policy (this includes that it may be necessary to break confidentiality in order to manage any risks of harm)

2. Staff Members/Volunteers

- Service Leaders should risk assess their roles and are responsible for risk assessing the roles of any volunteers involved with their service. Service Leaders are responsible for reviewing Risk Assessments for their roles and for voluntary roles on an annual basis, or if any circumstances change.
- Staff members/volunteers are required to be vigilant to any changes in circumstances and should be familiar with the process outlined in the Risk Assessment Diagram (see Appendix A) to ensure that they deal with any new hazards as they arise.

3. Premises

- Service Leaders are responsible for completing the Premises Record Sheet (see Appendix C) on each occasion that the service is delivered.
- Service Leaders should annually carry out a Premises Risk Assessment (Appendix D) for all premises used by the service and return copies to People Know How and the Occupier of the premises.

4. Activities

- Service Leaders are responsible for risk assessing any activities that the service undertakes. An Activities Risk Assessment Form (Appendix E) should be completed and a copy returned to People Know How. The activity should be designated as 'one-off' or 'ongoing' – any ongoing activities should be reviewed annually by the Service Leader.



Protective Equipment

Policy

Where required, People Know How will provide suitable personal protective equipment and maintain it without any cost to staff members/volunteers.

Procedure

Where the Risk Assessment for a particular role, premises or activity indicates that personal protective equipment is required, People Know How will provide such equipment.

Use of Premises Occupied by Third Parties

Policy

People Know How will ensure that all premises used by People Know How services are safe and fit for purpose and will ensure that responsibilities for ensuring the safety of the premises are clearly delineated between People Know How and the Occupier of the premises.

People Know How will provide each Service Leader with a Premises Record Sheet (see Appendix C) and Issue Reporting Form (see Appendix F) to use each time the premises are used.

Where premises are not staffed during the time that a People Know How service is running, the Service Leader should ensure that a Lead Service Volunteer has been nominated and that they have discussed a safety plan. If no volunteers are available, the Service Leader should seek advice from the Management Committee.

Procedure

1. Before using any third party premises, People Know How will ask to see evidence of:
 - a) Fire Safety Risk Assessment (not more than 1 year old)
 - b) Electrical Inspection (not more than 5 years old)
 - c) Gas Safety Inspection (if appropriate) (not more than 1 year old)
 - d) Current Public Liability Insurance (not less than £5million)
 - e) Asbestos Survey
 - f) First Aid Provision
 - g) Registration of Kitchen Facilities (if appropriate)
2. Prior to each occasion of the service, the Service Leader must complete a visual inspection of the premises and complete the Premises Record Sheet.
3. In the event that the visual inspection reveals any hazards not previously present or identified, the Service Leader must:
 - a) Complete the Issue Reporting Form (see Appendix F) and ensure that they have reported the hazard to the Responsible Person for the premises (and provided People Know How with a copy)
 - b) Take advice from the Responsible Person for the premises with regard to the management of the risk



First Aid

Policy:

People Know How will provide First Aid cover for all of its services and activities by ensuring that there is always a Named Person (staff member, volunteer, etc.) designated to take responsibility for First Aid.

Any staff member/volunteer identified as a 'Lone Worker' must be trained in First Aid, except where lone working is taking place in the community at large.

Procedure

Where First Aid is required, the Named Person responsible for First Aid at a service or activity will:

- a) Summon a First Aider (where one is available)
- b) Dial 999 (if deemed necessary)
- c) Ensure that the Accident Reporting Procedure detailed in this Policy is followed

Training

People Know How will keep a record of the First Aid qualifications held by staff members/volunteers and contact staff members/volunteers when re-training is required.

Lone Working

Policy

People Know How understands a 'Lone Worker' to be any worker (paid or unpaid) who is working or travelling alone within any building or within the community whilst on People Know How business.

As Lone Workers cannot be constantly supervised, People Know How will provide a risk management plan. However, individuals will have responsibility to follow safe working practices. All lone working staff members/volunteers must familiarize themselves with the Risk Assessment Diagram (see Appendix A) and apply it to new situations and to decisions as to what action to be taken.

Where individuals work alone (or in small groups) they need to remain alert to their own safety and that of those around them. To do this, staff members/volunteers should:

- Ensure they do not take unnecessary risks
- Seek and follow advice from People Know How
- Follow all Health and Safety Procedures
- Comply with any requests for information on their whereabouts from People Know How
- Report any incidents, including threats and potentially dangerous situations
- Make People Know How aware of any medical conditions that might have developed



Procedure

1. People Know How will assess each role (paid and unpaid), including whether or not the role involves lone working. A risk management plan will be put in place for all roles where lone working may occur.
2. All staff members/volunteers whose role involves an element of lone working – with their consent – will be assigned a 'Safety Partner'. All Lone Workers should exchange contact information with their Safety Partner. All Lone Workers should also ensure that their Safety Partners knows where they are going, how long they will be and at what times they expect to return. All Lone Workers will contact their Safety Partner when they have returned from People Know How business. Safety Partners are to alert People Know How if they do not hear from, or cannot get in touch with their Lone Worker within the expected period.

Events and Activities outside Usual Locations

Policy

Where a People Know How service or activity takes place away from its normal location or takes place in the community, People Know How will ensure that all necessary steps are taken in order to manage risk. Plans for all such events should be submitted to the People Know How Management Committee in advance and should include a full Risk Assessment.

Procedure

1. Where a service has decided that it wishes to be located at a location away from its usual location, the Service Leader must, with sufficient notice:
 - a) Inform the Management Committee
 - b) Complete an Activities Risk Assessment Form (see Appendix E) for the planned activity
2. Where a Risk Assessment has not been provided, People Know How will not permit the activity.

Moving and Handling

Policy

People Know How recognizes that lifting and carrying objects/people is a major source of workplace injury. Staff members/volunteers are not required to lift or carry people under any circumstances, other than in an emergency.

Procedure

1. Before lifting or carrying any object, staff members/volunteers are required to self-assess their capacity to lift, move and/or handle the weight. This should take into account the staff member/volunteer's own physical capabilities, the nature of the object (including its shape and any carrying handles, etc.), where the object is and where it has to be moved.
2. Staff members/volunteers should not attempt to move or handle any weight that is beyond their comfortable capacity.



3. In the event that the weight/nature/position of the object means that a staff member/volunteer assesses that they cannot comfortably handle the object, the staff member/volunteer should seek assistance or equipment to assist.
4. Where repeated moving and handing is required, an assessment should be made as to whether the system/placement can be changed to avoid such operations. Instances of repeated moving and handling can also be included in feedback to the Management Committee and/or Board of Trustees.

Fire Policy

All staff members/volunteers should make themselves familiar with the fire procedure (including the position of fire exits), the evacuation procedure and the position of fire fighting equipment, for every building in which they are working. There must be a Fire Safety Plan for all premises used by People Know How that is shared with all staff members, volunteers and service users present at any service, event or activity (including in the office).

Procedure

1. Service Leaders must inform all present at the service of the Fire Safety Plan, which will include the location of fire exits, evacuation procedure and assembly points.
2. Service Leaders must ensure that they know exactly who is present at their service at any given time and, in the event of a fire, should ensure that everyone has been accounted for at the assembly point.

Electrical Equipment

Policy

People Know How will ensure that any portable electrical equipment owned or used regularly has a current PAT sticker affixed. Occasional use of equipment owned by someone else does not need to be stickered.

People Know How will carry out regular visual inspections of electrical equipment owned or used regularly and, if necessary, stop using equipment and arrange for it to be repaired.

Staff members/volunteers have a responsibility to make themselves aware of the hazards associated with electrical equipment and should use all equipment with care, following any safety instructions provided.

Procedure

If any equipment requires a PAT, the Service Leader should inform the Management Committee who will arrange for this. Equipment should not be used:

- Until the PAT has been carried out
- OR**
- If the validity of the PAT has expired



Food Hygiene

Policy

People Know How will ensure that all food preparation taking place at services, events or activities is carried out safely and that staff members/volunteers involved in food handling (including the preparation of hot drinks) will be given the opportunity for training appropriate to these tasks.

Procedure

Service Leaders should identify where there is a need to prepare food or hot drinks and consider this when completing Risk Assessments for the service and for volunteer roles.

4. Implementation

The Management Committee of People Know How has specific responsibility for the implementation of this Policy. In addition, all staff members/volunteers are expected to abide by this Policy.

In order to implement this Policy, People Know How will:

- Communicate this Policy to staff members, volunteers, service users and any others relevant (e.g. associates, agency workers).
- Incorporate specific and appropriate duties in respect to implementing this Health and Safety Policy within job and volunteer descriptions as well as within the objectives of all staff members/volunteers.
- Provide required training and guidance to all staff members/volunteers as is appropriate, including within induction training for all new staff members/volunteers.
- Ensure that adequate resources are made available to fulfill the objectives of this Policy.

5. Monitoring & Review

People Know How will work towards the aims of this Policy and ensure its implementation by:

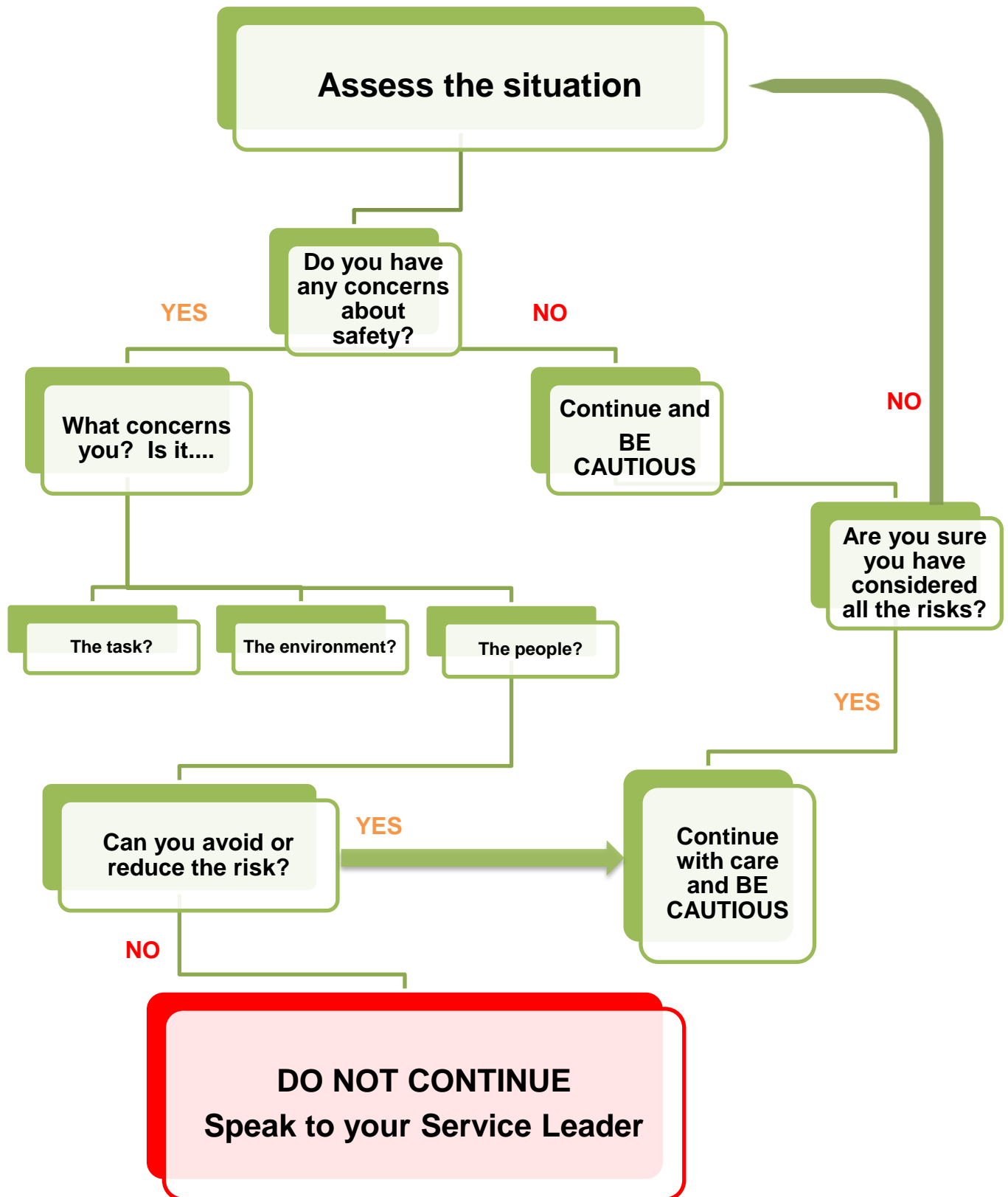
- Analysing information (e.g. Accident Book entries, Premises Records and Risk Assessments) to ensure that this Policy is being complied with and to be able to identify any areas where improvements can be made
- Keeping up-to-date training records for all staff members/volunteers to ensure that necessary training has been undertaken
- Encourage staff members/volunteers to feedback to the Management Committee and Board of Trustees regarding the effectiveness of this Policy

The effectiveness of this Health and Safety Policy will be reviewed annually and action taken as necessary.

This Policy will be reviewed in 2017



Appendix A: Risk Assessment Diagram





Appendix B: Accident Reporting Form

This Form should be used to report the details of any incidents/accidents to the Management Committee.

Date of Incident/Accident:		Time of Incident/Accident:	
Full names of any persons involved:		Name of person reporting:	
Names of any witnesses:			
Account of the Incident/Accident – <i>Include details of what may have been responsible for the incident/accident</i>			
Was anyone injured? Who? What were the injuries?	Yes / No		
Was First Aid administered? Was an ambulance called? Went to casualty?	Yes / No Yes / No Yes / No		
Name: <i>[Please print]</i>			
Signed:		Date:	

MANAGEMENT COMMITTEE ACTION:

Does this need to be reported as per RIDDOR? – <i>If yes, insurers need to be informed</i>	Yes / No
Has a report been made to the Occupier of the premises?	Yes / No
Have the Board of Trustees been informed?	Yes / No
Has the Risk Assessment for this role/activity been reviewed?	Yes / No



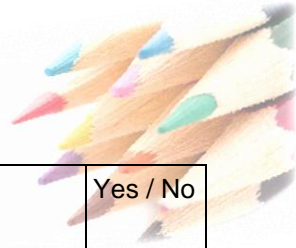
Appendix D: Premises Risk Assessment

Service Leaders should use this Form for an ANNUAL Risk Assessment of all third party occupied premises where activities/services take place.

Name of Service Leader:	Location of Premises:
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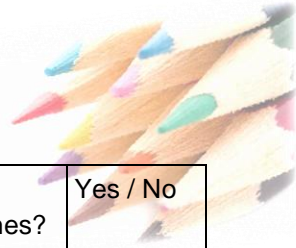
Name of Service:	Date of Risk Assessment:
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PREMISES			
Under normal circumstances, are these premises...		Are any of the following present at the premises?	
Too hot	Yes / No	Trailing wires	Yes / No
Too cold	Yes / No	Worn carpet	Yes / No
Overcrowded	Yes / No	Wet/slippery floor	Yes / No
Poorly ventilated	Yes / No	Leading roof	Yes / No
Poorly lit	Yes / No	Leaking pipes/plumbing	Yes / No
Dusty	Yes / No	Damaged/uneven floor	Yes / No
Cluttered	Yes / No	Uneven steps	Yes / No
Inaccessible	Yes / No	Other trip/slip hazards	Yes / No
Please answer the following questions about the premises		Broken windows/tiles	Yes / No
Is the building's fabric in good order?	Yes / No	Broken/splintered wood	Yes / No
Are the building's fixtures and fittings in good order?	Yes / No	Broken brickwork	Yes / No



Is the building appropriate for the use?	Yes / No	Cracked plasterwork	Yes / No
Are all working areas and workstations appropriate for the tasks/activities carried out?	Yes / No	Damaged ceiling	Yes / No
Are all parts of the building easily accessible (no restricted access, blocked passages, poor layout)?	Yes / No	Sharp protrusions, hooks or nails, etc.	Yes / No
Is the building's fabric in good order?	Yes / No	Exposed/worn wiring	Yes / No
Please use this space to detail any other hazards/risks regarding the premises.		Cracked electrical switches or plugs	Yes / No
		Loose or poorly attached fixtures	Yes / No
		Uncleared rubbish	Yes / No
		Confined spaces	Yes / No
		Equipment stored above head height	Yes / No

EQUIPMENT			
Does the service make use of any of the following?		Please answer the following questions about equipment	
Computers or VDU equipment	Yes / No	Is there any other potentially hazardous equipment in use at this service?	Yes / No
Machinery	Yes / No	If yes, please specify.	
Power tools	Yes / No		
Ladders or climbing equipment	Yes / No	If yes, are all those using the above equipment trained or instructed in its use?	Yes / No



Ovens or hot plates	Yes / No	If untrained people use the above equipment, are they supervised at all times?	Yes / No
Fires, stoves or heaters	Yes / No	Please use this space to detail any other hazards/risks regarding equipment.	
Blowtorches/other hand-held heat sources	Yes / No		
Boilers, water heaters or kettles	Yes / No		
Knives, slicers, guillotines, scissors or cutting equipment	Yes / No		
Corrosive, irritating or toxic chemicals	Yes / No		
Medicines or healthcare equipment	Yes / No		
Sunbeds, UV lights or light boxes	Yes / No		
Flammable or explosive chemicals	Yes / No		
Radiation or bio-hazards	Yes / No		

ACTIVITES			
Do any of the following take place at this service?		Please answer the following questions about activities	
Physical sports or games	Yes / No	Are all those performing these activities trained or instructed in its use?	Yes / No
Gardening	Yes / No	If untrained people perform these activities, are they supervised at all times??	Yes / No
Construction	Yes / No	Are any of these activities carried out in an uncontrolled or reckless manner?	Yes / No



Cooking / food preparation	Yes / No	Please use this space to detail any other activities that could be potentially hazardous/risky
Climbing (ladders, scaffolding, etc.)	Yes / No	
Lifting (weights >5kg)	Yes / No	
Manual handling	Yes / No	
Repetitive work	Yes / No	
Working at height	Yes / No	

FIRE		LONE WORKING	
Please answer the following questions about fire procedure		Please answer the following question about lone working	
Have you been advised of the Fire Safety Plan for these premises?	Yes / No	When you are delivering the service at these premises do you consider that you are lone working?	Yes / No
Do you regularly remind service users of the location of the fire exits, fire alarms, extinguishers, fire assembly points and evacuation procedure?	Yes / No	Please use this space to detail any other aspects related to fire procedure / lone working	
Have you/your service participated in a fire drill/evacuation?	Yes / No		

Hazards/Risks associated with service	Low / Medium / High	
Next Assessment Due:	Has this Risk Assessment led to a review?	Yes / No
Signed:	Has a copy been passed to the Occupier of the premises? <i>[Please note date of this below]</i>	Yes / No



Appendix E: Activities Risk Assessment Form

This Form should be used for any activities/events and a copy should be passed to the Management Committee.

Name of Planned Activity:
What are the potential risks/hazards involved?
Who might be at risk/harmed?
What controls/safe working systems are in place that could avoid or reduce the risks/hazards?
Is any equipment required to manage the risks/hazards?
Is this equipment available? If no, provide information about how this equipment will be acquired.
Is this activity/event: <div style="display: flex; justify-content: space-around; width: 100%;"> One-off OR On-going </div>
If on-going, how often will this activity/event happen?

Please confirm that you have identified all the risk/hazards and that there is no further action required to manage these risks/hazards before the Planned Activity takes place.

Name:	Signed:
Role:	Date:

MANAGEMENT COMMITTEE ACTION	
Decision:	Date:



Appendix F: Issue Reporting Form

This Form should be used for any activities/events and a copy should be passed to the Management Committee.

Name of Service Leader:	Location of Premises:
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Name of Service:	Date:
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Nature of Issue

Any Action Taken?

Name of Person Informed at Premises:	Job Title:
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MANAGEMENT COMMITTEE ACTION	
Date passed to Management Committee:	Has this issue been resolved? <i>[Provide any relevant information]</i>



Appendix G: Health & Safety Legislation

Health and Safety at Work etc. Act 1974

The Health and Safety at Work Act etc. 1974 is the main piece of Health and Safety Legislation. It puts a duty on employers to ensure the health, safety and welfare at work of their staff members and volunteers and to ensure their activities do not endanger others. It says that you must have a Health and Safety Policy and that you must consult with your workforce. The Act also allows the Secretary of State to make regulations on health and safety. This power has been used to introduce most subsequent Health and Safety Legislation.

The Six Pack 1992

The Six Pack is a set of six regulations all introduced at the end of 1992 following a European directive. Some have since been updated. The regulations are:

- **Management of Health and Safety at Work Regulations** – These regulations say that employers must have health and safety management systems and conduct risk assessments.
- **The Display Screen Equipment Regulations** – These regulations cover most VDUs and state that employers must carry out assessments of workstations, meet certain standards and provide breaks, eye tests and training.
- **The Manual Handling Operations Regulations** – These regulations say employers must remove the risk from manual handling by avoiding lifting, pushing, pulling and moving activities wherever possible, automating the process, or reducing the risk through other means. It also requires a risk assessment to be done by the employer.
- **Personal Protective Equipment at Work Regulations** – Employers must provide suitable personal protective equipment when other safety measures will not remove the risk. Personal protective equipment must be free of charge.
- **Provision and Use of Work Equipment Regulations** – These deal with all equipment: Not just industrial machinery, but also photocopiers, knives, computers etc. They must be suitable, safe and maintained.
- **The Workplace Health, Safety and Welfare Regulations** – These regulations lay down general principles of welfare, including ventilation, temperature, cleanliness, washing facilities and rest rooms.

CHIPs

The Chemicals (Hazard Information and Packaging for Supply) Regulations, commonly known as CHIPs, cover the classification and labeling of chemicals. They say you must keep safety datasheets on all chemicals where there is a possible hazard, including those used for cleaning.

COSHH

The Control of Substances Hazardous to Health Regulations covers all dangerous substances, not just chemicals. They say that employers must conduct a risk assessment, control the hazard, and give information and training.



RIDDOR

The Reporting of Injuries Diseases and Dangerous Occurrences Regulations state that employers must report and keep a record of, certain accidents and incidents. The Management Committee must report these to the Health & Safety Executive (HSE).