LONDON METROPOLITAN UNIVERSITY

Health and Safety Office Standard - Guide to Health & Safety in the Office

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Contents

1. Introduction

London Metropolitan University (LMU) wishes to ensure that all office and workplace environments within its operations are both managed and used in a manner that is conducive to the safety of all LMU employees and other parties who may have cause to work in their offices, for whatever reason.

There are several regulations relating to the office environment. In general, an office, as is any work environment, covered by the Health and Safety at Work etc. Act 1974. Furthermore, specific detail is contained in the Workplace (Health, Safety and Welfare) Regulations 1992, which specify standards for the general office environment, including issues such as temperature, seating, space, and lighting levels.

Other legislations applicable to offices are the Management of Health and Safety at Work Regulations 1999, First Aid at Work Regulations 1981, Manual Handling Operations Regulations 1992, Display Screen Equipment Regulations 1992, Electricity at Work Regulations 1989 and (Fire Safety Legislation)

2. Aim and Scope of Standard

This guidance outlines the main requirements of the Workplace Health, Safety and Welfare Regulations 1992 (WHSWR) and their associated Approved Code of Practice (ACOP). The regulations apply to all parts of the workplace (e.g. lecture theatres, offices, laboratories, workshops).

The ACOP expands upon the duties already placed upon the University by the Health and Safety at Work etc. Act 1974 (HSWA). The requirements broadly cover the following main areas:

- Health and safety in the workplace (including the working environment).
- Provision of welfare facilities for people at work.
- Maintenance and housekeeping of the workplace.

Welfare facilities are those facilities that are necessary for the well-being of staff, such as washing, toilet, rest and changing facilities, and having somewhere clean to eat and drink during breaks.

This standard applies to all employees of LMU including partner agencies, visitors, contactors, agency and sub-contracted staff. Managers at all levels are expected to take an active lead to ensure that Health, Safety and Systems of internal control are of the highest standard and integral to the operation of the organisation.

This standard also aims to outline the roles and responsibilities of departments and individuals in relation to their responsibilities in respect of the WHSWR and with specific reference to:

- Reporting building and infrastructure defects.
- Regular inspection and monitoring of work areas.
- General housekeeping and maintenance of building and department work areas.

3. Roles and Responsibilities

3.1 Heads of Departments

Heads of Department (Academic Schools or Professional Services Directorates) are responsible for implementing relevant sections of this policy, for cooperating with Estates, where required, and for ensuring that concerns are reported appropriately. Where deviations from this standard are required, a suitable and sufficient risk assessment is required.

3.2 All staff

All University staff are required to comply with the requirements of the University's Policy and Procedures and have a statutory duty to safeguard their own and others' health and safety. Staff should report immediately to their line manager or other University manager as appropriate, any perceived health and safety hazards and seek advice and guidance on any matters of which they have doubts or concerns.

3.3 Contractors and Visitors

Contractors and Visitors must report to reception where they should be made aware of any local safety procedures and, in the event of fire evacuation, escorted out of the premises to the assembly points. They will wear appropriate safety clothing and use appropriate safety equipment when indicated that these are necessary. They are required to report all hazards, accidents and dangerous occurrences to a member of University staff, where persons are injured or not and have a responsibility to leave the site clean and safe.

If contractors or visitors are seen acting unsafely this should be reported as a near miss via the Incident Report Form on the Health and safety web pages.

4. General Housekeeping

Poor housekeeping is a common cause of accidents especially slips, trips, falls and fires in the workplace. In order to ensure that satisfactory standards of housekeeping are achieved the following arrangements are to be adhered to by all employees:

- Check that the workplace is free from hazards at the beginning and end of each day.
- Always put office equipment away immediately after use.
- Clear up any spillages or spills etc. immediately as per local procedures.
- Report any loose carpet or any damaged floor coverings to the Estates team.
- Do not allow objects to protrude into walkways.
- Ensure that waste materials are properly stored and are removed on a regular basis.
- Ensure that special arrangements are made for the removal of unusual or extra-large items.
- Do not store office equipment anywhere other than in designated areas.
- Ensure that your work area is always kept tidy.

- Trailing leads will be avoided wherever possible or otherwise ramped or protected to avoid potential tripping hazards.
- The bottom drawers of filing cabinets should be filled first and, in the absence of safety devices to prevent it toppling, only one drawer at a time should be opened
- Defects such as broken chairs, faulty drawers, trailing cables etc. should be reported immediately to your line manager.
- Routinely inspect chairs for condition, do not use chairs for climbing – a stepping stool or step ladder only should be used.

5. Cleanliness and Waste

Every workplace furniture, furnishings and fittings supplied need to be kept sufficiently clean. Surfaces of the floors, walls and ceilings of all workplaces inside buildings should be capable of being kept sufficiently clean. *(Sufficiently clean means that workplaces should be regularly cleaned to ensure that dirt or refuse is not allowed to accumulate, and spillages and deposits are removed or cleaned up as soon as possible)*

- The surfaces of floors, walls and ceilings should be maintained, treated and repaired so they can be cleaned properly.
- Cleaning should be carried out by an effective and suitable method and without creating, or exposing anyone to, a health or safety risk.
- Ensure that cleaning methods do not expose anyone to substantial amounts of dust, including flammable or explosive concentrations of dusts, or to health or safety risks arising from the use of cleaning agents.
- Absorbent floors, such as untreated concrete or timber, which are likely to be contaminated by oil or other substances that are difficult to remove, should preferably be sealed or coated.
- Waste materials shall not be allowed to accumulate in a workplace except in suitable storage containers.

The frequency and standard of cleanliness will depend on the nature of the business and LMU has appointed a suitable facility supplier to carry out a regular and sufficient cleaning service

6. Storage

Storage system design should focus on the nature of the items to be stored and the capabilities and limitations of the people required to use the system.

Storage facilities such as filing cabinets, lockers and shelves can sometimes be positioned on the border of a walkway. When choosing the location of this equipment it is important to consider what other activities occur in the area. (i.e.) a filing cabinet requires approximately 1.2 metres of space in front of it to enable someone to access a fully opened bottom drawer. If this projects into a frequently used walkway it becomes an obstruction and a hazard will be created.

6.1 Shelving systems

Users need to have clear access to shelving systems and the items stored on them. To achieve the required level of access, redesign or the provision of additional

equipment will sometimes be required. For example, large shelving systems often have a top level of shelving that is above head height, or shelves may be too deep, requiring staff to bend and reach in. Redesign of the shelving and relocation of items between knuckle and shoulder height should be considered. If this is not practicable, some of the following controls should be considered:

- A safe means of climbing up to the required level.
- An intermediate support point to enable lifting or lowering in stages as users step to higher levels.

Climbing shelves to access higher shelves is an unsafe practice and is a risk that requires control. Options for control of this risk may include providing mobile steps or small platforms on rollers (as often found in libraries), small sets of step ladders, platform ladders and rolling ladders. Steps should be stable, and platforms and handrails are required where the work includes access to high storage.

Shelving can be divided into three types:

Shelving Type	Recommended Loading		
	Low	Medium	High
Wall Supported	✓	✓	X
Floor Standing Bookcase *	✓	✓	✓
Floor Supported Racking *	✓	✓	✓

* may require additional wall bracing depending upon the height of the unit.

Load Capacity Definition: Load capacity refers to the **maximum** demand, stress, or **load** that may be placed on a given system under normal or otherwise specified conditions for an extended period of time. In other words, it refers to the **capacity** of a system to continue to perform its intended function when supporting a specific amount of **weight**.

In occupational settings, load capacity usually pertains specifically to the maximum demand, stress, or load that can safely be placed upon a system without causing it to fail.

It is important to consider the **maximum** total **capacity** of your **shelving** or mini-racking unit.

These maximum load capacities are as follows:

- Closed **shelving** (with side and back panels): 3,400 lb.
- Open **shelving** or closed with rear braces: 5,400 lb.
- Mini racking: 3,900 lb.

The law does not identify a maximum weight limit. It places duties on employers to manage or control risk; measures to take to meet this duty will vary depending on the circumstances of the task.

Things to be considered will include the individual carrying out the handling operation, (i.e.) strength, fitness, underlying medical conditions, the weight to be lifted and distance to be carried, the nature of the load or the postures to be adopted or the availability of equipment to facilitate the lift.

Where a maximum loading capacity is not known a common-sense approach is required.

- Low: ornaments, plants, small number of lightweight files or books
- Medium: journals, A4 files, books
- High: boxes, box files, heavy or bulky equipment

Shelving requirements should be discussed with Estate Management

Reference: Rousseau Shelving
Reference:https://www.safeopedia.com/definition/5711/load-capacity

6.2 General principles of storage areas

- Large or heavy items should be stored at easily accessible heights to minimise the demands of handling.
- Frequently handled items should be placed within easy reach.
- Items carried on a trolley should remain on the trolley while in storage.
- Smaller, lightweight and infrequently handled items may be stored in the lower or higher areas of a storage system.
- It should be easy to place items into the storage unit and take them out.
- The storage system should accommodate the size and shape of the item being stored. (i.e.) dividers will secure files stored in shelving and improve access to them. Documents or small publications may be stored in suspension files or folders, making them easier to handle.

7. Welfare Facilities

Welfare facilities include the provision of adequate toilet and washing facilities. The University will ensure these facilities will be sufficient in number, be clean, well maintained and have adequate ventilation. Hot and cold water, soap and hand drying facilities will also be in place.

7.1 Drinking water

An adequate supply of wholesome/potable drinking water shall be provided for all persons at work in the workplace. LMU provides drinking water in kitchen areas and drinking fountains located near offices across the campuses. Every supply of drinking water needs to be:

- Readily accessible at suitable places.
- Conspicuously marked by an appropriate sign where necessary for reasons of health and safety.

- Drinking water should normally be obtained directly from a suitable public or private mains supply. (If an external water vessel is used as a supply, it should be well covered, kept clean and tested and disinfected as necessary).
- Drinking water taps should not be installed in places where contamination is likely, (i.e.) in a workshop.
- As far as is reasonably practicable, they should also not be installed in toilets.

7.2 Kitchens in Offices

Basic rules of kitchen safety should be observed

- To prevent serious injuries or accidents: always pay attention to what you're doing
- Adopt a plan for kitchen cleanliness and for the removal of out of date food from fridges.
- Arrangements need to be in place for maintaining the cleanliness of fridges and microwaves.
- Do not turn on electrical items and then leave them unattended.
- Switch off all equipment at the end of the day.

7.3 Sanitary conveniences

Suitable and sufficient sanitary conveniences should be provided at readily accessible places. Sanitary conveniences are not suitable unless:

- The rooms containing them are adequately ventilated and lit.
- They and the rooms containing them are kept in a clean and orderly condition.
- Separate rooms containing conveniences are provided for men and women except where and so far as each convenience is in a separate room and the door of which is capable of being secured from inside.

7.4 Washing facilities

Suitable and sufficient washing facilities, including showers if required by the nature of the work or for health reasons, shall be provided at readily accessible places. Washing facilities shall not be suitable unless:

- They are provided in the immediate vicinity of every sanitary convenience.
- They include a supply of clean hot and cold, or warm, running water
- They include soap or other suitable means of cleaning.
- The rooms containing them are sufficiently ventilated and lit.
- They and the rooms containing them are kept in a clean and orderly condition.
- Separate facilities are provided for men and women, except where and so far, as they are provided in a room and the door of which is capable of being secured from the inside.

The University provides an adequate number of toilet facilities and washing facilities to allow everyone at work to use them without unreasonable delay and provision must be made for any workers with a disability to enable them to have access to facilities which are adjusted for their use if necessary.

Toilets must be connected to a suitable drainage system and have an effective means for flushing with water. Toilet paper should be provided in a holder or dispenser. A coat hook should also be provided. In toilets used by women, suitable means for the disposal of sanitary dressings should also be provided

Washbasins should have hot and cold, or warm, running water, and be large enough to allow the user to wash their face, hands and forearms.

Man-made water systems are a potential source for legionella bacteria growth, and risks from legionella in such systems should be appropriately assessed and managed.

Further advice and guidance can be found on the Health and Safety policy guidance page Legionella Policy

Facilities should be arranged to ensure adequate privacy for the user. In particular each toilet should be in a separate room or cubicle, with a door that can be secured from the inside.

7.5 Minimum numbers of facilities

The table below shows the minimum number of toilets and washbasins that should be provided where both men and women are working (Column 1 refers to the maximum number of workers likely to be in the workplace at any one time).

1 Number of people at work	2 Number of cubicles	3 Number of washbasins
1 to 5	1	1
6 to 25	2	2
26 to 50	3	3
51 to 75	4	4
76 to 100	5	10+

7.6 Expectant and New Mothers

LMU accepts its responsibilities as set out within the Management of Health and Safety at Work Regulations to protect new, expectant and breastfeeding mothers. Line managers are responsible for completing an Expectant & New Mothers risk assessment to ensure that the employee and the unborn child are not exposed to any significant risk. Suitable facilities for nursing mothers to rest and express milk are provided by first aid rooms located in all campus buildings.

7.7 First Aid Arrangements

LMU is under a general duty to provide a safe place of work, with suitable arrangements for welfare. The University must ensure that there is adequate first aid provision for employees who may become ill or are injured at work. The University will consider the nature of activities at the workplace when determining the number and types of first aiders to appoint and carry out a first aid needs assessment which forms the basis of the first aid policy.

Further advice and guidance can be found on the Health and Safety policy guidance page First Aid Policy

8. Building Environment

8.1 Ventilation

Ventilation refers to the rate of exchange of air in a specified area of a building. This is usually expressed in the number of air changes in a given time. Many office buildings use recirculating air systems to provide ventilation.

Suitable air filtering systems are required to ensure the quality level of the re-circulated air. The purpose of ventilation is to provide occupants with an acceptable quality of inhaled air, and to remove or dilute airborne contamination. Ventilation should not be confused with air conditioning, which is designed to provide air at the temperature and humidity required for thermal comfort.

Effective and suitable provision should be made to ensure that every enclosed workplace is ventilated by a sufficient quantity of fresh or purified air. Enclosed workplaces should be sufficiently well ventilated so that stale air, and air which is hot or humid because of the processes or equipment in the workplace, is replaced at a reasonable rate. The air, which is introduced should, as far as possible, be free of any impurity which is likely to be offensive or cause ill health.

Air which is taken from the outside can normally be considered to be ‘fresh’. However, air inlets for ventilation systems should not be sited where they may draw in contaminated air (i.e.) close to a flue, an exhaust ventilation system outlet, or an area in which vehicles manoeuvre.

In many cases, windows or other openings will provide sufficient ventilation in some or all parts of the workplace. Where necessary, mechanical ventilation systems should be provided for parts or all of the workplace. Workers should not be exposed to uncomfortable draughts. In the case of mechanical ventilation systems, it may be necessary to control the direction or velocity of air flow. Workstations should be re-sited or screened if necessary.

Mechanical ventilation systems (including air-conditioning systems) should be regularly and adequately cleaned. They should also be properly tested and maintained to ensure that they are kept clean and free from anything which may contaminate the air. Maintenance problems must be reported to the Estates help desk.

8.2 Temperature

Thermal comfort is subjective but describes an individual’s satisfaction with their temperature environment. There are a few factors that can affect thermal comfort including air movement, humidity, type, and amount of clothing worn, and the type of work being undertaken.

The temperature inside the workplace should provide reasonable comfort without the need for special clothing. If reasonable comfort cannot be achieved because of hot or cold processes, all reasonable steps should be taken to achieve a temperature which is as close as possible to comfortable.

The temperature in work areas should normally be at least 16 degrees Celsius unless much of the work involves severe physical effort in which case the temperature should be at least 13 degrees Celsius. These temperatures may not however ensure reasonable comfort, depending on other factors such as air movement and relative humidity.

If the temperature in a workroom is uncomfortably high, for example because of hot processes or building design, all reasonable steps should be taken to achieve a reasonably comfortable temperature, for example by:

- Insulating hot plants or pipes.
- Providing air-cooling plant.
- Shading windows.
- Siting workstations away from places subject to radiant heat.

The Chartered Institute of Building Services Engineers recommends the following temperature of 19°c - 21°c in an office environment. If there are problems with the temperature within your office speak to your line manager or report maintenance issues to the Estates help desk.

8.3 Space

Workrooms should have enough free space to allow people to get to and from workstations and to move within the room, with ease. The number of people who may work in any particular room at any one time will depend not only on the size of the room, but on the space taken up by furniture, fittings, equipment, and on the layout of the room.

In older buildings with obstructions such as low beams the obstruction should be clearly marked. The total volume of the room, when empty, divided by the number of people normally working in it should be at least 11 cubic metres. The figure of 11 cubic metres per person is a minimum and may be insufficient if, for example, much of the room is taken up by furniture etc. Where space is limited careful planning and design of the workplace is particularly important.

8.4 Lighting

LMU will ensure that there is sufficient light to enable work to be undertaken without risks to the occupants.

The provision of adequate light can be by natural or artificial means. Where possible natural light should be utilised, but because the quality of light in the United Kingdom is variable, and often poor during the autumn and winter months, there is a great reliance on artificial means.

The quality of light is important, and a mixture of good natural light and artificial systems is the best method of providing the correct lighting level. It is also important that the direction of natural light can be controlled to ensure an absence of reflections on the DSE screens

Suitable and sufficient emergency lighting shall be provided in any room in circumstances in which persons at work are specially exposed to danger in the event of failure of artificial lighting.

8.5 Electrical

Electrical accidents can have very serious consequences. To help prevent them, remember these three basic rules

- Always check electrical equipment visually before use and report faulty or damaged equipment; do not attempt to use it.
- Do not try to repair faulty equipment; Leave it to a competent person.
- Never use electrical equipment in damp surroundings unless you know that it is suitable for that purpose.

Appendix 1. Visual User Check for Electrical Equipment

9. Noise

Noise at work is controlled by legislation to prevent harm to hearing. Action levels are prescribed where an employer should instigate protective measures. These action levels would not normally be exceeded in an office environment; however, noise can be a nuisance and a distraction if concentration is required.

Office layouts can prevent unnecessary noise, (i.e.) large photocopiers being placed in their own room. Where noise is a problem it should be reported to your line manager and if necessary, control methods should be considered

Further advice and guidance can be found on the Health and Safety policy guidance page Control of Noise at Work Policy

10. Workstations and Seating

Every workstation should be arranged so that it is suitable for any person at work in the workplace who is likely to work at that workstation and for any work being undertaken which is likely to be done there. Every workstation should be arranged so far as is reasonably practicable:

- It provides protection from adverse weather.
- It enables any person at the workstation to leave it swiftly or, as appropriate, to be assisted in the event of an emergency.
- It ensures that any person at the workstation is not likely to slip or fall.
- A suitable seat shall be provided for each person in the workplace whose work includes operations of a kind where the work (or a substantial part of it) can or must be done sitting.

Further advice and guidance can be found on the Health and Safety policy guidance page Display Screen Equipment Policy

11. Staff Inductions

In order to secure the health and safety of all employees, the university will provide health and safety training to new employees, which will be incorporated into general induction training.

Induction training will commence on the first day of employment so that employees are familiar with basic procedures once they are at their place of work. Where this is not possible, induction training will take place as soon as possible after the employee has started work. The person responsible for this will always be the Line Manager.

Health and Safety Induction template

The health and safety component of induction training should cover the following:

- LMU's Health and Safety Policy — the contents of LMU's policy statement should be covered including the responsibilities set out in the policy, this will enable the employee to become acquainted with the organisational arrangements.
- Accident Reporting Procedures/First Aid — this will cover the action to be taken when an accident has occurred, the person to be informed and where to acquire first aid treatment.
- Fire Procedures and Precautions — this section covers action to be taken in a fire or emergency situation and should include the location of primary and secondary fire exits; the assembly point, emergency evacuation procedures, frequency of fire alarm tests and what the fire alarm sounds like.
- Basic precautions when manual handling or lifting is involved.
- Workstation checklist completed.
- Once the induction training has been completed, a record of the training should be kept. The name of the employee, the date and subjects covered should be included.

12. Manual Handling

Poor lifting and carrying technique contribute to manual handling related injuries of staff every year. Although there are some members of staff who lift objects daily as part of their employment, nearly all staff will lift some objects during their working week.

Good technique is vital in preventing injury. If the object to be lifted is large, awkward or heavy then assessment should be undertaken. The first part of any assessment should consider whether the object needs to lift at all. Engineering methods (i.e.). Lifting appliances, or trolleys etc., should be considered next, if this is not possible a method for manual lifting with the assistance of other staff can be used.

Some tips on efficient lifting:

- Is it necessary to lift the load? If not – don't.
- Assess the load and decide if help is needed.
- Obtain a firm grip on the load (use gloves if necessary).
- Bend at the knees and not from the waist.
- Use your legs not your back to thrust upwards (the leg muscles were designed for power and strength).
- Keep the load near to your body.
- Do not twist your spine when lifting or carrying loads.

Further advice and guidance can be found on the Health and Safety policy guidance page Manual Handling Policy

13. Office Equipment/Machinery

There are a variety of machines and equipment that are commonly used in an office environment that could cause harm if used incorrectly or are poorly maintained.

Apart from the electrical safety requirements, there are other hazards which could be present. Photocopiers are essential office machines that use electrical, electronic and mechanical parts to work. Unauthorised repairs or servicing from an untrained person could create unnecessary risks and should not be permitted. Maintenance issues should be reported to the helpdesk.

14. Open plan office Etiquette

Talking too loudly, munching food, tapping pencils, and rustling paper etc. are just some of the things that staff do that can affect our ability to concentrate on our work. Uninvited invasion of space can further affect our ability to work efficiently.

Open plan offices have many benefits, such as bringing about closer working relationships with colleagues from within your own department/team. Additionally, open plan offices can be fun places to work due to increased social interaction giving a feeling of belonging.

The university values all of its employees and the contribution each of them makes to its overall success and it strives to create and maintain a healthy and enjoyable working environment in which open and effective communication, support for each employee and mutual respect between individuals are the expectations and the reality.

The following open plan office etiquette is expected to be adhered to by all staff and in order to achieve this:

• Please respect people's personal space.
• Be aware of noise levels in the office and try and keep conversations, either on the telephone or in person to a reasonable level.
• Do ensure that you cannot be overheard when discussing confidential matters and use designated quiet space where available for confidential conversations.

• Avoid using speaker phones and try to set a low volume telephone ring.
• Be considerate over the use of mobile phones, particularly for incoming calls where you may harbour loud, unusual, or annoying ring tones.
• Shouting across the office to fellow work colleagues is not recommended.
• Avoid eating at your desk (or at least avoid eating things that are smelly and crunchy).
• Need some peace and quiet to read those all-important documents? Consider booking a meeting room.
• When receiving visitors please be respectful of other people working in the office and around the building.
• Ensure that visitors are accompanied and signed in and out accordingly.

15. Estates Office moves

Estates are responsible for office moves (both internal and external). They have a process for staff to request temporary or permanent relocations between offices or the relocation of non-specialist facilities and furniture, support spaces and stores. The process will ensure there is a clearly understood procedure in place for the planning and execution of moves so that these are supported with the minimum of disruption to the business of the university. The distinction is made between 'internal' moves and 'external' moves.

Internal moves are defined as business as usual (BAU) and other small scale moves where only routine work is required to the estates and IT infrastructure to enable the move. Internal moves are carried out by Campus Services porterage staff under the supervision of managers from the Estates department. Internal moves will not require an allocated budget; costs will normally be met from the recurrent budget for Office moves.
External moves are defined as larger scale moves that often form a direct part of a capital project, and as such will have provision for costs within the overall project budget. These moves may require associated infrastructure works, e.g. office refurbishment. The moves will usually be carried out by an external contractor using a supplier on the current framework. External moves will be supervised by an estates project manager or other member of the estate's management team.

15.1 Moves process

Estates have set out each stage of the process and the decision points required to determine if the move can proceed.in a moves flowchart. See Appendix 2

1. All requests for the move of staff offices and other general room moves that entail a change in the allocation of space are to be made to the Head of Estates Management in the first instance.
2. The initial request for a move may be submitted direct by email or by logging a job with the Estates Helpdesk. If the request is approved to proceed it must be registered with the Estates Helpdesk so that a job number can be opened.
3. Estates staff will refer the move request to ITS if there is a requirement to relocate or change IT equipment such as desktop PCs, printers, telephones etc.

The timescale for the move will be decided only with the agreement of ITS to ensure that technical support is available.

4. At the conclusion of the move, Estates will ensure that estates records are updated to reflect the change of location or change of use of the space

16. Reporting

16.1 Maintenance

The Estates Helpdesk is here to help everyone at the University with requests or problems relating to the buildings or facilities.

The helpdesk is open Monday - Friday between 9am - 5pm. When you report a fault, you will be asked to provide the following information:

- Your full name
- Your Telephone number
- Email address
- Building
- Location and the room number
- Details of the problem

For further information please go to the Support Services section of the staff webpages or see Estates FAQs

16.2 Incidents and Accidents

Information on accidents, incidents and ill health can be used as an aid to risk assessment, helping to develop solutions to potential risks. Records also help to prevent injuries and ill health, and control costs from accidental loss.

Reporting and recording are legal requirements. The report tells the enforcing authorities for occupational health and safety (HSE and local authorities) about serious incidents and cases of disease. This means they can identify where and how risks arise and whether they need to be investigated.

It also allows LMU to target their work and provide advice on how to avoid work-related deaths, injuries, ill health and accidental loss.

A record must be kept of the following:

- Any reportable death, injury, occupational disease or dangerous occurrence
- All work-related injuries that result in a worker being away from work or unable to do their full range of normal duties for more than **three** consecutive days (not counting the day of the accident but including any weekends or other rest days)

All incident, accidents and near misses must be reported via the Incident Report Form (you will need to be logged into your London Met email account in order for you to complete the form).

Further advice and guidance can be found on the Health and Safety policy guidance page Accident Reporting and Investigation Policy

18. Appendix 1. Visual User Checks for Electrical Equipment

The person using the equipment should be encouraged to look critically at the electrical equipment they use and visually check for signs that the equipment is not in good condition, for example:

- Is there damage (apart from light scuffing) to the cable sheath.
- Is the plug damaged, for example the casing is cracked, or the pins are bent.
- Are there inadequate joints, including taped joints in the cable.
- Is the outer sheath of the cable not effectively secured where it enters the plug.
- Obvious evidence would be if the coloured insulation of the internal cable cores where showing.
- Has the equipment been subjected to conditions for which it is not suitable, (i.e.). It is wet or excessively contaminated.
- Is there damage to the external casing of the equipment or there are some loose parts or screws.
- Is there evidence of overheating (burn marks or discoloration).

These checks also apply to extension leads and associated plugs and sockets. All employees are expected to undertake regular visual checks of their workstations and after a workstation move.

Checks should be undertaken by the user each time the equipment is used and during its use.

Any faults should be reported to the line manager and the equipment taken out of use immediately. Line Managers should take effective steps to ensure that the equipment is not used again until repaired by a person competent to carry out the task, (I.e.). The defective equipment could be labelled as ‘faulty’ and its associated plug removed).

18 Appendix 2 - Moves Flow Chart

MOVES PROCEDURE:
(5) Process Flowchart for Internal moves