



POLICY

Health and Safety Policy

Version 22

April 2025

Variation

This document supersedes the former Health and Safety Policy and version. The revisions made to this policy ensure that it is accurate and updated according to current legislation and health and safety guidelines.

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A THE POLICY

INTRODUCTION

ICAEW ensures a safe working environment for staff, visitors, and contractors, as detailed in this policy document available to all.

The policy document covers three main areas as listed below. The Health and Safety Manager updates it annually or as needed for changes. Contact the Health and Safety Manager for more information or clarification.

Section One

General policy statement.

Section Two

Organisation for implementing the objectives of ICAEW's health and safety policy.

Section Three

Arrangements for implementation – systems and procedures.

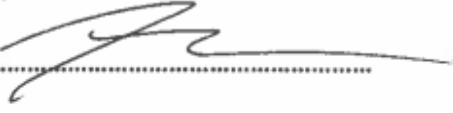
- 100 Health & safety training
- 200 Information for employees
- 300 Consultation and communication
- 400 Workplace health risks
- 500 Staff health risks
- 600 Welfare provisions
- 700 Workplace safety risks
- 800 Risk of unsafe working practices
- 900 Legal matters
- 1000 Arrangements for audit, monitoring and review.

Section One

The Health and Safety Policy Statement

Section One: The Health & Safety Policy statement

- 1.1 The Institute of Chartered Accountants in England and Wales (ICAEW) fully recognises its obligations to comply with Health and Safety legislation, specifically the Health & Safety at Work etc. Act 1974. ICAEW is dedicated to achieving the highest standards of health, safety, and welfare for its employees, contractors, and individuals interacting with its work and services. The organisation commits to maintaining best practices and pursuing continuous improvement in Health and Safety performance by monitoring incidents, accidents, and management information, and responding appropriately.
- 1.2 ICAEW believes that effective management of Health and Safety enhances its core values- the 3i's: Insight, Initiative, Integrity - and supports its aims and objectives of promoting a safe working environment through good health, safety, and employee wellbeing.
- 1.3 The promotion of Health and Safety relies on cooperation across all organisational levels. Competent staff, comprehensive training, learning, and development are vital to this effort. Integrating Health and Safety into business activities via effective risk management, which includes identifying risks and implementing control measures, is crucial for mitigating risks such as minimising costs and losses resulting from ill-health, accidents, and/or incidents.
- 1.4 ICAEW encourages employee involvement and is committed to enhancing Health and Safety awareness by consulting with them on related issues and considering strategies to elevate standards and overall performance. ICAEW will ensure:
 - a. The provision and maintenance of safe plant, equipment, and systems of work to mitigate risks to any person.
 - b. Safe handling, storage, and transportation arrangements for articles and substances.
 - c. Adequate and sufficient communication of information, training, instruction, and supervision to prevent hazards and injuries to employees and other persons affected by Health and Safety at work.
 - d. That reasonably practicable measures are in place for employees' welfare at work.
 - e. Safe access to and egress from places of work.
- 1.5 The Chief People Officer, authorised by the Chief Executive, oversees the implementation of ICAEW's Health and Safety Policy. Ultimately, the Chief Executive holds responsibility for Health and Safety, supported by a governance framework consisting of the Health & Safety Committee and designated competent persons. The arrangements for organising and monitoring Health and Safety are detailed in Section Three of the Policy document.

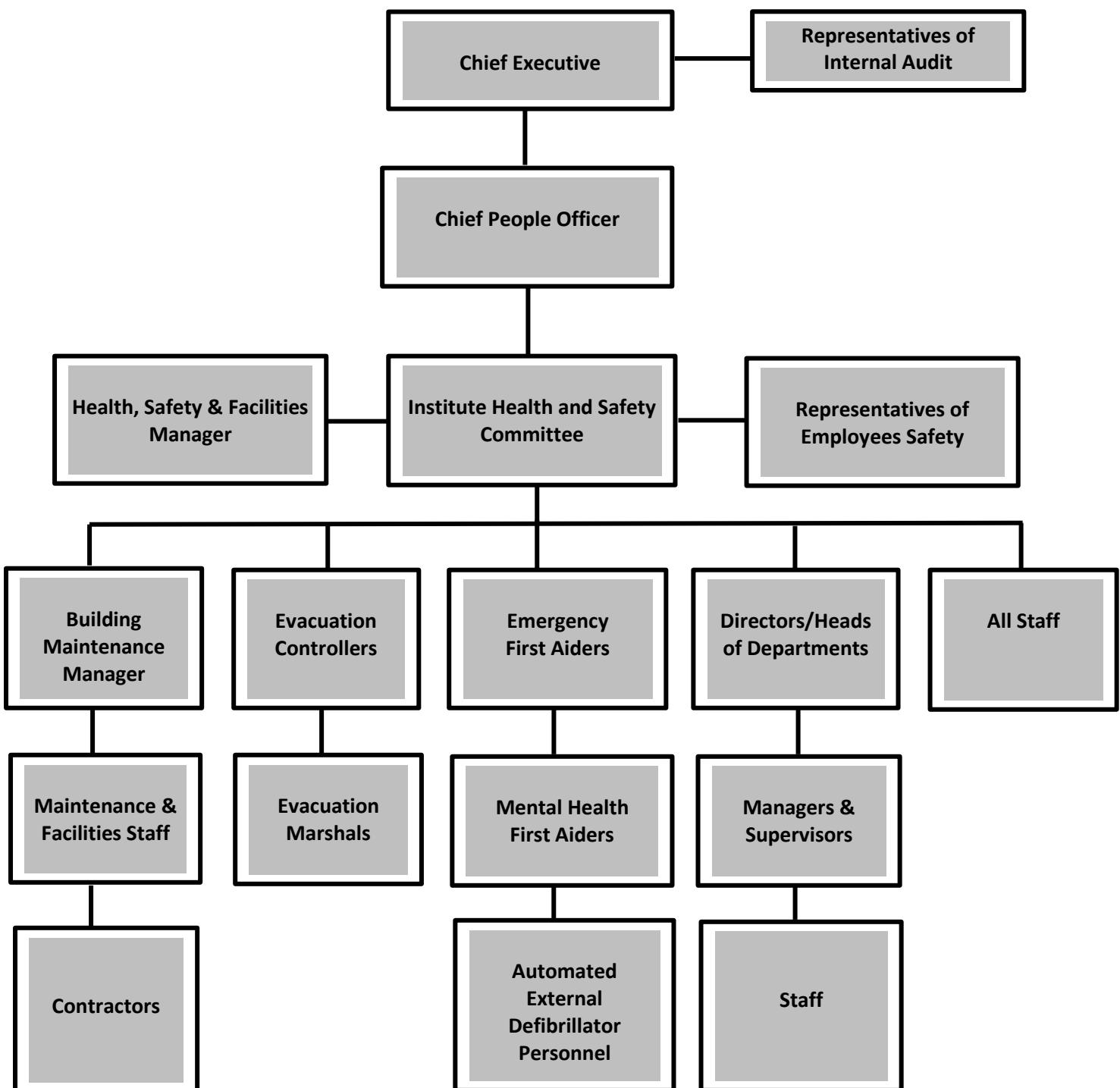
Signed: 

Date: 29/4/25

Alan Vallance,
Chief Executive

Section Two

ORGANISATION FOR IMPLEMENTING THE OBJECTIVES OF ICAEW'S HEALTH AND SAFETY POLICY



HEALTH & SAFETY RESPONSIBILITY CHART ICAEW'S HEALTH & SAFETY ORGANISATION, MONITORING AND RESPONSIBILITIES

The Chief Executive holds the ultimate responsibility for the health, safety, and welfare of all staff, visitors, and contractors on ICAEW's premises. This responsibility is delegated through the organisational structure to ensure that all aspects are comprehensively addressed and continually monitored.

1 MAIN STRUCTURE – POLICY DECISIONS, INFORMATION AND CONSULTATION

1.1 Chief Executive

ICAEW must ensure compliance with all Health & Safety Legislation, including the Health & Safety at Work Act 1974. They are responsible for approving and establishing the Health & Safety Policy and promoting a proactive safety culture within ICAEW.

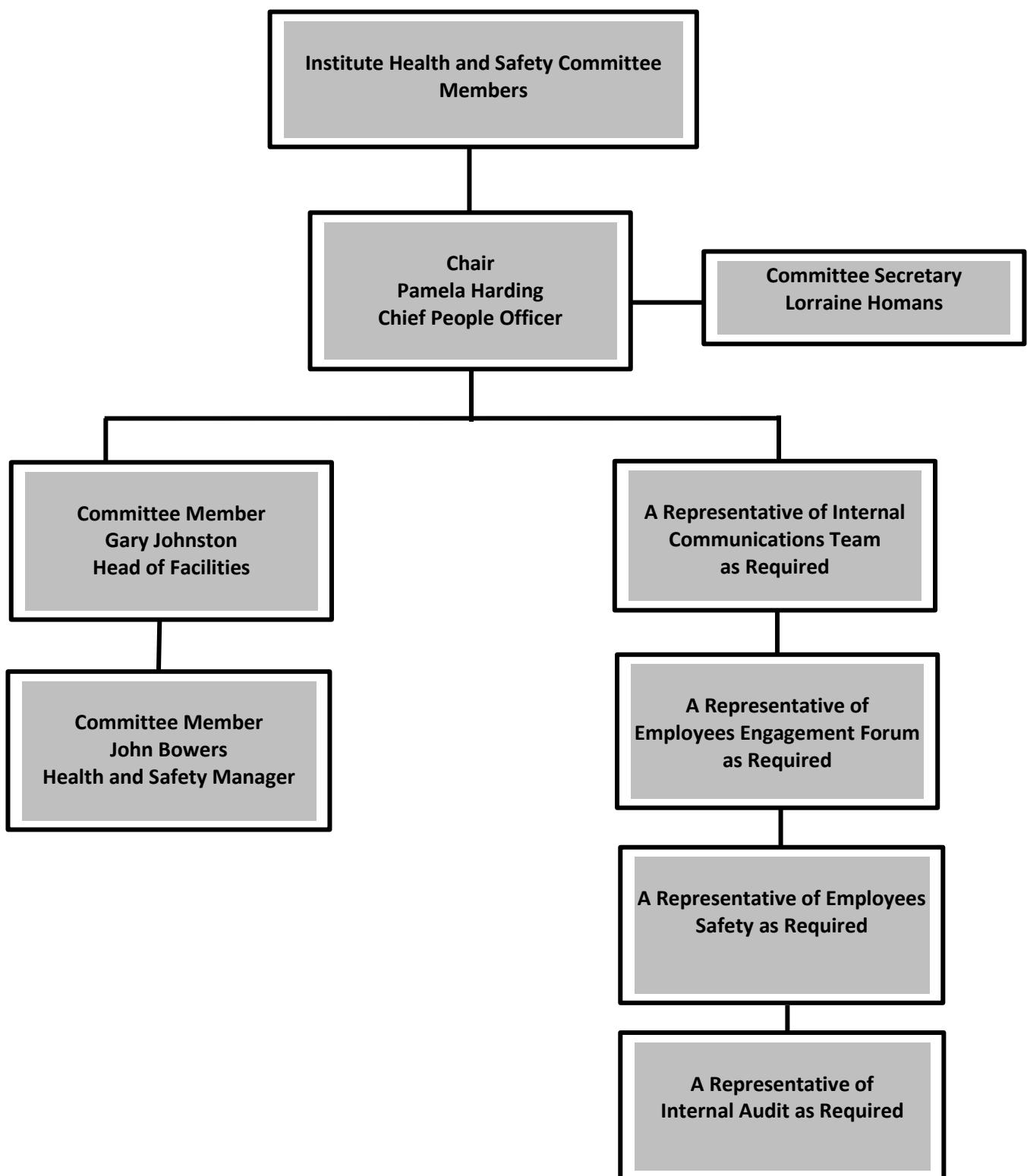
1.2 ICAEW Health & Safety Committee

The ICAEW Health & Safety Committee includes a chairman, health representative, safety representative, and secretary. Co-opted members join as needed. The Committee meets quarterly to handle policy matters, develop and integrate the Policy with business activities, set objectives, and review performance. It ensures legal compliance and minimises risks by planning, measuring, reviewing, and auditing health and safety activities.

The committee ensures ICAEW's policy is implemented across the Institute, offering advice and guidance to all staff. They establish risk control systems, workplace precautions, and performance standards while coordinating policy execution and meeting health & safety objectives within set time frames.

Information regarding Health & Safety Committee Members is available on our intranet and Health & Safety Notice Boards.

1.3 ICAEW HEALTH AND SAFETY COMMITTEE



2 SUPPORTING STRUCTURE AND RESPONSIBILITIES – IMPLEMENTATION OF POLICIES, COMPLIANCE WITH REGULATIONS AND MONITORING

2.1 Directors / Heads of Departments

Ensure ICAEW's Health & Safety Policy is implemented and supported, set and adhere to health & safety standards, ensure staff training, and have Managers and Supervisors conduct regular Risk Assessments, document findings, and organise remedial actions as needed.

The Commercial Director oversees compliance for the catering and event contractors.

2.2 Health and Safety Manager

Ensure ICAEW's Health & Safety Committee complies with the Health & Safety at Work Act 1974 and current legislation.

Monitor legislative changes and new initiatives, and communicate relevant information within the organisation.

Ensure the Chief Executive, Chief People Officer, and Leadership are aware of major Health & Safety issues affecting ICAEW and promote proactive risk management.

Responsible for auditing compliance with legislation and ICAEW policy, focusing on risk assessments in high-risk areas such as fire, Coshh, maintenance, water, environment, and coronavirus. Ensure adequate protection and record-keeping, and report deficiencies to the relevant manager.

Investigate accidents and incidents, report findings to the Health & Safety Committee and insurers, and recommend remedial actions. Report any accidents/incidents under RIDDOR to HSE and liaise with the enforcing authority on resulting investigations.

Responsible for organizing training for and appointing an adequate number of First Aiders and Mental Health First Aiders at both buildings. Additionally, responsible for arranging Health & Safety and Evacuation Procedure Training for all new staff and ensuring ongoing training and information are available.

ICAEW acknowledges the Health & Safety Advisor as the primary expert, but their role supports, rather than replaces, line management responsibility.

2.3 Building Maintenance Manager

Ensure safe working practices in all plant and maintenance areas, with knowledge of relevant Health & Safety and environmental legislation. Establish and monitor guidelines and procedures. Conduct risk assessments, record findings, and arrange necessary remedial actions for chemical usage.

Ensure that all new plant and equipment acquired for ICAEW buildings comply with UK and EC standards regarding health and safety requirements, such as machine guarding, noise levels, and environmental emissions.

Responsible for managing contractors on-site in compliance with ICAEW's Code of Practice, issuing permits to work as required, ensuring detailed method statements are provided, and safe systems of work are followed for high-risk activities. Additionally, responsible for maintaining adequate records related to these operations.

Provide training to ensure staff competence in using work equipment like electrical tools, scaffolding, ladders, and related gear.

Ensure planned preventative maintenance, general maintenance, and servicing procedures are established, followed, and documented. Maintain records of statutory tests like water treatment, equipment examinations, Portable Appliance Testing (PAT), and other PPM work, and monitor compliance.

Manage and catalog all Operations & Maintenance files for ICAEW buildings. Copies of Health & Safety documentation, including safe work systems and Permit to Work, are kept on site and referenced in the Arrangements Section of this Policy.

Ensure that accidents, incidents, or near misses are reported following Institute procedures and legal regulations.

2.4 All Managers and Supervisors

Establish risk control systems and ensure staff follow precautions and know their responsibilities.

Responsible for conducting risk assessments at regular intervals, documenting the results, and coordinating necessary remedial actions when required.

2.5 All Staff

Understand and follow ICAEW's Health & Safety Policy, including emergency procedures shown on Health & Safety Noticeboards and the Intranet.

Staff are responsible for ensuring their actions do not endanger themselves or their colleagues. Employees have a legal duty to exercise reasonable care for their own health and safety and must ensure their conduct does not pose a risk to others. Intentional disregard of health and safety regulations, instructions, or practices may result in disciplinary action under ICAEW's Disciplinary Procedure, potentially leading to dismissal.

Employees must co-operate with their employer to fulfill statutory duties and report any accidents or potential health and safety hazards to their manager, Health & Safety Committee Representative, or Health and Safety Manager.

Individuals must utilize provided resources, such as personal protective equipment (PPE), to ensure

their health and safety and safe systems of work.

No employee shall interfere with or misuse any resources provided for Health, Safety, and Welfare purposes.

2.6 Contractors all sites

Contractors and Sub-Contractors are responsible for adhering to the conditions and requirements specified in this document, ICAEW's Code of Practice, the Health & Safety at Work Act 1974, The Management of Health & Safety at Work Regulations 1999, and all applicable statutory regulations.

2.7 Tenant

Tenants must adhere to the conditions and requirements outlined in this document, ICAEW's Code of Practice, the Health & Safety at Work Act 1974, The Management of Health & Safety at Work Regulations 1999, and all relevant statutory regulations. In the UK, several important laws influence tenant management.

ICAEW will periodically review and update policies and procedures to align with any legal changes.

3 RESPONSIBILITIES FOR SPECIFIC DUTIES ASSOCIATED WITH HEALTH & SAFETY MATTERS

3.1 Evacuation Controller all sites

This person is in sole charge of the evacuation. He/she is responsible for the conduct of the evacuation and ensuring that all Evacuation Personnel have confirmed that their area is clear. Also responsible for liaison with the emergency services.

3.2 Evacuation Officers and Deputies, all sites

Assist with safe egress during evacuation and sweep designated areas. Serve as communication link between Evacuation Controller and ICAEW staff.

3.3 Security Team Chartered Accountants' Hall

The Property Services and Facilities Department must be informed of the alarm activation point. Additionally, the fire panel information must be provided to the Evacuation Officer and public areas must be swept. The Security Team is also responsible for managing the Visitors Book.

3.4 Evacuation Officers Metropolitan House

Assist in evacuating the office by sweeping designated areas and reporting "all clear" to the Evacuation Controller at the assembly point.

3.5 Reception Metropolitan House

Responsible for sweeping the reception area, serving as ICAEW Evacuation Controller and Level 3, and managing the Visitors Book.

3.6 First Aiders all sites

First Aiders provide first aid to preserve life and treat minor injuries until help arrives. Record all incidents in the accident book and inform the Health and Safety Manager promptly.

The Intranet lists First Aiders. They are responsible for maintaining First Aid boxes, and can get replacement supplies from the Health and Safety Manager.

3.7 Mental Health First Aiders all sites

The role of the mental health first aider in the workplace is to serve as a point of contact for employees experiencing mental health issues or emotional distress. This interaction may involve an initial conversation and directing the person to appropriate help either via CABA or their GP. At times, the Mental Health First Aider might suggest discussing the issue with your line manager or a member of the HR team.

For more details and to find a mental health first aider, visit our intranet under Health and Safety.

3.8 Security patrollers all sites

Security patrols are effective when carried out regularly at varied times, on a rota basis, and fully recorded.

4 GENERAL HEALTH & SAFETY PROCEDURES AND RESPONSIBILITIES

4.1 Reporting injuries / accidents

All workplace accidents, irrespective of their severity, must be reported to a First Aider on site. These incidents should be recorded in the Accident Book and communicated to the Health and Safety Manager for potential investigation. It is the responsibility of the injured party or their manager/supervisor to report such accidents.

Near miss incidents should also be reported to the Health and Safety Manager. Both accidents and near misses will be documented by the Health and Safety Committee and our insurers.

4.2 Fire and security evacuation procedures

All staff must know the emergency procedures at each location. These are covered in Health & Safety Induction training.

The Catering contractor and events sections are responsible for visitor safety. Procedure copies are available from Property Services and Facilities, the Health and Safety Manager, Evacuation Officers, and on the Intranet.

Section Three

ARRANGEMENTS FOR IMPLEMENTATION SYSTEMS AND PROCEDURES

- 100 Health & safety training
- 101 Young person's / work experience placements
- 200 Information for employees
- 201 Safety signs and signals
- 203 Temporary staff
- 300 Consultation & communication arrangements
- 400 Workplace health risks
- 401 Coronavirus COVID-19
- 402 Noise
- 403 Control of substances hazardous to health
- 404 The control of asbestos regulations 2012'
- 405 General
- 406 Water and air quality
- 407 New and expectant mothers at work
- 408 Disabled persons
- 409 Disability Discrimination Act 1995
- 410 Library and information service provision for the sight impaired
- 411 Disability – provision for the hearing impaired
- 412 Disability – access provision for the mobility impaired
- 413 Disability – evacuation provision for the disabled
- 500 Staff health risks
- 501 Accident reporting and investigation
- 502 Reporting of injuries, diseases and dangerous occurrences
- 503 First aid
- 504 Health checks
- 505 Stress
- 506 Violence / bullying at work
- 507 Alcohol and drugs
- 600 Welfare provisions
- 700 Workplace safety risks
- 701 Hazard identification / risk assessments
- 702 Fire prevention and protection
- 703 Fire evacuation
- 704 Bomb and terrorist threat
- 705 Stacking and storage
- 706 Access / egress / condition of traffic routes

- 707 Slips, trips and falls
- 708 Building maintenance responsibilities
- 709 Planned preventative maintenance
- 710 Permit to work system
- 711 Control of contractors
- 712 Refurbishment / construction
- 713 Office moves
- 714 Electrical safety
- 800 Risk of unsafe working practices
- 801 Use of personal protective equipment (PPE)
- 802 Operating equipment
- 803 Unsafe use of tools and work equipment
- 804 Use of ladders / access equipment
- 805 Vehicle movements
- 806 DSE Assessments
- 807 Manual handling
- 808 Lone working
- 809 Homeworking
- 810 ICAEW road safety policy
- 811 Staff travelling on institute business
- 900 Legal matters
- 901 Insurance
- 902 Display of certificates
- 903 Statutory inspections
- 904 Record keeping
- 1000 Arrangements for audit, monitoring and review

INTRODUCTION

This section outlines how ICAEW's Health and Safety Policy is implemented.

These arrangements follow health and safety laws or identify necessary standards to ensure a safe environment for employees and others affected by ICAEW's activities. Non-compliance risks prosecution.

Health and safety regulations often require written records, especially for formal risk assessments and training. Departments must keep these records accessible.

Department Heads/Directors must ensure:

- Health and safety data is centralized.
- Staff are informed of changes.

Extensive procedures and specialist practices are referenced briefly with detailed documentation cross-referenced, like the Code of Practice and Emergency Procedure Manuals.

Procedures not in separate documents are included here. This section will be reviewed and updated as needed for compliance.

100 HEALTH AND SAFETY TRAINING

Policy

Training equips individuals with the skills, knowledge, and attitudes required for competence in health and safety aspects of their work. Health and safety training is provided through two induction sessions. Managers are responsible for:

- ensuring that 'on the job training' includes health and safety considerations.
- setting performance standards for staff as part of the job appraisal system.

ICAEW ensures that all staff receive the necessary formal training to maintain competency and protect their own and colleagues' health and safety at work. The following procedures have been implemented to achieve this.

Procedures

Induction programme Induction - first day

New employees attend half day induction with the Human Resources Department; the following health & safety aspects will be covered:

- Health & Safety Staff handbook
- Health and Safety policy
- Health and Safety duty of care
- Hybrid working
- Homeworking
- Fire Safety and arrangements
- Emergency procedures and evacuation routes
- First Aid provision
- Accident and near miss reporting
- Emergency First Aiders
- Building Security
- Everbridge
- Personal responsibilities code of conduct
- Correct display screen equipment guidance
- Health and Safety training including eLearning
- Coronavirus Risk Assessment
- Welfare arrangements
- Helpdesk

New employees are encouraged to adjust their workstation to suit them before starting work and to carry out a DSE self-assessment, notifying their Manager and the Health and Safety Manager of any problems.

Formal health and safety induction

Formal Health and Safety Inductions are undertaken at Chartered Accountants' Hall, as part of ICAEW Induction process, approximately every four to six weeks and Managers are required to ensure that their staff attend. These include:

- Personal responsibilities and details of how to raise health and safety issues

- Health and Safety Committee and employee consultation
- Institute procedures i.e. risk assessments; security; portable appliance testing
- Evacuation procedures, fire and security
- First aiders, provision, reporting and training
- Accident/incident reporting procedures
- Review procedures
- Intranet Health and Safety Site.

Significant risks and relevant precautions and performance standards relating to the employee's particular role are explained during the departmental Induction and training process.

Staff refresher training

Refresher training in Health and Safety is conducted as determined by risk assessments, changes in circumstances, modifications in legislation, procedures, and working practices.

Competent health and safety advice

Consult the Health and Safety Manager for advice. For specialised expertise, relevant consultants or specialists will be engaged.

Specific or specialist training

Managers must identify health and safety training needs and include them in annual objectives. The Health and Safety Manager arranges or provides the necessary training.

Managers' training

Line managers and supervisors must conduct risk assessments, including for homeworkers. The Health and Safety Manager holds training sessions at all sites to explain procedures and documentation.

The Health and Safety Manager can also provide training or identify external courses when specific skills are needed.

Policy

ICAEW will implement all necessary measures to protect the health and safety of any individual aged 15 to 18 years employed by ICAEW, in accordance with the Management of Health and Safety at Work Regulations (Regulation 19).

Information

ICAEW rarely employs young persons (aged 15 to 18). When applicable, it complies with Health & Safety laws per the Management of Health & Safety at Work Regulations (Reg 19). Refer to the Human Resources Policy for employing young persons and work experience placements. Consider the requirements of the college or agency placing the student.

Procedures

Although ICAEW is generally considered a low-risk environment, it is still important to evaluate whether any existing hazards could pose greater risks to young persons compared to experienced staff. Young persons

may not recognize risks due to their lack of experience or training, and some tasks may exceed their physical or psychological capabilities.

The Line Manager will conduct risk assessments to identify specific risks affecting the young person, covering these requirements:

1. Competent supervision and induction training of young workers, including those on work experience placements. They are likely to be more vulnerable than experienced members of staff.
2. Effective liaison with the placement organisers, including arrangements for regular monitoring and reporting of accidents/ incidents/ ill health where students are on a work experience placement.
3. Identification of any special health and safety needs which young workers may have as a result, for example, of any physical and learning disabilities, or health issues such as allergies, asthma and respiratory problems, heart disease, diabetes, colour blindness or use of prescription medicines.
 - Additional control measures required for young people are clearly identified.
 - Clear identification of any work activities which young people are prohibited from undertaking e.g.
 - heavy manual handling operations
 - erecting or dismantling of tower scaffold
 - work at height.
 - using abrasive wheels.
 - work with corrosive substances, flammable liquids or gases
4. Dangerous, tools, plant, equipment or substances which will need to be isolated.
5. Necessary arrangements for personal safety and freedom from sexual harassment and bullying considered.
6. Information for parents or guardians on risks and control measures.
7. Work tasks for young people are properly defined and explained to ensure that they understand what is required of them in order to protect their own safety and health and that of others.
8. Provision of appropriate information to the young person about hazards, risks and precautions.
9. No young person will be allowed to work for more than 8 hours per day or 40 hours per week.
10. Checklists to offer guidance to any employee whose Line Manager has a work experience student or Young Person working in his/her section is available from the Health and Safety Manager.

200 INFORMATION FOR EMPLOYEES

Policy

The Health and Safety Law Poster is displayed near health and safety notice boards in all locations, complying with the Health & Safety (Information for Employees) Regulations. This information will be updated as needed.

ICAEW informs employees of any health and safety matters affecting them through induction, on-the-job training, the Health and Safety Committee, joint risk assessments, and publication on the intranet and notice boards.

Procedures

Health and safety notice boards

Notice Boards displaying relevant health and safety information are displayed on all floors at each location.

The information provided includes –

- Institute Health and Safety Policy Statement
- Health and Safety Law Poster
- First Aid contacts
- Mental Health First Aiders
- Evacuation Officers and Deputies contacts
- Fire and Security Evacuation Procedures
- Health and Safety Committee information
- Representatives of Employees Safety contacts.

Intranet

ICAEW's Health and Safety Policy and appropriate procedures are available for all staff on ICAEW's Intranet.

Health and safety library

A comprehensive Library, consisting of legislative material, guidance leaflets, publications and videos is available for all staff - contact the Health & Safety Manager.

201 SAFETY SIGNS AND SIGNALS

Policy

ICAEW will provide Safety Signs and Signals per Health and Safety (Safety Signs and Signals) Regulations when significant health and safety risks cannot be avoided or controlled by other laws, and signs can help mitigate the risk.

All signs and signals will meet standards such as BS 5378 (Safety Signs), BS 5499 (Fire Safety Signs), and BS 1710 (Identification of Pipelines and Services).

Procedures

The Regulations mandate that employers must use safety signs where significant health and safety risks cannot be avoided or controlled by other required methods, provided the signage can help mitigate these

risks. It is important to note that safety signs are not replacements for other risk control methods such as engineering controls and safe systems of work. These regulations are applicable to all workplaces and activities involving employed individuals.

If a Risk Assessment identifies residual health and safety risks that cannot be managed by existing measures, safety signs are necessary if they contribute to reducing those residual risks by providing warnings and information to employees. ICAEW's Health and Safety Manager is responsible for conducting Risk Assessments and implementing any required actions identified.

Employers must ensure their employees are aware of and understand the meaning of safety signs and signals encountered during their work, as well as the consequences of disregarding the warnings or instructions conveyed by these signs.

Accompanying text may be beneficial, and the Health and Safety Manager will determine the most suitable signage for specific applications or locations.

All signs must be securely fixed, adequately sized for visibility, and properly maintained to fulfill their intended function. Routine cleaning and regular inspections of illuminated and acoustic signs must be performed to ensure proper operation. Additionally, a guaranteed power supply or battery backup must be provided for signs and signals that require power for functionality.

Fire Safety Signs are required under the Fire Precautions Act and other fire legislation and should be installed in accordance with the fire certificate and fire risk assessments and illuminated in areas where natural light is poor or in conditions of poor lighting.

Permit areas are designated by Mandatory signs and controlled under ICAEW's Permit to Work Procedures (Policy No 710 - Permit to Work System).

Temporary warning signs are to be erected where the hazard/risk is of a transitory nature e.g. the use of a portable sign by cleaners to warn of a temporarily slippery surface.

Storage areas likely to contain hazardous substances must be marked by suitable warning signs positioned, as appropriate, near the area or on the door leading to the storage area. Where a number of compatible hazardous substances are stored together the general warning sign for danger may be used.

Signs such as markings consisting of yellow and black (or red and white) diagonal stripes should be used to mark obstacles, dangerous locations (marking the edge of a raised platform; risk of falling objects, low head room) and traffic routes.

202 TEMPORARY STAFF

Policy

ICAEW will engage temporary personnel to address needs arising from illness, staff shortages, maternity leave, and special projects. In these instances, ICAEW is committed to safeguarding the health and safety of temporary workers in compliance with the Management of Health and Safety at Work Regulations.

Information

The ICAEW and Employment Agency are responsible for the health and safety of temporary workers.

When the agency worker is an employee of the employment agency, which occurs if the agency handles tax

and National Insurance, the agency holds the health and safety responsibility under section 2 of the Health & Safety at Work Act.

- Health and Safety Induction
- Provision of first aid
- Provision of PPE
- Eyesight tests and glasses
- Reporting of injuries or ill health caused as a result of the work activity (although ICAEW would have responsibility for reporting dangerous occurrences).

In addition to taking temporary workers into account in the process of carrying out Risk Assessments, ICAEW has duties under section 3 of the Act to:

- Provide safe equipment
- Perform workstation assessments
- Provide necessary information e.g. fire evacuation procedures.

Under the Management of Health & Safety at Work Regulations, both the agency and ICAEW are required to ensure that the worker is provided with information on the following:

- Risks to the individual
- Fire safety procedures
- The identity of any persons appointed to implement fire evacuation procedures
- Comprehensible information on any special occupational qualifications or skills required to be held for record
- Any specific features of the job likely to affect health & safety.

Communication and co-operation between ICAEW and the agency are vital. The HSE expect agencies to take all reasonable steps to complete a risk assessment which includes liaison with the host or client, questioning the host or any further information, visiting the premises and matching the work requirements closely with the employee's abilities.

Procedures

ICAEW liaises with Agencies to ensure that the following points are covered:

- Any risk to health & safety identified through the risk assessment process
- Qualifications and skills required by the employee
- Where necessary, any safe working procedures and preventative measures required
- The identity of the competent person who will take charge in an emergency.

The Line Manager **must** ensure that, on arrival in the Department, the temporary worker is:-

1. Provided with a handbook detailing all emergency procedures which they are to read and sign.
2. Shown the evacuation routes from their place of work by their Manager or Evacuation Officer for the area, including any alternate routes which could be used. This is particularly important in the case of Chartered Accountants' Hall which has two main entrances and several fire exit routes.

3. Given details of how to obtain First Aid assistance and ICAEW's Accident Reporting Procedures.
4. The Line Manager must also ensure that the Temporary Worker is made familiar with all areas, entrances etc. of the building in which they will be working, so that they can find their way around easily and safely.
5. Both temporary workers and contractors are to be provided with the DSE Self-Assessment Sheet and Guidance Note before they begin work to enable them to undertake an assessment of the workstation which they will be using in relation to their needs.
6. This procedure must be followed as part of a first day induction for the Temporary Worker and records kept by the Line Manager.

This procedure also applies to Contractors who are not directly employed by ICAEW but contracted for a specific period of time.

7. For both security and safety reasons, under no circumstances is a Temporary Worker to be left alone in the department outside normal working hours.

If further advice or guidance is required, contact the Health and Safety Manager.

300 CONSULTATION AND COMMUNICATION ARRANGEMENTS

Policy

ICAEW supports open communication with employees and values their input on health and safety issues.

Procedures

ICAEW values employee input on health and safety. Employees provide crucial feedback and spot hazards, helping maintain a safe workplace as per the Health & Safety (Consultation with Employees) Regulations 1996. ICAEW offers training and support to empower employees in this role.

The Policy is realised through the following arrangements:

Health and Safety Committee

The Health and Safety Committee is responsible for implementing ICAEW's policy across all Institute areas through its directors. It provides advice and guidance to all staff within the organisation. The committee also establishes risk control systems and workplace precautions, sets associated performance standards, and coordinates the implementation of the policy while achieving health and safety objectives within specified time frames.

The committee meets quarterly or as required to address policy matters and direct health and safety management within ICAEW. Its objectives include the promotion of health, safety, and welfare at work through a forum for discussion.

- Review and revision of strategy, policy and procedures
- Risk Assessments and action points
- Accident/incident reports

- Health and Safety training requirements and reviews
- Assessment of impact from new legislation
- Promotion and support of employer/employee systems for the reporting and control of workplace problems.

Employee Consultation

ICAEW values employee consultation for a safe and healthy workplace. Health and safety updates are shared via committee meetings, the Intranet, and notice boards. Employee feedback is welcome.

Managers should discuss health and safety in team meetings and involve staff in risk assessments. Employees can suggest improvements through the suggestion scheme, discussions with managers, or by contacting the Health and Safety Manager.

All suggestions are considered and implemented if approved.

Raising health and safety issues

Blogs, forums, surveys, and publications that encourage staff to raise health and safety concerns are available on the Intranet site and Health and Safety Notice Boards. Issues will be addressed directly or referred to the Health and Safety Committee if needed.

400 HEALTH - WORKPLACE HEALTH RISKS

Policy

In accordance with the Health & Safety at Work Act, the Management of Health and Safety at Work Regulations and the Workplace (Health, Safety and Welfare) Regulations, and in the interests of ensuring the good health of all its employees, together with any visitors and contractors present on site, ICAEW is committed to providing and maintaining a safe and healthy workplace.

ICAEW will also ensure that the welfare provisions and facilities within its premises meet the requirements of the Workplace (Health, Safety and Welfare) Regulations.

The Policy is implemented through the following procedures.

401 CORONAVIRUS (COVID-19)

Policy

ICAEW will comply with the UK Government's coronavirus policy to reduce disruption caused by the Coronavirus and to prevent or limit its transmission within the workplace. This policy has been updated to comply with the latest government public health advice regarding "living with COVID".

Statement

ICAEW Health and Safety Committee will monitor the situation closely as it is susceptible to change and will update our employees accordingly using our internal communications. This advice will continue to be updated as and when official guidance changes.

Protecting the health, safety and wellbeing of our employees and complying with statutory remains our top priority, as we continue to take proportionate action to reduce the risk of exposure in the workplace. This also applies to our offices overseas.

Procedures

Workplace

ICAEW's offices are COVID-secure. We confirm we have complied with the government's guidance on managing the risk of COVID-19 and demonstrates this by **FIVE STEPS TO SAFER WORKING TOGETHER**.

- We have carried out a COVID-19 risk assessment and shared the results with employees, contractors and visitors.
- We have cleaning, handwashing and hygiene procedures in line with guidance.
- We have taken all reasonable steps to assist colleagues working in a COVID-safe workplace or from home as part of our hybrid working.
- We have taken all reasonable steps to provide adequate ventilation in the workplace.
- We will continue our duty of care for colleagues who are identified as vulnerable to protect them on their return to the workplace.

Risk Assessment

ICAEW have created a Coronavirus risk assessment for all offices, taking into consideration all risks and mitigating controls to reduce the likelihood of risk and exposure.

We are working in collaboration with our non-UK offices directed by the guidance issued by the governments of the countries in which they reside.

ICAEW Chief Executive and Leadership teams have engaged and consulted with our employees for transparency.

The Health and Safety Committee have formally approved all Coronavirus risk assessments. Any significant changes to government guidelines will be implemented and communicated to our staff.

402 NOISE

Policy

In those areas of ICAEW where a risk to the hearing of employees and/or others is identified, every effort will be made to ensure that the requirements of the Noise at Work Regulations are met and that noise in the workplace will be maintained at the lowest practicable level.

Purchasing procedures will ensure that the requirements for minimising noise generated by machinery is considered in specifications for all new equipment.

Procedures

The Control of Noise at Work Regulations 2005 introduce a specific requirement for employers to carry out risk assessments in connection with noise at work and set action values:

- Daily or weekly personal noise exposure action value of lower exposure action value = 80 decibels and upper exposure action value = 85 decibels.
- Peak sound pressure lower exposure action value = 135 decibels and upper exposure action value = 137 decibels.

A noise meter is held by the Property Services Department and assessments are undertaken as part of the

general risk assessments in accordance with the Noise at Work Regulations. Noise assessments will be carried out in any area where there is reason to believe that noise levels exceed the first action level (i.e. it is difficult to hear someone speaking to you from about 1 metre way) and the results recorded.

The noise meter is calibrated on a bi-annual basis.

403 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

Policy

The control of Substances Hazardous to Health Regulations apply to substances that have been identified as being hazardous to health in the form in which they occur in the work activity.

ICAEW recognises that, even in a low-risk environment, there are areas where such substances may be used or contacted and will, therefore, ensure the safe use, storage, handling and disposal of chemicals on Institute premises in accordance with the COSHH Regulations.

Where possible, the use of a substance classified as hazardous will be eliminated or replaced by a less hazardous alternative.

Procedures

Department Managers/supervisors are responsible for ensuring that COSHH assessments are carried out on all hazardous substances and their use, by a competent person, and identified risks are minimised and adequately controlled. All control measures will be designed according to the hierarchy of control indicated in the Regulations i.e. eliminate the substance; substitute a safer alternative; control by means of engineering controls/safe system of work; use personal protective equipment after all other measures have been taken. Records of assessments etc. are retained in the appropriate section.

Records and information on all hazardous substances in use (i.e. Materials Safety Data Sheets, location, process etc.) shall be maintained in a file within the department. These records shall be updated as necessary (changes in use, changes to chemicals etc.), maintained and retained in accordance with ICAEW's record keeping policy.

All staff likely to come into contact with any relevant substance are trained in appropriate safe systems of work, either in house or by specialist providers i.e. the control of legionella bacterium in water cooling systems. It is recognised that a few PS staff are exposed to a minimal risk of contact with hazardous biological agents arising from work with the diverters (sewage). Where it is possible to offer vaccinations as an additional control measure, this is done e.g. tetanus.

All contractors handling or using any relevant substance will provide full information (i.e. COSHH assessments) on the substance, the reason for its use and methods of work to be used and ensure its removal and safe disposal on completion of the work.

404 THE CONTROL OF ASBESTOS REGULATIONS 2012

Policy

Chartered Accountants' Hall is known to contain ACM's (asbestos containing materials) in some areas. ICAEW will ensure that all work carried out in or on areas which contain ACM's by in-house or contract staff, is carried out in accordance with the Regulations and associated Codes of Practice.

Procedures

The Control of Asbestos Regulations introduced a duty to manage asbestos affecting all employers in control of premises, either leased (repair and maintenance lease) or owned and require the following actions to be taken:

Devise and implement a Management Plan –

- Presume that materials contain asbestos unless it is established that they do not;
- Carry out suitable and sufficient risk assessments, i.e. take reasonable steps to establish the location and condition of any asbestos containing material (ACMs).
- Identify the type of asbestos present.
- Create and maintain up to date records of the location and state of asbestos or ACMs on the premises.
- Assess if anyone is being exposed or is likely to be exposed to asbestos fibres.
- Prepare an action plan for controlling the risks from ACMs.
- Take all the necessary steps to put this action plan into practice.
- Monitor and review the plan regularly.
- Provide information on the location and condition of ACMs to all those who are likely to work on or disturb these materials, including non-employees who may be exposed to asbestos.

A survey to identify the type, condition and location of asbestos materials in Chartered Accountant's Hall has been carried out. An Asbestos Register is available and is reviewed and updated regularly to ensure that the information it contains is accurate and reliable.

A presumption is made that any refurbishment work in any area of Chartered Accountants' Hall is likely to entail asbestos removal and, therefore, prior to any work being undertaken, a survey is carried out to establish the type and extent of asbestos and, if required, it is removed under controlled conditions. Detailed risk assessments and a plan of work covering the control measures which are to be taken must be drawn up by a competent person before any work liable to expose employees and/or others to asbestos is undertaken.

A written plan will be drawn up determining the consequent risk, identifying those parts of the premises affected and the measures which are to be taken for managing the consequent risk i.e. monitoring the condition of the asbestos materials; ensuring that such materials are properly maintained or, where necessary, safely removed.

Should any member of staff, or contractor be exposed to asbestos the following action is to be taken:

- Note the level of the exposure
- the type of asbestos
- the duration and date of exposure
- record these details in the person's employment record.

- although significant exposure exceeding the relevant action levels is unlikely to occur, if considered necessary, advise the person to consult their Doctor or refer them to ICAEW Doctor.
- investigate the cause of the exposure and review the preventative measures and safe systems of work to avoid a recurrence.

Disposal of asbestos must be through a licensed waste disposal company.

405 HEALTH – GENERAL POLICY

Policy

ICAEW is committed to maintaining a safe, COVID-secure, and healthy working environment for its staff and visitors to the premises, in accordance with the Workplace, Health, Safety and Welfare Regulations, UK Government guidelines and industry best practice.

Procedures

Temperature

Every effort is made to maintain a comfortable working temperature throughout all buildings, with air conditioning and ventilation provided. Thermometers are provided and the temperature in working areas is monitored twice daily. These records are analysed and reported monthly.

Lighting

In accordance with the Workplace (Health, Safety and Welfare) Regulations, adequate and appropriate lighting is provided in all areas of the premises and monitored regularly by checking lux levels. Every effort is made to prevent glare affecting workstations from both natural and artificial lighting.

The lighting systems (including emergency lighting) are maintained and tested by the Property Services and Facilities Department in accordance with the Planned Preventative Maintenance System.

Occupational density

Care is taken during the planning stages of all accommodation changes or moves to ensure that each employee has sufficient space to enable them to maintain social distancing to carry out their work efficiently, comfortably and to move safely within their areas.

Cleaning / hygiene standards

Appropriate standards of cleanliness and hygiene are maintained in all areas of ICAEW's premises, utilising a combination of contract cleaners and in-house staff.

Standards are regularly monitored by the relevant managers, i.e. Catering and Head of Facilities.

Critical Rooms such as Comms and Plant Rooms are monitored by IT and the Building Maintenance Manager, and any shortcomings dealt with promptly.

Enhanced cleaning regime with recommended Personal Protective Equipment and cleaning products maintained during Coronavirus pandemic.

Windows are cleaned regularly in accordance with the relevant safe systems of work dictated by the access arrangements at each site.

Property Services and Facilities Team

Facilities team are responsible for ensuring the office is a safe, COVID-secure, fully operational.

Facilities team are employed at all sites and are responsible for ensuring that the premises are kept tidy and facilities are maintained in good order.

Performance Standards are monitored through the PS&F Service Desks and by PS&F Managers.

Sanitary conveniences

Sufficient toilet and washing facilities for the numbers of staff on site are provided:

- Separate facilities are provided for men and women and disabled persons.
- Well ventilated and lit.
- With hot and cold running water.
- Soap (or suitable alternative) and towels provided.
- Maintained in good working order and cleaned regularly.

Showers are available for the use of staff where it is feasible to provide these. Facilities are available for the disabled at all sites.

Waste disposal

Waste will be disposed of in accordance with local and regulatory health, safety and environmental requirements; appropriate documentation will be maintained.

406 WORKPLACE HEALTH RISKS – AIR AND WATER QUALITY

Policy

In accordance with the COSHH Regulations ICAEW ensures that the risks associated with air contamination are minimised and controlled throughout ICAEW's buildings. Specifically, risks of legionella bacteria contamination in the water systems and contamination of air conditioning/air handling systems.

Procedures

General ventilation / air conditioning

Ventilation is provided either by ducted, filtered ventilation systems using a mix of fresh and recycled air or by Air Conditioning systems. Both systems are serviced, maintained and tested regularly (according to the Planned Preventative Maintenance System) to ensure their efficient and safe operation.

Water systems

Daily, monthly, quarterly and annual monitoring and testing (including laboratory testing of water samples) is carried out to ensure that the system is free from contamination. A written scheme of control has been drawn up (see PPM programme) in accordance with the Approved Code of Practice for the control of legionella in water systems, including schematic drawings of the system, monitoring, automatic dosing, dip tests etc. In house testing of the water is carried out weekly and monthly. Tests for Legionella bacteria are conducted quarterly.

Air borne contaminants / sick building syndrome

Healthy building checks are carried out at all ICAEW buildings on an annual basis, with specific surveys

carried out if problems are identified. Air quality sampling is carried out to monitor the standards on the condition of Business Management Systems (BMS), ventilation, circulation, filters, ducting etc. All records are kept with the Building Maintenance Manager.

407 NEW AND EXPECTANT MOTHERS AT WORK

Policy

Management of Health and Safety at Work Regulations

The main provisions of these Regulations is to ensure that under Regulation 3 employers assess the health and safety risks employees are exposed to whilst at work. Under Regulation 16 the risk assessment should include any specific risks to females of childbearing age who could become pregnant, and any risks to new and expectant mothers; these risks can arise from any process, working conditions, or physical, biological or chemical agents.

When an employee provides written notification (Regulation 18) to her employer stating that she is pregnant, or that she has given birth within the past six months or that she is breastfeeding, the employer should immediately take into account any risks identified in their workplace risk assessment. If that risk assessment has identified any risks to the health and safety of a new or expectant mother, or that of her baby, and these risks cannot be avoided by taking any necessary preventive and protective measures under other relevant health and safety legislation, then employers must take action to remove, reduce or control the risk.

If the risk cannot be removed employers must take the actions documented, below, under Stage 2:

Where a new or expectant mother works nights and she provides a medical certificate which says that working night shifts will affect her health, then her employer must suspend her from work, on full pay, for as long as necessary. However, the Employment Rights Act 1996 provides that where appropriate, suitable alternative work should be offered, on the same terms and conditions, before any suspension from work is considered.

Although it is not a legal requirement for employers to conduct another specific or further individual risk assessment for new and expectant mothers, employers may choose to do so as part of the process by which they reach a decision about what action should be taken.

Workplace (Health, Safety and Welfare) Regulations

The Workplace Regulations require employers to provide suitable rest facilities for workers who are pregnant or breastfeeding. The facilities should be suitably located (e.g. near to toilets) and where necessary should provide appropriate facilities for the new or expectant mother to lie down.

Equality Act 2010

A breach of Management of Health and Safety at Work Regulations may be unlawful discrimination under the Equality Act, depending on the circumstances. There is no length of service qualification, and the Act gives protective rights to a broad range of employees including contract (or agency) workers and apprentices. A breach of the Equality Act could give rise to civil liability.

Procedures

The health and safety implications of pregnancy can be adequately addressed by following ICAEW's normal health & safety management procedures; these procedures should be read in conjunction with the Human Resources Policies.

Under the Management of Health & Safety at Work Regulations, any organisation that employs women of childbearing age is required to include in their assessment of the risks at work that could affect new and expectant mothers (any employee who is pregnant, has given birth within the previous six months or is breastfeeding).

The risk assessment should cover the physical, any possible biological and chemical agents, work processes and working conditions.

Managers should inform all female workers of childbearing age in their department of any potential risks identified by the risk assessment and consult them on measures required to eliminate or reduce these risks.

Women of childbearing age should be made aware of the need to inform their Manager and/or HR if they are pregnant, breastfeeding or have given birth within the previous six months. The Manager or HR Department can then request a certificate from a registered practitioner or registered midwife confirming the pregnancy. NB If this is not provided within a reasonable time the employer is not required to continue to follow these requirements.

On written notification, the Manager must carry out a specific risk assessment. If this assessment identifies any significant health & safety risk, then the Manager, if necessary, in consultation with HR, must temporarily adjust the pregnant employee's working conditions and hours. However, if this would not avoid the risk, or would not be reasonably practicable, employers should offer the employee suitable alternative work at the same rate of pay. Finally, if this is not feasible, the pregnant worker should be suspended from work on paid leave for as long as is necessary to protect her health & safety and that of her child.

Risk assessments Stage 1 – initial risk assessment

1. Take into account any hazards and risks within the working area, tasks and work processes of the Department to females of childbearing age, including new and expectant mothers. Risks include those to the unborn child or the child of a woman who is breastfeeding.
2. Consider who might be harmed and how.
3. Consult employees and inform them of the risks identified.
4. Inform all female employees of childbearing age about the potential risks identified and explain the control measures proposed.
5. Carry out a specific risk assessment when informed of a pregnancy.

Availability of rest facilities

The first aid rooms may be used for rest purposes. HR, Reception (GH/SC) or the Facilities and Services Manager as appropriate, should be informed that the room is in use.

Stage 2 – on notification of pregnancy, birth or breastfeeding

If there is a significant risk at work to the health & safety of a new or expectant mother, then the following actions must be taken;

- temporarily adjust her working conditions and/or hours or, if this is not feasible;
- offer her suitable alternative work (at the same rate of pay), or if not feasible;
- suspend her from work on paid leave for as long as is necessary to protect her health & safety and that of her child.

These actions are only necessary if, as a result of the risk assessment, there is genuine concern.

- Keep risks under review through the different stages of pregnancy.

Where the Manager is notified that a mother is breastfeeding, he/she will need to ensure that she is not exposed to risks that could damage her health and safety and that of her child for as long as she continues to breastfeed. Risks should be kept under regular review and the Manager may need to consider if facilities are or could be made available which provide a safe environment for the nursing mother to express and store milk.

The confidentiality concerning a woman's pregnancy means that her employer should not make it known that she is pregnant if she does not wish it. However, in certain circumstances, it may be necessary to take steps (including limited disclosure) to protect her health and safety, but this should be done with her agreement following consultation.

408 DISABLED PERSONS

Policy

The Disability Discrimination Act (now the Equality Act 2010) was designed to ensure fair and equitable treatment of people who meet the criteria of having a physical or mental impairment adversely affecting the individual's ability to carry out normal day to day activities and the adverse effect is substantial and long term.

ICAEW is committed to ensuring that disabled persons, either working for ICAEW, visiting ICAEW's buildings or subscribing to its services in any way, are dealt with in exactly the same way as any employee or visitor would reasonably expect. It is recognised that where health and safety risks would be introduced or increased by requirements necessary to assist or accommodate a disabled person, safety considerations must take precedence.

409 Disability Discrimination Act 1995

ICAEW recognises its obligations to ensure the health and safety of disabled persons while at work and/or visiting ICAEW's premises and will fulfil these obligations in accordance with relevant Health and Safety and Fire Protection Legislation so far as is reasonably practicable.

Refer also to the Human Resources Policy. ICAEW will endeavor to comply at all times with the

requirements of the Disability Discrimination Act 1995, wherever practicable.

410 DISABILITY – LIS/BUSINESS CENTRE PROVISION FOR THE SIGHT IMPAIRED

Policy

ICAEW recognises its obligations to ensure the health and safety of disabled persons while at work and/or visiting ICAEW's premises and will fulfil these obligations in accordance with relevant Health & Safety and Fire Protection Legislation. In particular, the Business Centre is committed to the provision of facilities for the sight impaired.

Refer also to the Human Resources Policy.

General procedures

Where a disabled person requires access to the premises and services of ICAEW, every effort will be made, where reasonably practicable, to facilitate this.

Specific provisions – LIS / Business centre

The Library and Information Service (LIS) has contacted the RNIB for advice on supporting the visually impaired within the LIS and purchased various items of equipment intended to assist the visually impaired in accessing services:

See It Right (SIR) project for the Library 2003 - Library Services for the visually impaired

The following items are now available for use in the Library.

- **Daylight angled desk lamp.** Located at a small user study table by a window.
- **Magnifying ruler.** This helps with line-by-line reading and is available on request from the Enquiry desk.
- **2 hand-held magnifying glasses** also available from the Enquiry desk.
- **Reading stand.** A folding version stored at the Enquiry desk when not in use.
- A Computer Keyboard with large print white-on-black lettering. This can replace the standard keyboard at any of the Online Terminals (OPACs) at the user's request.

There is a notice at the OPACs advising people of the availability of the above. The notice also tells users that they can make screen viewing easier by changing font, size and mouse size.

A lift for disabled visitors is provided in Copthall reception to enable access to the Business Centre.

411 DISABILITY - PROVISION FOR THE HEARING IMPAIRED

Policy

ICAEW recognises its obligations to ensure the health and safety of disabled persons with hearing difficulties while at work and/or visiting ICAEW's premises and will fulfil these obligations in accordance with relevant Health and Safety and Fire Protection Legislation. In particular, ICAEW is committed to the provision of

facilities within the Functions area for the hearing impaired.

Refer also to the Human Resources Policy.

Procedures

The requirements of hearing impaired employees will be evaluated prior to their starting work at ICAEW and suitable provision will be made in consultation with them. Refer also to the Human Resources Policy.

The Functions Operation of ICAEW is committed to ensuring that hearing impaired guests and visitors are provided with appropriate assistance and facilities i.e.

- Close liaison between Functions staff and event organisers will ensure that the needs of the hearing impaired are recognised and catered for.
- Hearing loops have been installed in the Great Hall and Council Chamber of Chartered Accountants' Hall.
- Where it is established that a sign language interpreter is required, every effort will be made to meet this need and all costs will be the responsibility of the event organiser.

Flashing light warning signs are provided where warning sounders are unlikely to be heard.

412 DISABILITY – ACCESS PROVISION FOR THE MOBILITY IMPAIRED

Policy

ICAEW recognises its obligations to ensure the health and safety of mobility impaired persons while at work and/or visiting ICAEW's premises and will fulfil these obligations so far as is feasible within its premises in accordance with relevant Health & Safety and Fire Protection Legislation.

Refer also to the Human Resources Policy.

Information

From 1st October 2004, where a physical feature of the building makes it impossible or unreasonably difficult for a physically disabled person to make use of a service, a service provider will have to take reasonable steps (in all the circumstances of the case i.e. taking into account effectiveness, practicality, cost and disruption) to overcome this by:

- Removing the feature.
- Altering the feature.
- Providing a reasonable means of avoiding the feature and/or providing the service by a reasonable alternative method.

Procedures

ICAEW will ensure, so far as is feasible within the physical limitations of its premises, that physically disabled persons are able to access its services etc. and work within its premises in accordance with the Disability Discrimination Act 1995 (now Equality Act 2010).

Disability considerations are included in all refurbishment projects and improvements are made where feasible and, in the case of Chartered Accountants Hall, within the limitations of a Grade 2 listed building.

Functions / events

- Functions staff maintain close liaison with event organisers to ensure that the requirements of any disabled attendees are recognised and catered for. Information on ICAEW's facilities for the disabled and disabled parking near to ICAEW buildings is provided to event organisers and/or disabled visitors.
- Where possible, provision is made to aid the safe movement of mobility impaired disabled persons within the Function areas, e.g. a wheelchair lift has been installed to enable access from the Great Hall to the Main Reception Room; handrails installed on stairways etc. and personal assistance is available when required. Where no other alternative is currently available, physical assistance can be provided by security staff.

Library and Information Service / Business Centre

Access to the Business Centre for physically disabled persons is provided via a disabled lift in Copthall reception.

413 DISABILITY – EVACUATION PROVISIONS FOR THE DISABLED

Policy

ICAEW recognises its obligations to ensure the health and safety of disabled persons under emergency conditions while at work and/or visiting ICAEW's premises and will fulfil these obligations in accordance with relevant Health & Safety and Fire Protection Legislation.

Procedures

ICAEW recognises its obligation to ensure the health and safety of disabled persons under emergency conditions while at work and/or visiting ICAEW's premises and Evacuation Personnel are trained to consider the needs of disabled persons under these circumstances.

Functions and security staff are trained to consider and assist disabled persons during an emergency situation.

Additionally:

- Evac Chairs are provided in ICAEW buildings for the safe evacuation of mobility impaired persons and Evacuation personnel are trained in their use.
- Safe havens are provided at suitable locations within the protected stairwells where disabled persons may await rescue by the emergency services (accompanied by an Evacuation Officer).
- The Evacuation Controller is informed of the situation and, in turn, informs the Emergency Services.
- Additional flashing light emergency warnings are provided where a sounder is unlikely to be heard above the ambient noise within the area.

Braille signage is provided in appropriate areas to assist the sight impaired. This provision is kept under review and extended when the opportunity arises e.g. during refurbishment or reorganisation of layouts.

500 HEALTH - STAFF HEALTH RISKS

501 ACCIDENT POLICY

Every effort is made to ensure that the occurrence of accidents/incidents is minimised. However, it is recognised that accidents may occur and that the results of accident investigations will provide a positive basis for improvement.

Procedures - accident reporting and investigation

Investigating the causes of accidents and incidents in the workplace is considered to be an essential part of good health and safety management. The objectives of such investigations are to identify the primary (or obvious) cause, underlying causes which created the conditions resulting in the accident and root causes which may have contributed to the preceding stages. The purpose is not to apportion blame but to enable suitable remedial measures to be developed and implemented to prevent accidents happening.

A robust reporting system is vital to this aim and staff are therefore required to report all accidents/incidents, no matter how minor, to support this objective.

Stage 1

All accidents and near misses must be reported immediately to one of the First Aiders on site, recorded in the appropriate accident book and reported to the Health and Safety Manager who will determine the level of investigation necessary. Should the injured person appear to have suffered anything other than a very minor injury, First Aiders are asked to also report the circumstances to PS&F staff who will ensure that the accident scene is left undisturbed until an investigation can be launched.

Stage 2

According to the seriousness of the accident or incident, the following procedures are carried out:

- Accidents/incidents causing concern but of a minor nature, investigation will be undertaken by the Supervisor or Line Manager of the area concerned.
- Accident resulting in a major injury such a formal investigation will be undertaken by a competent investigation team and/or the Health and Safety Manager.
- Where the accident/incident is of an extremely serious nature, the investigation team is to include representatives at Director level.

ICAEW operates an open communication policy and will report on the results and recommendations of any such investigations, through the Health and Safety Committee.

Guidelines

The first priority is to take care of any injured person.

All staff are required to respond to an emergency promptly and positively;

- Ensure first aid is provided and emergency services called if necessary.
- Isolate the site of the accident from the possibility of interference and keep it undisturbed unless its

condition presents real and imminent danger to the injured party or others, identifying sources of evidence and preserving from alteration or removal.

- The Health and Safety Manager or nominee will conduct an initial investigation, taking measurements and pictures to assist and notify appropriate people.

The Health and Safety Manager or nominee will collect evidence/information - investigate the circumstances promptly and remain objective (make no attempt to blame or find fault)

Where necessary, reassure witnesses and interview them individually;

- Enquire about related activities or conditions, avoid closed questions and ask the witnesses to describe what happened in their own words.
- Record findings accurately.
- Summarise your understanding with witnesses after the interview and thank them for their assistance and co-operation.

The Health and Safety Manager or nominee will;

- Analyse and evaluate all significant causes.
- Develop and implement remedial actions.
- Review the findings and recommendations.

Stage 3

All Accident Books will be presented to the Health and Safety Committee for inspection and signed off by the Health & Safety Committee Chairman.

The Health and Safety Manager will notify the Insurance Manager on a timely basis.

502 REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES

Policy

ICAEW complies with the legal requirement to report certain work-related accidents, incidents, dangerous occurrences or occupational diseases to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

Procedures

All accidents/incidents are investigated promptly and reported in accordance with the procedures laid down by the HSE.

The Health and Safety Manager is responsible for completing the process to report under RIDDOR.

Examples of reportable incidents are;

- A death or major injury.
- An injury resulting in the employees' absence from or incapacity for work for a period of over seven days.
- A work-related disease.

- Or an occurrence which could have resulted in serious injury or ill health.

ICAEW is also aware of and complies with the legal requirement to investigate the circumstances leading to these to ensure that remedial and preventative measures are taken. See Accident Investigation.

503 STAFF HEALTH RISKS - FIRST AID

Policy

In accordance with the First Aid at Work Regulations, ICAEW ensures that sufficient numbers of First Aiders are trained at each Institute site to ensure that first aid assistance is available at all times. Details of first aiders will be communicated to employees.

Procedures

ICAEW encourages employees to undertake the role of first aider and provides suitable training to ensure their competence; first aiders are paid a small annual remuneration as recognition of their commitment and on provision of a valid first aid certificate.

All First Aiders are issued with copies of the First Aid Procedures (which are also available on the Intranet and from the Health and Safety Manager), a first aid kit and a tabard for ease of identification in emergency situations.

Details of First Aiders are displayed on the Notice Boards at all locations, published in the internal telephone list and on the Intranet. Maintenance of First Aid boxes is the responsibility of First Aiders.

The Health and Safety Manager will obtain and distribute first aid supplies and organise occasional practice sessions for First Aid.

Guidelines for numbers of first aiders

Category of risk	Number of employees at location	Suggested number of first aiders
Low (Office)	50 – 100	At least one First Aider
	More than 100	One additional First Aider for every 100
Medium (light Engineering; food processing)	20 – 100	At least one First Aider for every 50
	More than 100	One additional First Aider for every 100 employed

Procedures for first aiders Training

Institute First Aiders are all trained by the St Johns Ambulance Service or a competent trainer/ training company and, following the successful completion of the required training course, are qualified to undertake First Aid at Work for a period determined by the training certificate. This certificate can be re-established by successfully undertaking a suitable refresher course.

The waiting list for those interested in becoming a First Aider is held by the Health and Safety/Office Manager, who also organises the training. Should a First Aider decide they no longer wish to continue or are leaving ICAEW, then the Health and Safety Manager should be informed as soon as possible.

Equipment

Once the person has qualified, the Health and Safety Manager will arrange for the supply of First Aid equipment. Each First Aider should hold the following equipment:

- a. Standard first aid kit
- b. disposable gloves
- c. disposable aprons
- d. face covering mask or face shield
- e. Sterile wipes
- f. Sanitiser

Additional or replacement supplies can be requested through the Health and Safety Manager.

First aid and Faith rooms

Chartered Accountants' Hall is located on the ground floor.

Metropolitan House is located on level 1.

Please contact the Health and Safety Manager who will assist you with further guidance if you need to use the first aid or faith room.

Role and responsibilities

The role of the First Aider within ICAEW, is to respond, in accordance with training completed, to persons on Institute premises. It should be noted that Regional Offices are responsible for their own First Aid arrangements and are advised to liaise with the Health and Safety Manager if they need assistance. However, a suitable First Aid box is funded on request by ICAEW through Regional Services and Regional Office Managers are advised to consider the appointment of an Appointed Person (minimal First Aid knowledge and able to summon appropriate assistance).

When a member of staff requires to be sent home, it remains the responsibility of the Line Manager or Human Resources to make this decision and to make the necessary arrangements

e.g. arrange for a taxi if it is considered that the person is unfit to travel on public transport and would, either directly or through HR, contact a relative or friend to meet them. If they have to go to hospital in a taxi because an ambulance will not arrive for some time, then a colleague should be asked to accompany them. Again, contact should be made with a relative or friend to let them know what has happened. HR and the Health and Safety Manager must be informed. The role of the First Aider is advisory only.

Reporting

Any requests for advice or treatment, no matter how minor, should be entered in the accident book and an incident form completed. Accident books are located:

Chartered Accountants' Hall – Copthall Reception Ground Floor.
Metropolitan House – Reception level 1

An accident form can also be completed online, please visit the intranet for a copy.

The record sheet must be completed, removed from the book and given to the Health and Safety/Office Manager who will retain it in a secure location. Care should be taken to ensure **all** sections of the page are completed and the report is numbered. This can be undertaken by the First Aider, the casualty or anyone acting on the casualty's behalf.

New books can be obtained from the Health and Safety/Office Manager; accident records must be retained for a period of three years after the date of the last entry in the book. They should not be removed or destroyed by anyone other than the Health and Safety/Office Manager.

Important

In the event of someone being injured following an accident, it is essential the following procedures are immediately instigated:

- a. report the incident, by e-mail or memo giving details as per your report in the accident book (see below) to:**
 - i. the Human Resources Manager for Metropolitan House or Chartered Accountants' Hall as appropriate.
 - ii. the Health and Safety Manager.

- b. ensure the following information is included in the accident report book and complete an incident report form to be forwarded to the Health and Safety/Office Manager.**
 - i. full details of incident i.e. how, where circumstances.
 - ii. clothing details i.e. flat or heeled shoes, flowing or very long clothes.
 - iii. any comments made by the casualty as to how the accident happened.

We are required to complete a report for **every** accident which occurs, even though it may only be minor. Additionally, if a member of staff is unable to perform their normal work for longer than a seven-day period as a result of an accident at work, this fact has to be reported under RIDDOR (section 502). Your assistance and co-operation in reporting accidents is vital in ensuring that ICAEW meets its legal obligations in this respect.

Evacuations

During an evacuation of the premises, which can be for fire or security reasons, First Aiders should report to the Evacuation Controller for instructions.

First Aiders are asked to wait together during evacuations to provide instant recognition for anyone requiring their services. If further advice or guidance is required, the Health and Safety Manager is to be contacted on Ext 8482.

504 STAFF HEALTH RISKS – HEALTH CHECKS

Policy

ICAEW is committed to enabling the maintenance, so far as reasonably practicable, of good health in their employees by the provision of health checks as and when appropriate.

Procedures

Eye and eyesight tests

Refer to section 810.

Well person checks

Regular well person medical screening is provided for all staff above the age of 40. The Human Resource Department undertakes these arrangements.

Sickness reports / health surveillance

Although ICAEW is not a high-risk environment with regard to health and safety, it is aware of the possibility of serious health risks arising unexpectedly e.g. exposure to asbestos fibres present in building materials and of the requirement for health surveillance, should this occur.

Sickness absence is monitored by the relevant manager and reported to the Human Resources Department. Sickness/accident reports examining the incidence of sickness by building are compiled six monthly by the Health and Safety Manager from information supplied by Human Resources. Any cause for concern is reported to the Director of Human Resources.

Contagious, infectious and occupational diseases

Employees are required to notify the Human Resource Department if they are, or have been, suffering from or been in contact with an infectious or contagious disease. They are required not to come into work until advised by their doctor that it is safe to do so.

Employees are required to notify their Manager, the Human Resources Department and the Health and Safety Manager if they and/or their Doctor have any reason to suspect that they are suffering a disease or injury as a direct result of their work, to enable a full assessment to be carried out and appropriate support and advice made available.

Aids ICAEW's policy is to treat anyone infected with the Aids virus in exactly the same way as an employee with any other non-contagious life-threatening disease. ICAEW will take no account of whether an individual is HIV positive or has Aids except to the extent that it affects their ability to do their work.

Referral to ICAEW doctor

Where an employee appears unfit for work, for whatever reason, ICAEW reserves the right to arrange for the person to be examined by a nominated Doctor. Under certain circumstances, employees have the right of access to a medical report relating to them, supplied for employment purposes. The Human Resources Department will advise on this.

Private medical insurance

ICAEW offers employees the option of private medical insurance as part of its benefits package. Employees can choose this option at no charge, other than it being a taxable benefit.

505 STAFF HEALTH RISKS – STRESS

Policy

ICAEW makes every effort to ensure that employee's conditions of employment and working environment do not expose them to excessive physical or mental loads which may lead to ill health or a higher risk of accidents.

Procedures

It is recognised that the help of supportive managers is the most successful way of reducing stress. Employees are, therefore, advised to approach their Manager and/or Human Resources if they believe that their work is subjecting them to an undue degree of stress. Notes of any changes etc. agreed during interviews should be kept and the effectiveness of these measures monitored.

Professional counselling will be offered where this would be appropriate and will be arranged by Human Resources. This service is completely confidential.

It is the responsibility of managers to conduct appropriate risk assessments and to make every effort to recognise and deal with signs of stress in their staff.

HSE guidelines advise employers to consider

- The demands that are placed on individuals at work and their ability to cope with them without suffering stress (different people have differing tolerance and coping levels).
- The role that working relationships and organisational changes can have in causing work-related stress.
- The importance of providing staff with suitable support and training to ensure good mental health and;
- The amount of say individuals have in the tasks that they carry out at work.

Work-related stress must be considered in the same way as any other work-related hazard to health i.e. carry out a suitable and sufficient risk assessment.

Signs and symptoms to look for include:

Physical effects

- Recurring health problems such as back pain, gastrointestinal disturbances, headaches and various minor illnesses.
- Upper Limb Disorders can also be stress induced or related.
- Heart disease.

Psychological effects

Anxiety, depression, behavioural changes i.e. irritability, withdrawal, emotional reactions, lack of concentration and deteriorating performance).

Employers are entitled to assume that an employee can withstand the normal pressures of a job **unless they are aware of a particular problem or vulnerability e.g. if the employee informs them that he/she is**

suffering ill health as a result of stress at work.

Employers are entitled to take what they are told by their employees about the effects of work-related stress on their mental health at face value e.g. if an employee returns to work after a period of sickness caused by work-related stress without raising any concerns with their employer about their workload or mental state, the employer can conclude that the worker is fit to return to the particular work they were doing before their illness.

Once it is established that it was reasonably foreseeable that an employee would suffer harm as a result of work-related stress, a number of additional factors are to be taken into account by the court, including;

The indication of impending harm to health must be 'plain enough for any reasonable employer to realise that he should do something about it'. An employer will only be in breach of their duty of care towards their employee if they fail to take reasonable steps to prevent the employee from suffering harm as a result of stress. The size and scope of the employer's operation and the organisation's resources should be taken into account when considering what action is reasonable under the circumstances.

If the only reasonable step is to dismiss an employee who is suffering from work-related stress (e.g. if the employee cannot be offered alternative work at the same level of pay) the employer will not be in breach of their duty of care if they allow a willing employee to continue in their job.

A claimant must show that their injury was caused by the employer's breach of duty of care in failing to take reasonable steps to protect their health – it is not enough for the employee to simply show that they suffered harm as a result of occupational stress alone.

There are no occupations that can be regarded as intrinsically dangerous to mental health and if an employer offers a confidential staff counselling service on stress at work, with the referral to treatment services, they are unlikely to be found in breach of their duty of care.

Rehabilitation

In order to avoid a recurrence of stress related illness, the person's return to work needs to be managed sensitively.

- Consider an early return to work interview – focus on the person rather than the problems, ensuring that they feel they are welcome back.
- Make sure that they are not placed in a situation which contains the same factors that led to their illness, making agreed alterations to the work – i.e. reducing those elements which led to the illness.
- Offer part-time working to gradually phase the person back to work.
- Keep the lines of communication open.

506 STAFF HEALTH RISKS – VIOLENCE / BULLYING AT WORK

Policy

ICAEW has an anti-harassment policy and will not condone violence towards or bullying of its employees but recognises that situations may arise where employees are subjected to personal violence or bullying in the course of their work.

Refer also to the Human Resources Policy on Bullying/Harassment.

Procedures

Employees are encouraged to discuss such problems with their line Manager or to contact the Human Resources Department for counselling and assistance. Refer to the Human Resources Policy on Bullying/Harassment.

Where risk assessments indicate that there is a risk of violence, including verbal abuse, to staff inherent in the work being carried out, line managers shall devise appropriate preventative and protective measures to eliminate or control this risk. It is important that Managers provide support and assistance to staff exposed to such difficult situations.

507 STAFF HEALTH RISKS - ALCOHOL AND DRUGS

Policy

ICAEW does not tolerate alcohol and/or drug abuse. Refer also to the Human Resources more detailed policy on drugs/alcohol.

Procedures

Any employee found to be incapable of carrying out their duties effectively because of alcohol or recreational drugs will face disciplinary action. Any employee found to be carrying, using or under the influence of non-prescription drugs may be dismissed instantly.

Any employee needing to use any medication, prescribed or self-administered, which are likely to affect their ability to do their work or the safety of themselves and others, must report this to their Manager and Human Resources and not come to work.

Any member of staff who is concerned that they may have a dependency on alcohol or drugs is encouraged to discuss their dependency problems with their line Manager or HR and/or to seek help and advice from their Doctor. ICAEW will, as far as possible, regard anyone seeking help as having a health problem and maintain strict confidentiality, subject to the provisions of the law.

Refer also to the Human Resources more detailed policy on drugs/alcohol.

600 HEALTH – WELFARE PROVISIONS

Policy

ICAEW is committed to providing adequate and suitable welfare provisions for its staff, in accordance with the Workplace (Health, Safety and Welfare) Regulations.

Procedures

Drinking water - A clean and adequate supply of drinking water is maintained at all sites, through the provision of filtered water in vending machines and access to mains drinking water. Cups are provided.

Rest rooms and facilities for eating and drinking are provided at all sites. These include the provision of vending machines, microwaves for heating food, and fridges for staff to use and are cleaned and monitored regularly.

New or expectant mothers - ICAEW is aware of the requirements to provide particular facilities for expectant or new mothers. The provision of use of a first aid meeting room which provides such facilities. (See also Policy Ref 406).

Smoking - ICAEW operates a no-smoking policy within all its buildings.

General Staff welfare arrangements are the responsibility of the Human Resource Department. These are fully explained in the “Staff Handbook” issued to all new staff and available on the Intranet.

Catering arrangements

Chartered Accountants' Hall.

The Restaurant catering, drinks vending and refreshments for meetings and functions are provided by contract Caterers. Both Internal and External Hygiene Auditing is undertaken regularly, and reports are closely monitored, with any required remedial actions actively followed up.

Metropolitan House.

Drinks vending and staff eating facilities are provided in Metropolitan House.

700 WORKPLACE SAFETY RISKS

701 HAZARD IDENTIFICATION / RISK ASSESSMENTS

Policy

In accordance with the Management of Health and Safety at Work Regulations, risk assessments are conducted on an annual basis for all low-risk areas i.e. offices, or more frequently where the risk profile indicates a high level of risk, to identify all safety hazards arising from ICAEW’s buildings and business practices. Remedial measures, control systems and procedures are developed and implemented to address all risks identified from the risk assessments. Accurate and comprehensive records are kept of these.

The Management of Health and Safety at Work Regulations are supported, as required, by other specific regulations.

Procedures

The Property Services and Facilities Department is responsible for carrying out risk assessments on ICAEW's buildings and all work activities within their remit. The frequency of risk assessments is dictated by the risk level, with specific assessments being carried out before high-risk activities are undertaken and records kept.

Department Directors/Heads are responsible for ensuring that formal risk assessments are carried out on their department's activities annually, the results recorded, with action taken to remedy any defects detected, and reviewed as indicated by the risk profile.

The production and maintenance of accurate and up to date records is vital to enable ICAEW to prove compliance with health and safety legislation and regulations. These records are to be kept for the 'life' of the risk e.g. for as long as the plant/equipment in question is in use or until substantial changes necessitate a new Risk Assessment.

It is the responsibility of the assessor to notify the Health and Safety Manager immediately of any high levels of risk identified and, if necessary, to stop the activity involved until the risk is reduced.

Details of procedures to be followed, checklists etc. are contained in the Risk Assessment packs issued to designated staff and are available on the Intranet.

Process

Regular Risk Assessments are undertaken throughout the organisation covering:

- Building assessments are carried out annually and as appropriate by the Building Maintenance Manager and his staff.
- General office area assessments are the responsibility of the Line Managers within those areas.
- High Risk (Maintenance Areas) assessments are carried out annually and as appropriate by the Building Maintenance Manager and his staff.
- Risk assessments for new and expectant Mothers are carried out as soon as the Manager is informed of the pregnancy and reviewed throughout its course.
- Risk assessments for Young Persons (under 18 years of age) are carried out before the person starts work. ICAEW rarely employs young persons but occasionally takes work experience students, in which case the assessment is carried out jointly with the college.
- COSHH assessment are carried out on the introduction of a new substance; changes to the substances in use or work practices/procedures using the substance.
- Noise assessments are carried out periodically to check that noise levels in vulnerable areas such as the Print Room do not exceed the action levels specified in the Noise at Work Regulations and on maintenance works which are likely to produce high noise levels.
- PPE assessments are carried out with users, where risk assessments indicate that PPE is required as a protective measure, to ensure that it is appropriate for the level of protection required and the user.
- Display screen workstation assessments are carried out for new staff and as part of the annual Risk Assessment process
- Manual Handling assessments are carried out where risk assessments indicate that these are necessary and to assess training requirements.
- Health and Safety Training is also completed using an eLearning platform.

- Advice and guidance is provided on the Intranet or by the Health and Safety/Office Manager.

Each Department undertakes its own Hazard Identification/Risk Assessments. These are organised by the appropriate Line Manager/Supervisor. A 'package' of forms for this purpose, together with explanations as to their use, is provided following a short training session. Copies of the Risk Assessments pack can be downloaded from the Intranet.

Records of all assessments and subsequent actions are kept in a Risk Assessment file in the area or department to which they relate. These records are intended to show that a proper assessment was carried out, people who may be affected were consulted, all significant hazards have been identified and that the precautions devised are reasonable and have reduced the risk to low.

Record management for risk assessments

- a. Carry out the risk assessment and complete the risk assessment forms.
- b. If hazards have been identified, note what remedial action is being undertaken and when it is being implemented.
- c. Copy any risk assessment forms identifying residual risks requiring remedial action which you cannot initiate to the Health and Safety Manager.
- d. Complete the Record Sheet.
- e. File all documentation in the Departmental Risk Assessment file.

The Health and Safety Manager will need to be aware of the location of all Risk Assessment files in order that they can be produced quickly for a visiting Environmental Health Officer or other local authority or Health & Safety Executive representative.

Monitoring arrangements

The Health and Safety Manager will periodically monitor the progress being made by departments by means of audits, surveys, inspections etc. This will ensure that a consistent approach is being maintained and that ICAEW's statutory obligations are being met.

Risk Assessments will be subject to periodic review if the validity of an assessment is affected by other factors such as an accident/incident, changes in the workplace, changes in legislation etc.

702 FIRE PREVENTION AND PROTECTION

Policy

ICAEW is committed to the protection of its staff by the provision of effective fire prevention and protection systems.

Robust evacuation procedures are in place for fire and security evacuation and are publicised to staff on first joining ICAEW during induction training and on the Intranet.

Procedures - fire prevention and protection systems

The Regulatory Reform (Fire) Order has the effect of placing greater responsibility on the duty holder and greater emphasis on the Fire Risk Assessments. Fire Certificates are no longer required but provide important historical information and a sound basis for Risk Assessments. The main differences are: -

- Greater emphasis on managing fire risks and ensuring that people can evacuate safely in the event of fire.
- Evacuation procedures must take account of employees, visitors and members of the public with particular attention to people who may have a disability or need special help.

Although Fire certificates are no longer required by law, they are retained for historical purposes in the fire log at Chartered Accountants' Hall. Fire prevention and protection (automatic detection and alarm systems, extinguishers, emergency lighting etc.) provisions are maintained and tested in accordance with the relevant regulatory and manufacturers requirements. Fire Bell tests are conducted weekly to ensure that staff are familiar with them and that the system is in good working order. Fire exit routes are to be kept free of obstructions, maintained in good condition, as stipulated in the Fire Precautions Regulations, and inspected daily. Fire evacuation drills are conducted twice a year at all sites.

Fire Risk Assessments are conducted annually, and Building Maintenance staff carry out ongoing checks to identify potential sources of ignition and fuel etc. and ensure that these are adequately controlled. ICAEW operates a no smoking policy at all its sites.

Duty holders

Building and Fire Building Maintenance Manager

Protections systems

Facilities & Evacuation

Head of Facilities / Health and Safety Manager

Catering contractors & Events areas

Interim Managing Director, Operations

Fire management – roles and responsibilities

Evacuation Controllers

The person in sole charge of the evacuation and liaison with the emergency services.

Evacuation Officers and Deputies

Those responsible for ensuring designated areas swept and all staff, visitors etc. have left, wear a high visibility vest and/or Jacket.

Security Staff

Security Staff with specific duties at Chartered Accountants' Hall

Receptionists

Receptionists have specific duties with regard to liaison.

Metropolitan House

with the Landlord's Evacuation Controller and visitors during Fire Evacuations.

First Aiders

Trained First Aiders available to administer First Aid.

Mental Health First Aiders

Trained to support, listen and provide guidance.

703 FIRE EVACUATION PROCEDURES - ALL STAFF

Fire evacuation drills are conducted at least twice a year to test the procedures, which are then reviewed as necessary.

Each building has an Evacuation Controller and a deputy, who oversees the whole evacuation procedure, compiles all the information relevant to the emergency, checks that all areas of the building have been cleared and liaises with the Fire/Emergency Services and/or Police when they arrive.

Procedures booklets

- Staff Health & Safety Handbook – contains evacuation procedures for fire and security and is issued to all staff on joining ICAEW.
- Emergency Procedures Manual – contains detailed information on all evacuation procedures for evacuation personnel, dealing with bomb threats etc. and is issued to evacuation personnel on their appointment.
- Health & Safety and Security Information Handbook – information on evacuation procedures for temporary staff, issued to all Line Managers who are responsible for ensuring that temporary staff in their area read this information and are instructed in the location of fire routes, disperse method and Everbridge platform.

Procedures for appointments and replacements – Evacuation officers

Evacuation Officers and Deputies are appointed from volunteers from each department. The number required for each department is governed by the size and layout i.e. larger or more complex areas will require more people.

When a vacancy occurs, the relevant Manager identifies a volunteer or nominee to undertake this role and notifies the HR Department, who arrange appropriate training. The Evacuation Officer is then provided with a copy of the Emergency Procedures Manual, a high visibility vest and/or jacket for identification during emergency situations and such additional information as may be required i.e. emergency contact numbers.

Procedures for contractors

All contractors working on ICAEW's premises are given a site induction prior to starting work and required to sign the contractors register held in the Building Maintenance Manager, Ground floor in Chartered Accountants' Hall or in reception in Metropolitan House as appropriate.

Refer to the Code of Practice for full details of procedures controlling the activities of contractors on Institute premises – copies are held in the Building Maintenance offices at each location and by the Health and Safety Manager.

Procedures for visitors

Staff are asked to ensure that the Security Team or Reception Staff know the name of any visitor they are expecting. They are required to meet their visitor and escort them to their destination. All visitors are required to read and wear a Security Identity card or visitor's pass which contains fire and security evacuation information.

704 BOMB AND TERRORIST THREAT

Policy

ICAEW is committed to the protection of its staff by the provision of effective security protection systems.

Robust evacuation procedures are in place for security evacuation/invacuation and are publicised to staff on first joining ICAEW, during induction training and on the Intranet.

Responsibilities & roles - bomb management

Incident Manager	The most senior member of the PS&F Dept present. He/she may also be the Evacuation Controller (see below)
Evacuation Controller	The person in charge of the evacuation, wears a red hat. He/she may also be the Incident Manager (see above)
Security Team & Reception Desks	Security Team, with specific duties at Chartered Accountants' Hall, and Receptionists at other sites
Security Team/Security Assistants	Those with specific investigative responsibilities
Security Patrollers	Those with responsibility for undertaking regular security patrols every day
Post Room and Reception	Those with responsibility for ongoing security and proactive procedures i.e. bag searching
Telephonists	Guidance to telephonists when receiving a threatening call
Security Evacuation Officers/Deputies	Those responsible for ensuring designated areas are swept and all staff, visitors etc. have left.
Search Team Coordinator	Person responsible for organising a search of the premises
Search Teams	Persons undertaking the search
First Aiders	Trained First Aiders assist with injured persons until the arrival of medical help

Procedure

In the event of a security alert procedures are different from those practiced in a fire drill – the alarm bells are not used, and a public address system is used to make security announcements at Chartered Accountants' Hall. Information will be cascaded to Evacuation Officers in Metropolitan House by phone. Specific external assemble points for each location have been identified and communicated to Evacuation Personnel and employees. Invacuation areas (safer areas within the building) have been identified and protected where possible - Chartered Accountants' Hall Invacuation drills are conducted periodically to ensure that staff are familiar with the procedures.

Instructions for security

Incident manager and/or evacuation controller

The Incident Manager will be the most senior member of staff in the Property Services & Facilities Management structure present in the building. Their role in the event of a bomb threat is vital at the initial stage because it is for the Incident Manager to decide whether or not to take a bomb threat seriously. The

decision to evacuate the building totally, partially, or not at all has to be taken at this level. Having taken the decision, the Incident Manager must then pass responsibility for the organisation of an evacuation and building search to the Evacuation Controller, who may be the Head of Facilities or Health and Safety Manager, experienced in evacuation procedures and familiar with specific search tactics. When the Facilities Manager or deputy is the most senior person present, he/she will be both the Incident Manager and Evacuation Controller.

Action by the incident manager on receipt of bomb threat by phone or fax

1. Notify Police immediately (Consult the Head of Facilities or his Deputy first **provided** time permits).
2. Assess the information noted by the receiver of the call.

Note: The message could contain a code word authenticating the threat. This may not be apparent until the Police notify you - thereafter respond to their advice. In the meantime, continue with the procedures.

Considerations

- **Total evacuation**

This should only be considered if the location of the device has been confirmed and is considered to be of sufficient size to affect the whole of the premises.

- **Partial evacuation**

Only considered when exact location of device is known and when it is considered to be of a size not to cause extensive damage and not close to hazardous chemicals.

- **Invacuation**

If the threat is external and, depending on the circumstances prevailing at the time, staff may be directed to safer internal assembly points.

- **Check by occupants followed by evacuation if necessary**

This procedure is employed when the threat is low, and the message received gives no indication as to the location of the device. It requires everyone to check their immediate area including toilets and meeting rooms.

The advantage of this procedure is that it is extremely quick to instigate by staff as they will be familiar with the surroundings and, in most cases, will result in a return to normal routine after a short space of time.

3. Incident Controller will select course of action (in discussion with or his/her Deputy, but **only** if time allows)
4. Notify the following personnel:

Security Assistants/Security Team/Receptionists/Sweepers (through the Evacuation Controllers)



Director, IT and Facilities (see above)



Who will contact:

Chief Finance Officer and the Chief Executive

5. a. Keep accurate log of events as they occur
 - Nothing found - issue all clear
 - Suspect package/device found
 - Immediate evacuation procedures
 - Invacuation procedures
- b. Refer also to the Property Services and Facilities Disaster Recovery Plan

Instructions for security

Action by incident manager and/or evacuation controller

(Most Senior Experienced Person Present) ON RECEIPT OF AUTHENTICATED THREAT

When the Facilities Manager is the most senior person present, he/she will be both the Incident Manager and Evacuation Controller.

An authenticated message (containing a code word) will invariably come through a Police source via a third party and is normally detailed in content with both location and time referred to.

If received through a police source respond to their advice.

However, it is quite possible that a threat could be made direct to ICAEW and, although not authenticated at this stage, it could be sufficiently detailed in content with both time and location referred to.

Analyse the message to try and determine the following:

- Exact location
- The size of the device
- Type of device
- Time it was laid
- Expected time of detonation.

If location of device is given

- Evacuate/Invacuate immediate area.

If time of detonation is given

- Evacuate/Invacuate staff to selected assembly areas.
- If there is sufficient time to evacuate/Invacuate everyone, be sure to move those nearest to the device first.
- In all cases the Police must be informed at the earliest opportunity.

DO NOT ATTEMPT TO SEARCH OR RETURN TO THE PREMISES UNTIL ADVISED BY THE POLICE

Instructions for security

Action by incident manager/evacuation controller

(Most Senior Experienced Person Present) ON NOTIFICATION OF SUSPECT PACKAGE

1. Confirm item suspect
2. Inform Police
3. Select course of action
 - a. Partial Evacuation
 - b. Invacuation
 - c. Total Evacuation
4. Select assembly areas and evacuation routes taking into consideration:
 - a. Size of package
 - b. Location
5. Inform the following:
Director, IT and Facilities.
(who will contact: Chief Finance Officer and Chief Executive). Security Assistants/Security Team/Receptionists/Sweepers.
6. Identify person who reported the suspect package and take an initial statement
Ensure that this person is looked after (they may be suffering from shock) and is available for interview by the Police.
Attempts to establish ownership of the object or identity of the person who placed it should continue.
Await arrival of emergency services. Complete Report Proforma.

Instructions for security

Action by incident manager and/or evacuation controller (most senior experienced person present)
Evacuation procedures

1. Confirm location of suspect device without putting anyone at risk.
2. Determine extent of evacuation and select assembly areas:
 - a. Letter/Package up to brief case size:
Evacuate everyone from that floor and the one above and below.
 - b. Larger devices or those close to hazardous materials:
Evacuate building to 200 metre assembly point (inner ring), out of line of sight.
 - c. Local vehicle bomb:
Evacuate building to 400 metre assembly point (outer ring).
3. Determine the routes to be used by the staff. Remember the evacuation route must not take staff close to the suspect package.
4. Undertake it in a phased way, (floor by floor but quickly, starting at ground/basement and working upwards)

Total evacuation

- When a decision to totally evacuate has been made the announcement should be made via the Public Address System. Each floor must be told to leave the building by which route and where to disperse and/or assemble. The route and evacuation assembly area will be dependent on a number of factors such as location of suspect package and size and cannot therefore be rigidly defined.
- The decision as to where to assemble must be left to the **incident manager or, if senior member of property services & facilities not present, the evacuation controller.**
- Do not close doors and windows unless the room contains confidential material or specialist equipment.
- Evacuation Officers must ensure that visitors and or contractors in the area evacuate with the staff.
- When in the assembly area Evacuation Officers should confirm, to the Evacuation Controller, that everyone has been accounted for.

Invacuation

- If a message is received directly from the Police and/or Everbridge that there is an external bomb threat (e.g. vehicle bomb), it may be safest to invacuate the staff rather than evacuate them.
- This is likely to be the case for devices of 75m + away.
- Invacuation needs careful handling as people's instinct is to get as far as away as possible. Sensitive use of the Public Address System in transmitting the message for invacuation is essential.
- Take mobile phone and City Pager (City area only) to Bomb Shelter Area (BSA).
- Account for staffing in their various BSAs through Evacuation Officers.
- Maintain contact with Police.
- **Do not leave BSA until advised by Police.**
- If an explosion occurs, remain in BSA and contact Police for instructions. If Police cannot be contacted, after 30 minutes the Incident Manager/Evacuation Controller, suitably equipped, is to investigate the circumstances at Ground level.

Dealing with threatening telephone calls (applicable to anyone with a direct line telephone) Telephone bomb threats

- all bomb threats should be treated as genuine even though the vast majority are hoax calls.
- generally the IRA do not call their target direct it may go to a third party (police, Samaritans etc.).
- most genuine bomb threats from the IRA or animal liberation front carry a code word. That is why all bomb threat messages must be passed to the police as soon as possible. They will confirm use of the code word or not.
- it is vitally important that the message is recorded accurately word for word. Any further information is a bonus.

Security action for switchboard operators

- keep calm
- look at the display window on the switchboard, can you identify which number the caller rang (i.e. London or Milton Keynes).
- make an accurate record of the message.
- try to obtain as much information as possible from the caller.
- keep the line open even after the caller has hung up.
- report the call to the Facilities Manager or Director, IT and Facilities, who will inform the police.

705 STACKING AND STORAGE ARRANGEMENTS

Policy

In accordance with the requirements of the Workplace (Health, Safety & Welfare) Regulations and in conjunction with the Manual Handling Regulations (Policy Ref 811), suitable and safe storage facilities will be provided, regularly inspected and maintained in good condition, where required.

Procedures

Unsafe or inadequate stacking and storage arrangements can present the risk of injury to staff from falling objects and/or collapse of racking etc.

Materials and objects should be stored and stacked in such a way that they are not likely to fall and cause injury to any person.

All storage facilities (cupboards, bookcases, filing cabinets, racking etc.) must be stable and strong enough for its intended use.

Where appropriate racking and storage will be marked with their safe maximum loading, which must be adhered to.

Where necessary, (for access to tall cupboards, racking etc.) suitable kick stools or step ladders are to be provided and maintained in good working order.

The above arrangements are the responsibility of the relevant Department Manager and, as such, should be reflected in Risk Assessments. Assistance /advice is available from the Facilities Manager or Health and Safety Manager.

All chemicals are stored inside COSHH Cabinets which are secure. All information on chemicals stored please read safety data sheets provided before use.

706 ACCESS AND EGRESS

Policy

In accordance with the Health & Safety (Workplace) Regulations, all access, egress and traffic routes (including floors, stairs, corridors, passageways and emergency exit routes) to and from the place of work and within all areas of the premises will be kept free of any obstruction and from any article or substance that may cause a person to slip, trip or fall or which may present a hazard or restrict progress.

Procedures

All access, egress and traffic routes (including floors, stairs, corridors, passageways and emergency exit routes) to and from the place of work and within all areas of the premises will be maintained in good, safe condition, well-lit and clearly signed.

The condition of traffic routes is to be checked regularly throughout the day during security patrols and any obstructions, slip or trip hazards removed.

Staff are made aware of the requirement to keep these routes clear during health & safety training and safety inspections. Managers are responsible for ensuring that all access/egress routes within their areas are unobstructed.

Floors and traffic routes will be of sound construction and free from uneven or slippery surfaces. Handrails are provided on at least one side of all staircases and maintained in safe condition.

Any deterioration of the condition of the traffic routes, including lighting and floor surfaces, is to be reported to the Building Maintenance Manager, who will ensure this is rectified.

707 SLIPS, TRIPS AND FALLS

Policy

In accordance with the requirements of the Health & Safety (Workplace) Regulations, every effort is made to minimise the risk of slips, trips and/or falls on Institute premises.

Procedures

- The edges of steps and stairs should be highlighted, and warning signs posted where appropriate.
- Rugs/carpets should be provided with slip resistant fixings and any loose flooring reported and repaired promptly.
- Spills should be cleared up promptly.
- Snow/ice should be cleared from pathways and surfaces treated to prevent slips on icy ground.
- Cabling should be managed, kept tidy and away from traffic routes.
- Step ladders and kick stools are provided where necessary and should be used for access to high shelving etc.
- Access routes should be well lit, and the lighting regularly maintained.

708 BUILDING MAINTENANCE RESPONSIBILITIES

Policy In line with ICAEW's commitment to provide safe premises, plant and systems of work as required by the Health & Safety at Work Act 1974, the Building Maintenance section will maintain the buildings, systems, plant, equipment and environment to the highest Health & Safety standards reasonably practicable.

Procedures

In accordance with the Management of Health & Safety at Work and other relevant Regulations, regular Risk Assessments are carried out on all maintenance activities.

- to identify all risks to the health and safety of employees and any person not in ICAEW's employ who is likely to be affected by ICAEW's activities.
- and enable the development and implementation of measures needed to control those risks.

All control measures and procedures will be reviewed according to the findings of the assessments.

Comprehensive records of assessments, control procedures, safe systems of work etc. and remedial action

are maintained by the Property Services and Facilities Department and retained at the relevant site, with duplicate records held at the alternative site.

In accordance with the Provision and Use of Work Equipment Regulations and the Supply of Machinery (Safety) Regulations, all new purchases of plant, machinery or equipment will be assessed for initial integrity, suitability for the place in which it will be used and for the intended purpose of use.

The purchasing policy is to ensure that all essential health and safety requirements applicable to the item are provided, together with:

- Manufacturers details,
- Any applicable standards used in construction/fabrication.
- Identification number.
- Date of manufacture.
- Instructions for use and emergency procedures.
- And the item is CE marked (this is not a guarantee of safety) (see following 3 pages).

O & M manuals - prepared from the safety files of projects and refurbishment works for future safe maintenance are retained and held in the Building Maintenance Section, Ground floor at Chartered Accountants' Hall. A list of these manuals is included in section 5 of this document.

Reference should be made, when appropriate, to relevant Legislation and every effort must be made to identify all statutory requirements relevant to the work being undertaken.

709 PLANNED PREVENTATIVE MAINTENANCE

Policy It is ICAEW's policy to develop and maintain a planned preventative maintenance programme to ensure that all systems, plant and equipment are inspected, serviced and maintained in a safe and efficient condition in accordance with at least the minimum legal requirements and in line with industry best practice.

Procedures

Planned Preventative Maintenance procedures are in place for all systems, plant and equipment within ICAEW's premises. This management system is maintained by the Building Maintenance section on PC (a proactive system which schedules regular works) and reviewed annually or when changes occur (i.e. change of contractor, plant or equipment). The management system incorporates procedures for Chartered Accountants' Hall (London) and Metropolitan House (Milton Keynes) and can be accessed from both locations.

Areas included (NB this list is **not** comprehensive);

- Cooling towers – servicing, maintenance, disinfecting and written scheme for the control of legionella bacteria.
- Boilers – written schemes of examination, servicing, maintenance etc.
- Lifts – servicing, maintenance, inspection and testing (carried out by specialist contractor, annual inspection by Insurance inspector) and emergency evacuation/rescue training and procedures.
- Lifting equipment – including Insurance inspections.
- Cradles for window cleaning – pre-use checks, servicing, maintenance, inspection and testing, emergency rescue procedures.

- Access equipment – maintenance, inspection and testing.
- Electrical Installations – distribution boards etc.
- Mobile or handheld tools and equipment.
- PAT testing – visual and physical tests.
- Ventilation systems – replacing filters, air quality testing, annual ‘healthy building’ check.
- Air conditioning – maintenance, servicing, testing etc.

All relevant documents are retained in the Building Maintenance Sections on the ground floor at Chartered Accountants’ Hall.

Testing procedures – all equipment requiring inspection and statutory testing is regularly maintained, inspected and tested in accordance with regulatory requirements.

Refer to PPM Schedule and testing records held by Building Maintenance Section.

Records – records of all statutory inspections, maintenance activities, risk assessments and remedial actions are kept by the Insurance Manager and Building Maintenance Manager at both sites.

Breakdown and reactive maintenance – safe systems of work and Permit to Work Procedures are followed where maintenance works contain an element of high risk and monitored and controlled by the Building Maintenance Manager.

710 PERMIT TO WORK SYSTEM

Policy

ICAEW of Chartered Accountants’ is committed to ensuring the safety of all personnel working on its premises. Consequently it has established a safe system of work to reduce the risks presented by specific tasks or locations with identified hazards, through the issue of permits controlling procedures and processes of work in these areas. The Permit to Work system must be adhered to at all times when any of the stipulated procedures are undertaken on any of ICAEW’s premises, whether by Institute staff or contractors.

Procedures concerning permits to work

The Permit to Work Policy shall be enforced as part of ICAEW’s Contractors’ Code of Practice.

1. Restricted tasks requiring a permit to work

- Work in confined spaces or closed vessels.
- Work involving breaking into pipelines and opening of plant containing steam, ammonia, chlorine or hazardous chemicals. Also any vapors, liquids or gases stored under pressure.
- Work on high voltage electrical equipment or live electrical equipment.
- Hot work, including welding, cutting, grinding and open flame in areas other than a specified workshop, or in an area where a flammable atmosphere and ignition sources are likely to be present.
- Any work carried out at a height requiring the use of specialist access equipment or work on a fragile roof.

- Cold work involving solvent use, insulation removal, fumigation, activities using gas and any other task which may cause atmospheric pollution.
- Work in the vicinity of, or involving the use of, highly flammable, explosive or toxic substances.
- Handover of any new or modified equipment and/or removal of equipment from site.

2. Restricted areas which require a permit to work

Each location shall be identified by a unique number, kept locked at all times with keys held by authorised staff only:

- All areas detailed on the building plans, including plant rooms, boiler rooms and comms rooms.
- All riser cupboards.
- All lift motor rooms.
- All roof areas.
- Any other designated areas.

3. Operating procedures

Restricted tasks

Any individual wishing to carry out, or tasked with carrying out, any of the tasks listed in section 1 above, on Institute premises, will require an appropriate Permit to Work. The following procedures will apply:

- Application for a Permit to Work to be completed. Method Statement, including location, to be submitted to the Building Maintenance Manager, Chartered Accountants' Hall or Milton Keynes, (according to the site involved), who will decide if the work warrants a permit according to the task list detailed in section 1 and ensure that the person is competent to carry out the work.

The Permit Control File should then be checked to ensure that there is no conflict between the issue of a task permit and any permits which may already be in operation.

- Parts A to D of the Permit will then be completed by the authorised person (Building Maintenance Manager/Senior Services Assistant). Part E will be signed, and the permit issued to the applicant. Details of the Permit must be entered in the Permit Control File.
- The applicant must sign Part F to signify acceptance.
- The Permit must be displayed at the site of work and/or in the site office, as appropriate.
- Work must be completed within the time specified on the Permit.
- On completion, or partial completion, the authorised Permit holder will complete part G of the Permit and return it to the Building Maintenance Manager/Senior Services Assistant.
- The Building Maintenance Manager will inspect the completed work and area involved and, if satisfactory, will sign off the Permit in accordance with ICAEWs' record keeping procedures.

Restricted areas

Each location shall be identified by a unique number, kept locked at all times with keys held by authorised staff only.

Any individual wishing to, or tasked with, work in any of the restricted areas listed in section 2 above, will require a Permit to Work appropriate to the task. The person must be competent to carry out the work and the following procedure will apply:

- Method Statement, including location, to be submitted to the Building Maintenance Manager/Senior Services Assistant.
- Permit Control File to be checked to ensure that there is no conflict between any permits which may already be in operation.
- Parts A - E of the Permit will then be completed by the authorised person (Building Maintenance Manager/Health and Safety Manager). Part F must be signed, and the Permit issued to the applicant.
- The applicant must sign part G to signify acceptance.
- The Permit must be displayed at the site of work and/or site office, as appropriate.
- Work must be completed within the time detailed on the Permit.
- On completion, or partial completion, the Permit holder will complete part H of the Permit and return it to the Authorised Person (Building Maintenance Manager).
- The Authorised Person will inspect the completed work and area involved and, if satisfactory, will sign off the Permit in accordance with ICAEW's record keeping procedures.

4. Renewable area pass

Each location shall be identified by a unique number, kept locked at all times with keys held by authorised staff only.

A renewable Area Pass is available to individuals judged to be eligible by the Authorised Person (Building Maintenance Manager). The following procedures apply:

- All eligible individuals must have read, understood and signed the Statement of Safe Working Practice for the area(s) they wish to access. These statements provide a statement of suitable competency thereby authorising the individuals concerned to obtain a renewable area pass.
- The Pass will be valid for a period of not more than twelve months. When the pass is due to expire, the individual must reapply to the Authorised Person to obtain a new pass.
- Individuals will only be granted authorised access in the form of a Renewable Area Pass to those areas for which they have signed the relevant Statements of Safe Working Practice.

5. Exceptions

A Renewable Area Pass will entitle the holder to carry out all necessary works relevant to the area of authorised access, with the exception of:

- Hot work, including welding, cutting, grinding and open flame in areas other than a specified workshop, or in an area with a flammable atmosphere where ignition sources are present.
- Any work carried out at a height using specialist equipment or on a fragile roof.

6. Permit for access only

To facilitate necessary access and out of hours emergency procedures and practices, a Renewable Area Permit may be issued for **access only**. This is to enable security staff, or similar, to enter

restricted areas in an emergency, or suspected emergency, in the absence of the Building Maintenance Manager, to ensure the safety of the building. The following procedures apply:

- All eligible individuals must have read, understood and signed the Statements of Safe Access. This will entitle the holder to access to the area for purposes of emergency inspection.
- The Pass for access will be valid for a period of not more than twelve months. It is the responsibility of the individual to reapply for a replacement.

7. Emergency pass issue

In the event of an emergency arising outside normal working hours and in the absence of the Building Maintenance Manager, which requires access to restricted areas, or restricted tasks, or both, by any individual or group not covered above.

The following procedures apply:

- The request should, in the first instance, be presented to the Duty Security Officer, who will note:
- Name/company of applicant; location of emergency; system affected; work required to be carried out; time required to complete work and affects if the work is not carried out promptly.
- The Duty Security Officer will contact the Building Maintenance Manager by telephone and relay the above details, which will have been entered into the security log.
- The Building Maintenance Manager will evaluate the situation and advise the Duty Security Officer accordingly.
- In the event of the Building Maintenance Manager authorising access/work, this will be entered into the security log and the applicants advised.
- The Building Maintenance Manager or designated deputy will attend site to monitor the works.
- The normal Permit to Work issue procedures will be implemented as soon as practicable by the Building Maintenance Manager.

8. Record keeping

A copy of every Permit issued must be retained by the Building Maintenance Manager on the Permit database and a hard copy retained in the relevant project/job file for which the Permit was issued.

Area and access permits will be retained with the personnel file of the individual to whom the pass has been issued, together with the training records which provide evidence of competence to hold the Permit. All original Permits should be destroyed after use or expiry to avoid misuse or confusion.

9. Monitoring

The Building Maintenance Manager will monitor the implementation of Permits in order to assess their suitability. Should there be any changes in legislation or Institute policy, the details of Permits will be reviewed accordingly.

The Health and Safety Manager will periodically audit the issue of Permits to ensure that the procedures are being adhered to. A full review will be carried out annually.

711 CONTROL OF CONTRACTORS

Policy

ICAEW adheres to the requirement explicit and/or inherent in much Health & Safety Legislation for strict control over the activities of contractors working on Institute premises, in order to assure the protection of their own staff, visitors and the contractors themselves from any potential risks arising from those activities.

Procedures

ICAEW has a Code of Practice for the control of contractors working on ICAEW premises. This document is issued to all contractors on the Approved Suppliers list, who work on ICAEW premises or are invited to tender for work at ICAEW. The Contractor must sign a declaration that they have read and understood the Code and will abide by its conditions. They are required to provide evidence of competence in the work concerned and appropriate insurance cover, together with references and proof of health and safety competence.

All contractors are required to submit **and abide by** risk assessments, Method Statements and Safe Systems of Work covering the activities which they will be undertaking on ICAEW's premises.

An up-to-date list of contractors approved by ICAEW is maintained by the Building Maintenance section at Chartered Accountants' Hall, e-mailed to all relevant staff and included in the Department's Disaster Contingency and Recovery Guide (copies of which are held by all PS&F Managers and appropriate staff).

Copies are available from the Building Maintenance Sections and the Health and Safety/Office Manager.

712 REFURBISHMENT/CONSTRUCTION PROJECTS (CONSTRUCTION (DESIGN AND MANAGEMENT) REGULATIONS)

Policy

It is understood that, except for minor projects which do not involve demolition or construction, the Construction (Design and Management) Regulations will apply and ICAEW will ensure that all requirements are followed. Where the Regulations do not apply, ICAEW will use industry best practices and/or appropriate EN/BS Standards as the standards to be met.

The Construction (Design and Management) Regulations apply under the following circumstances:

- all work involving demolition and all design work.
- If the Project is notifiable -
- Notification to the enforcing Authority is necessary if the project will last more than 30 days or involve more than 500 person days.
- If 5 or more people will be carrying out construction work (which includes fitting out and commissioning) at any one time.

Procedures

Risk assessments are carried out as part of the design stage of the project and reassessed throughout the progression of the project.

Health and Safety responsibilities are identified, method statements and safe systems of work are drawn up and adhered to by all participants.

Contractor control is achieved by the application of ICAEW's Contractors' Code of Practice and close liaison between ICAEW's representative(s) and the Principle Contractor for the project.

713 OFFICE MOVES

Policy

All office moves will be conducted with due reference to Health & Safety considerations, relevant legislation and the ICAEW Contractors Code of Practice.

Procedures

Office moves are planned in consultation between the 'client' and PS&F with risk assessments conducted prior to any office move, by the move supervisor together with relevant contractors, to identify all hazards and risks associated with this move. The move is coordinated by Facilities and ITD to ensure that all appropriate skilled workers (ICAEW and contractor) are available and fully informed of the requirements of the move and personal protective equipment is worn at all times as stated in the risk assessment.

External contractors involved in any moves must be managed in accordance with section 711.

ICAEW supervisor coordinating the move must also ensure that ICAEW compliance with H&S regulations, Data Protection and CPI requirements are not compromised during the conduct of any office moves.

Where possible, work is to be carried out outside core office hours to minimise risk to persons not involved in the actual move. If this is not possible, access to the area concerned must be restricted to trained staff undertaking the move only.

Untrained staff may not participate in office moves.

714 ELECTRICAL SAFETY

Policy

In accordance with the Electricity at Work Regulations, IEE Wiring Regulations (18th Edition 2019) and associated legislation and guidance governing the supply and use of electricity and electrical equipment, ICAEW will ensure that fixed installations, plant and portable appliances, supplied by ICAEW and used within its premises and by authorised homeworkers, present no undue risk to employees or any other person likely to be affected.

ICAEW's will ensure that all electrical contractors working on its premises comply with the above and with ICAEW's Contractors Code of Practice.

Procedures

All electrical works will be carried out by fully trained and competent personnel, either in-house or by approved contractors – refer to ICAEW's Code of Practice and PPM Schedule.

Temporary repairs or connections using unsuitable means e.g. insulating tape, are strictly prohibited.

Each item of electrical equipment, including all fixed installations, shall be suitably identified, marked and recorded on the asset register. All acquisitions and disposals shall be recorded on this register. (Copies of the inventories for fixed equipment at Chartered Accountants' Hall and Gloucester House follow this section).

The Building Maintenance Manager is responsible for ensuring that the fixed electrical installations in ICAEW's buildings are maintained in accordance with the relevant regulations and IEE Wiring Regulations and that all necessary maintenance and testing is carried out at appropriate intervals (to be decided by Risk Assessment) by competent persons. Refer also to ICAEW's Code of Practice.

All records are maintained by the Building Maintenance Manager and copies are kept in the Maintenance office, Ground floor at Chartered Accountants' Hall.

Generally only electrical equipment supplied by ICAEW for work purposes is authorised for use on Institute premises. Personal electrical equipment may only be used with the authorisation of the Departmental Manager and must be presented to a member of Property Service staff for PAT testing before use.

The Building Maintenance Manager is responsible for ensuring that regular PAT testing, by competent personnel, is undertaken according to HSE guidelines and the schedule devised for Institute equipment held by the Building Maintenance Sections. Refer also to Code of Practice.

New equipment is presumed to be safe.

PAT testing records are retained by the Building Maintenance Manager and copies kept in the Maintenance Office, Ground floor at Chartered Accountants' Hall; records are retained for 5 years.

All electrical equipment provided to homeworkers/mobile workers is inspected thoroughly on installation. Double insulated equipment does not require PAT testing; however, it will need to be visually checked periodically by the user for any damage to the outer casings or signs of overheating. Any concerns are to be reported to the ITD Department immediately.

Depending upon the usage, electrical cabling is subject to Portable Appliance testing of the earthing at intervals of up to 5 years. However, electrical cabling and plugs, including extension leads, need to be visually checked by the user for any signs of damage e.g. cuts, serious abrasions to the cable covering; cracks in the plug casing or bent pins and that the plug is of the moulded type and incorporates the correct fuse – plugs must not be taken apart. (Refer to Policy 813 – Homeworkers).

All items are clearly marked with the test date and when it will be due for testing again and test certificates are to be supplied to the Building Maintenance Manager, who will retain these with his PAT testing records (see above).

Also that PAT testing is carried out by a competent person on all new items, which are then entered on the asset register maintained by the PS&F Department before issue.

Suggested intervals for testing (HSE Guidelines).

Equipment/Environment	User Checks	Formal Visual Inspection	Combined Inspection and Testing
Battery Operated (less than 20 Volts)	NO	NO	NO
Less than 50 volts AC, e.g. low power desk lamps, telephone equipment	NO	NO	NO
IT hardware – VDU's etc.	NO	YES 2 – 4 Years	Not if double insulated Otherwise up to 5 years
Photocopiers, fax machines (not handheld; rarely moved)	NO	YES 2 – 4 Years	A/A
Double insulated equipment NOT handheld, moved occasionally e.g. Desk fans, table lamps, projectors	NO	YES 2 – 4 Years	NO
Handheld double insulated equipment – light use only e.g. floor cleaners	YES	YES 6 months – 1 year	NO
Earthed equipment (Class 1) e.g. kettles, vacuum cleaners, floor washing equipment	YES	YES 6 months – 1 year	YES 1 – 2 Years
Supply cables and plugs, connected to the above Extension leads (mains voltage)	YES	YES 6 months – 4 Years depending on the type of equipment it is connected to	YES 1 – 5 Years depending on the type of equipment it is connected to

NOTE:
These intervals depend upon the environment in which the equipment is used and the degree of wear and tear to which it is subjected.
A USER CHECK is normally only required with equipment liable to wear and tear (i.e. cables which are subject to movement, friction or crushing) and simply consists of a visual look for obvious damage. A VISUAL INSPECTION is an inspection of all parts of the equipment for signs of damage

800 RISK OF UNSAFE WORKING PRACTICES

USE OF PERSONAL PROTECTIVE EQUIPMENT (PPE)

Policy

In accordance with the Personal Protective Equipment at Work Regulations, personal protective equipment (PPE) is provided for tasks where the effective control of residual risks can only be achieved by its use.

Employees are required to use and maintain the PPE provided to them in accordance with the following procedures. Failure to do so will be regarded as a disciplinary offence. Records of issue/replacement are kept by the relevant Manager.

Procedures

Issue and control

1. The Building Maintenance Manager will undertake a risk assessment of the processes and tasks being undertaken in their areas, taking all practicable steps to eliminate the hazards, provide a safe alternative or control them by procedural and/or engineering means. Where residual risks can only be controlled by the use of personal protective equipment (PPE/RPE) a further assessment must be carried out (with the potential users) to select the most suitable PPE for the control of the hazard and for the user.
2. Once PPE has been selected, all users should be fully trained in its fitting, use, care and maintenance, cleaning, storage and replacement procedures. Users are to be issued with a copy of the Inspection and Maintenance Procedures with their PPE and to sign a register confirming receipt of all items issued. In the case of specialist equipment e.g. respiratory protective equipment; welding goggles/masks the user must complete a recognised course which includes safe use of that equipment. All training is to be recorded on the individual's training record.
3. Where the risk assessment has identified a requirement for PPE, the user is legally obliged to use it. Failure to do so will be regarded as a disciplinary offence and dealt with according to ICAEW's disciplinary procedures. It is the users' responsibility to ensure that the PPE is inspected and maintained correctly. Should the PPE become defective or unserviceable, the user must request a replacement immediately.
4. The use of PPE is to be re-assessed annually or when circumstances, work practices, substances etc. change by the responsible manager.
5. The following items of PPE are issued as standard to all maintenance personnel:
 - Hard Hat.
 - Goggles and/or face shield appropriate to the tasks.
 - Overalls.
 - Safety Boots/shoes.

Specialist PPE will be issued where risk assessments identify a particular need.

801 OPERATING EQUIPMENT

Policy

No machinery is to be operated on Institute premises without authorisation and proof of adequate and suitable training.

Procedures

Machinery is only to be operated by staff or contractors who have received adequate training and who are deemed competent by the Building Maintenance Manager or his authorised representative. Refer also to ICAEW's Code of Practice.

Staff who are required to operate machinery during the course of their work will be adequately trained to ensure that they are able to do so safely and without risks to their health or that of anyone affected by

their work activities. Where required, either by legislation or the complexity of the machinery, the employee will be tested/examined to prove competence before being authorised to operate the machinery in question.

Any employee who operates any machinery without the requisite training and authorisation will be subject to ICAEW's disciplinary procedures.

Any contractor operating or working on machinery and/or equipment on Institute sites must submit proof of competence, method statements and safe systems of work for the approval of the Building Maintenance Manager before starting work. Refer also to ICAEW's Code of Practice.

802 USE OF TOOLS/ WORK EQUIPMENT

Policy

ICAEW will ensure that all work equipment provided and used within its premises or by its staff meets, at least, the minimum requirements of the Provision and Use of Work Equipment Regulations.

ICAEW will require all contractors to confirm that their work equipment meets the above requirements through its Control of Contractor's procedures and Code of Practice.

Procedures

All work equipment (i.e. hand tools, machinery, photocopiers, lifting equipment etc.) used at work is covered by the Provision and Use of Work Equipment Regulations and is required to be suitable for the purpose for which it is being used, maintained in a safe condition and good working order and safe in use. Where necessary for the protection of the user, dangerous parts of moving machinery must be guarded or fitted with a protection device in accordance with the hierarchy of controls set out in the Regulations.

All equipment must be identified, entered in the asset register and assessed to identify:

- the hazards it represents, particularly in the event of failure or unsafe operation.
- training requirements for use.
- procedures necessary for safe operation.
- maintenance, examination/inspection and/or testing requirements.
- control systems necessary to prevent unauthorised use and/or misuse.

All work equipment will be subject to a regular and appropriate system of inspection and maintenance, with up-to-date records kept, to ensure that its performance and/or condition does not deteriorate to the extent that it puts people at risk.

All maintenance and inspection activities will only be carried out by persons competent to do so i.e. have sufficient skill, knowledge, training and experience to undertake this work safely.

Where inspections/maintenance is carried out by an external authority or contractor, (e.g. lifts, pedestal truck) it remains the responsibility of the Building Maintenance Manager to ensure that the equipment is properly maintained and safe to use.

All persons who use work equipment will be provided with sufficient information and, where necessary,

written instructions and specific training to enable them to use the equipment safely.

Machine guarding will be subject to a regular and appropriate system of inspection and will be maintained and upgraded as necessary to meet the requirements of current legislation. Any guarding removed for maintenance or other purposes will be re-instated upon completion of works. All machinery having moving parts must be identified, entered in the asset register and assessed to identify;

- the hazards it represents, particularly in the event of failure or unsafe operation.
- suitable guarding (according to the hierarchy set out in Reg 11 PUWER) required to achieve an adequate level of protection.
- training requirements for use, maintenance, cleaning or repair of the machinery and guarding.
- procedures necessary for safe operation.
- maintenance, examination/inspection and testing requirements.
- control systems necessary to prevent unauthorised use and/or misuse.

Maintenance and inspections records will be kept by the Building Maintenance Manager and the Manager responsible for the equipment, to ensure that its performance and/or condition does not deteriorate to the extent that it puts people at risk.

Loose clothing, ties, scarves, rings must not be worn, and long hair must be tied back when operating machinery with moving parts and where there is a risk of entanglement.

Work equipment shall only be used for the purpose for which it is provided and suitable. Abuse, tampering, misuse of any tools/equipment is prohibited and will be regarded as a disciplinary offence.

803 USE OF LADDERS / ACCESS EQUIPMENT

Policy

ICAEW is aware of its duties under the Provision and Use of Work Equipment Regulations and the Work at Height Regulations and will ensure appropriate risk assessments are carried out and that any ladder or access equipment used on its premises is suitable for the purpose for which it will be used, maintained in good working order, safe in use and used correctly. This policy applies to contractors' access equipment brought on site – refer to Code of Practice.

Procedures

Risk assessments must be carried out to identify the most appropriate access equipment to be used before a decision is made to use a ladder. All Institute ladders/access equipment are inspected twice per year by an authorised competent person, maintained in good condition and records kept in the relevant logbooks which are retained in the Maintenance Office, Ground floor at Chartered Accountants' Hall. If an item fails to reach the required standard it will be identified as unsafe to use and removed from site for disposal.

All new acquisitions will be inspected upon delivery by a competent member of PS staff to ensure that it is suitable for the application for which it is intended, checking for damage to the structure, construction of all joints and condition and security of all fixings. Only when the equipment has been passed as suitable and in good working order will it be accepted from the supplier.

All access equipment is to be marked with an inventory label and will carry a current inspection tag.

These will be changed every 6 months at the time of inspection as proof of completion.

Inspections will be scheduled for January and July each year (on PPM system), with any new equipment being re-inspected during this cycle. Colour coded fluorescent tie will be used to affix the Inspector's token carrying his initials. Records are maintained by the Building Maintenance Manager.

At no time will an item of access equipment be used if it does not carry a current inspection tag.

If an item is disposed of or relocated to another site, both the Inventory Register and the PPM system (Planet G5) must be updated.

Access equipment i.e. Tower scaffold, Genie Vertical lift truck is to be inspected and tested in accordance with the Provision and Use of Work Equipment and/or Lifting Operations and Lifting Equipment Regulations and maintained in good working order.

In the case where the equipment is to be used by a contractor, they will submit a method statement, proof of competence and a safe system of work for the approval of the Building Maintenance Manager before the work will be authorised and a Permit will be issued for the work to be undertaken (work at height). The tower scaffold and Genie lift truck are NOT to be used by anyone other than trained and licensed ICA staff. External companies requiring these are to make arrangements to hire the equipment and an operator with the ICA Building Maintenance Manager.

Ladders can be used for short duration work and employees will ensure ladders are suitable and of sufficient strength for the purpose for which it is being used; sufficiently secured so as to prevent the ladders slipping or falling (lashed at the top) or, if this is not practicable and/or the work is of short duration, lashed at the bottom or a person shall be positioned at the foot of the ladder to prevent it slipping at all times when it is being used.

Where contractors (or others not in ICAEW's employ) use Institute ladders the following procedure is to be followed.

The ladder is to be checked by an authorised member of Building Maintenance staff to ensure that it is safe to use.

The contractor is to submit a risk assessment and method statement for the work to be undertaken using the ladder and confirm that a ladder is the most suitable access equipment for the proposed work. If necessary, a Permit to Work will be issued (work at height). In the case of the tower scaffold, this is only to be erected, inspected and dismantled by PS&F staff trained in its construction and use.

An acceptance form is to be completed by an authorised member of Building Maintenance staff and the contractor. On completion of the work, the ladder is to be returned to Building Maintenance, inspected and returned to store. The form is to be filed in the Ladder Registration Logbook retained in the PS office.

Use of prefabricated tower scaffold

Erecting the tower

The tower scaffold is only to be erected by a competent member of PS staff, trained to do so and according to the manufacturer's instructions.

Using the tower

The scaffold is only to be used internally and by staff trained in its use. It is to be erected on firm level ground, with the wheels properly supported and the height/minimum base dimension must not exceed 3.5m (always check the safe height to base ratio in the instruction manual).

NB The stability of the tower will be affected by the loading, operations involving heavy or awkward equipment etc. do not overload.

Before using the tower check that the;

- Scaffold is vertical.
- Wheel brakes are on.

Access is to be by the built-in ladder ensuring that there is a secure handhold at the landing site.

Edge protection must be provided on the scaffold if a person could fall more than 2m. Guard rails should be at least 190mm high and toe boards at least 150mm high. An intermediate guard rail should be provided so that the unprotected gap does not exceed 470mm.

If used in a public area, additional safeguards may be necessary i.e. barriers at ground level to prevent access to the tower by unauthorised persons.

The scaffold is not to be used by any contractor. Notice

to be affixed to tower scaffold:

‘Not to be used by any contractor’

Moving the tower

When moving the tower

- check that the ground/flooring is firm and level.
- there are no people or materials on the tower.
- push or pull only from the base.

Inspection

The tower scaffold is to be inspected by a competent person (approved by the Building Maintenance Manager)

- Before use
- After any alterations
- After any event likely to have caused damage or loss of stability
- Every 7 days (if in use for any period of time).

804 VEHICLE MOVEMENTS

Policy

ICAEW is aware of its duties under the Workplace (Health, Safety and Welfare) Regulations to minimise risks to its staff and visitors to its premises presented by vehicles on site. Refer to ICAEW's Code of Practice.

Vehicles should not be parked on Institute premises where they are likely to cause a hazard. Vehicle access and parking is monitored closely by security and reception staff at both sites to ensure that no hazards are created by vehicle activity.

Procedures

ICAEW has a small parking area at Chartered Accountants' Hall, Moorgate which is used for delivery access. It is not possible to eliminate the need for delivery vehicles to reverse in these areas, therefore, where the Building Maintenance Manager considers it necessary for the safety of Institute staff, contractors and/or others, or where the vehicle in question has poor rear visibility a banksman is to be provided to assist with this operation.

All persons (staff, visitors and/or contractors) requiring vehicular access or parking at an Institute site are required to notify the Building Maintenance section at the appropriate site and arrange for access and, if necessary, parking.

Refer also to ICAEW's Code of Practice.

No vehicle is to be parked on Institute premises without prior permission.

805 USE OF DISPLAY SCREEN EQUIPMENT

Policy

All reasonably practicable efforts will be made to minimise and control any hazards/risks identified and to meet the minimum requirements of the Schedule to the Display Screen Equipment Regulations defining workstation requirements.

Procedures

In accordance with the Health & Safety (Display Screen Equipment), workstation assessments are carried out for all employees, to identify all risks, in particular those relating to musculoskeletal discomfort, visual discomfort and mental stress.

It is the responsibility of the department/section manager to ensure that suitable and sufficient workstation assessments are carried out annually and when any changes occur, with remedial action identified and carried out and accurate records kept within their department.

Advice is available from the Health and Safety Manager. The Regulations apply to **all** workstations used in the undertaking, not just those used by 'users' (employees) or 'operators' (temps etc.).

Information and training

All new staff will be given training in the safe use of Display Screen Equipment (DSE) and setting up their workstation on their first day of joining the company.

It is the responsibility of Managers/Supervisors to ensure that additional training in DSE and workstation use is given as part of the job training and that all temporary staff employed in their department are also given necessary training, including the importance of taking short regular breaks away from the DSE, to enable them to use Institute equipment safely. To assist them, training is available in conducting risk assessments and the use of checklists. Where the employee and manager are unable to resolve any problems, advice is to be sought from the Health and Safety Manager.

At the request of the user or employee who is about to become a user, eye and eyesight tests can be arranged through the Human Resources Department. The test includes a test of vision and an examination of the eye and should take account of the nature of the user's work, including the distance at which the screen is viewed.

Notes:

A Display Screen Equipment user under the DSE Regulations is defined as any employee who normally works on their DSE for more than one hour (without a break) per day regularly or five hours per week on a regular basis (see also Criteria Schedule for more detail).

Use of Laptop computers - a risk assessment must be conducted, and practicable measures taken to minimise harm to their users.

806 MANUAL HANDLING

Policy

In accordance with the Manual Handling Operations Regulations, ICAEW will take every reasonably practicable step to reduce the risk of injury to employees arising from manual handling operations. Where manual handling operations cannot be avoided or eliminated, then risk reduction measures such as automation and mechanisation will be used where it is appropriate and safe to do so.

Procedure

Suitable and sufficient risk assessments of all manual handling operations will be carried out by competent persons having knowledge and experience of the manual handling operations being undertaken and the environment in which these take place. They are to include assessment of the load to be handled, the location and environment in which the activity is carried out and the physical ability of the operative.

Additionally, Manual Handling Risk Assessments should also take into account new and expectant mothers and the particular risks this activity may pose for them.

Training will be given in carrying out risk assessments and the use of an appropriate checklist. Following the risk assessment, suitable, practicable procedures will be devised to reduce the risk of injury associated with the manual handling operation and, where deemed to be necessary, suitable mechanical aids will be provided for the use of employees.

Information and training

Training covering procedures and the use of mechanical aids will be given to all employees whose work includes lifting and moving loads.

Information must be provided on the load to be moved e.g. weight, centre of gravity etc., together with training in safe lifting and moving techniques and the movement of loads using automated or mechanised means.

All employees have a duty to take reasonable care of their own health and safety and to cooperate with their employer to enable them to comply with their health & safety duties. They must, therefore, make use of any equipment provided to them, including aids to the safe handling of loads, in accordance with their training and the information/instructions provided to them. If further advice or guidance is required, the Health and Safety Manager is to be contacted.

807 LONE WORKING

Policy

Health and Safety Legislation requires that the health, safety and welfare of staff is protected at all times while they are at work. ICAEW will ensure, so far as is reasonably practicable, that staff working alone within Institute premises are afforded the same level of protection from risks to their health & safety as those on site during core working hours.

Under no circumstances are temporary staff to undertake lone working. Refer also

to the Human Resources Policy on Working Hours.

Procedures

Under normal circumstances it is not acceptable for staff to work in an Institute building without security staff on site. However, in certain circumstances e.g. working on IT systems; responding to faults or breakdowns or carrying out maintenance work on systems or plant, Security, PS or ITD staff attend an Institute site after working hours or during the weekend. Risk Assessments are carried out and safe systems of work put in place to address these eventualities. Any other staff wishing to work outside of building opening hours, when security staff would not normally be on site, are required to present a strong business case to their line manager in support of their request. If this is agreed by the Line Manager, the request is to be passed to the Head of Facilities/Health and Safety Manager for assessment. Since it is unacceptable for any member of staff to work totally alone on Institute premises, the cost of opening the building and providing security cover for the duration of the work is to be met by the Department making the request.

Additionally, Managers of staff who are likely to be working alone are required to carry out a risk assessment to identify all the hazards and risks to which they are likely to be exposed. They must put in place practices and procedures which provide safe systems for carrying out the work and reduce the risk of these hazards causing harm to the individual. It should be noted that, unless there is a strong business need for an individual to work alone, this practice is not acceptable.

Managers must also ensure that training is given in the implementation and operation of these safe systems and their effectiveness is to be closely monitored by the Manager and the employee.

Reference should also be made to the Human Resources Policy on Working Hours and working practices resulting in lone working discussed with them when appropriate.

Temporary staff are not allowed or expected to work alone or in isolation. Under no circumstances is a temporary member of staff to be left alone in the department outside normal working hours or when staff leave at night.

808 HOMEWORKERS

Policy

ICAEW is committed to ensuring, so far as is reasonably practicable, that staff employed as Homeworkers are afforded the same level of protection to their health and safety as those working at its office premises.

Notes

Health and Safety Legislation places obligations on employers to protect the health, safety and welfare of their employees, including homeworkers, in particular the provision of such information, instruction, training and supervision as is necessary to ensure the health and safety of homeworkers. This legislation also places similar obligations on the employer with regard to the homeworkers' children, other members of the family and visitors to the home who may be affected by the work activity.

Under sect 7 of HASWA, homeworkers must take reasonable care for their own health and safety and others who may be affected by their acts or omissions and report any deficiencies to their employer. Home workers are to be informed of this requirement as part of the Manager's Risk Assessment.

Procedures

Regular homeworkers - Reference should also be made to ICAEW's HR Home Working Policy.

Where an employee is contractually defined as a Regular Homeworker the following procedures are to be followed.

It must be established that there is sufficient space within the home to carry out the intended work (ideally, a separate room which can be locked, alternatively, the exact area to be used as a workspace should be agreed and carefully documented).

Risk Assessments are carried out jointly by the Line Manager and employee under the Management of Health & Safety at Work Regulations, before any work is conducted.

A guidance note is issued to all Managers to assist with this process.

This assessment will clarify what the employer's and the employee's responsibilities will be, therefore, a joint approach to risk assessment is necessary to ensure that the work can be carried out in a safe manner within the home environment. Self-assessment should be completed but the manager should carry out a home visit if the person needs help resolving a particular problem.

The assessment should cover fire and electrical safety, manual handling and hazards likely to cause slips/trips etc. as well as the DSE and workstation itself. The assessment also covers hazards likely to affect the homeworker's family and visitors to the home. The employee is responsible for ensuring a safe system of work is followed at all times.

Electrical equipment (and electrical safety) – please refer to section 714.

IT equipment does generate heat, if overheating does occur, the ITD Help Desk should be contacted immediately and arrangements made for the equipment to be checked.

It is the responsibility of the user to take care of equipment issued to them and to notify ICAEW immediately of any concerns which they may have regarding its safety or damage which may occur.

Records of assessments and remedial actions are to be retained by the Line Manager in the departmental Risk Assessment file in accordance with ICAEW's record keeping procedures. Any Health & Safety issues which cannot be dealt with by the Manager/ employee are to be referred to HR or the Health and Safety Manager.

Ad hoc homeworkers - Reference should also be made to ICAEW's HR Home Working Policy.

ICAEW recognises that some individuals may work at home on an ad hoc basis. While this activity is not defined as 'homeworking' under Health and Safety Legislation, ICAEW and its Managers still have a responsibility to ensure the health and safety of their employees under these circumstances.

It is, therefore, recommended that employees who work at home on an ad hoc basis are encouraged to carry out a self-assessment of their workstation and environment while working at home.

Consideration should also be given to any increased manual handling risks which may arise e.g. carrying equipment etc. between home and the office, to ensure that safe practices are devised and followed. Manual handling training provided if necessary.

It is the responsibility of the user to take care of equipment issued to them and to notify ICAEW immediately of any concerns which they may have regarding its safety or damage which may occur.

Records of these assessments and any remedial actions taken are to be retained by the Line Manager in the departmental Risk Assessment file in accordance with ICAEW's record keeping procedures.

Peripatetic workers

Certain Institute staff are employed as peripatetic workers i.e. they are home based and work part of their time at home and part in locations other than Institute offices e.g. JMU Inspectors, Media Relations Managers.

In the main, the same Regulations and control principles apply, however, there are particular risks specific to this style of working which must be considered when doing risk assessments for these workers.

- Use of Laptop computer under mobile conditions.
- Care and visual examination of equipment which is moved frequently.
- Manual handling issues arising from carrying/transporting equipment etc.
- Identification and provision of any training required relating to these risks.
- Safety on the road.

Records of these assessments and any remedial actions taken are to be retained by the Line Manager in the departmental Risk Assessment file in accordance with ICAEW's record keeping procedures.

If further advice or guidance is required, the Health and Safety Manager is to be contacted.

809 ROAD SAFETY

Policy

The Health and Safety at Work Act 1974 requires employers to ensure, so far as reasonably practicable, the health and safety of all employees whilst at work. There is also a responsibility to ensure that other persons are not put at risk by driving activities associated with ICAEW personnel and business undertakings.

Under the Management of Health and Safety at Work Regulations 1999, ICAEW has a responsibility to effectively manage health and safety risks associated with driving activities, and this is usually achieved through the risk assessment process.

NB: Health and safety law does not apply to anyone commuting to work, unless travelling from their home to a location which is not their usual place of work.

Guidance and procedures

Driving at work

Definitions

ICAEW personnel will be deemed to be driving on company business if they are:

- Driving between sites for work purposes.
- Travelling to and from a place of work where mileage is payable by ICAEW.
- Driving a company vehicle.

Staff driving on Institute business are expected to observe all road safety legislation and best practice when driving and to ensure that their car is maintained in good mechanical order. All Institute drivers are required to provide sight of their driving licence and if, considered necessary and appropriate, ICAEW may ask permission to check driver's licences with the DVLA. Employees needing to, or intending to, use their car for business purposes must advise ICAEW immediately if they lose their licence or are disqualified from driving either temporarily or permanently. Failure to notify ICAEW of a loss of licence by staff driving on Institute business is regarded as a serious disciplinary offence.

Maintenance Leased vehicles

While the leasing company will support all essential servicing that the vehicle needs, it is the driver's responsibility to take care of the car and ensure that it is serviced and maintained in accordance with the manufacturer's specification and in good, safe, roadworthy condition.

Employees are responsible for the general upkeep and maintenance of the vehicle. Oil, water, antifreeze (during winter months), brake fluid, screen wash and tyres must be checked on a regular basis and the vehicle serviced in line with the manufacturer recommendations.

If you misuse an Institute vehicle, ICAEW reserves the right to place you on a driver training course or review your entitlement to an Institute vehicle.

Private cars used on Institute Business

Staff who drive their own vehicles on Institute business are advised that they are required to ensure that

the vehicle is well maintained in full roadworthy condition. At the manager's discretion, staff who need to travel by car for a specific work-related objective can hire a suitable vehicle from the leasing company.

General upkeep of vehicle.

Staff should ensure that the vehicle they are using is in a mechanically roadworthy condition and that it has a current vehicle excise licence and MOT certificate (if over 3 years old). Specifically, they should ensure that:

- All exterior lights are clean and in working order.
- Interior and exterior mirrors are in good condition.
- The windscreen is in good condition and wash/wipe system is working properly.
- All brakes are working properly.
- All tyres are in good condition and above the minimum tread depth of 1.6mm.
- The speedometer and horn are working properly.
- Seatbelts are working properly.
- Registration plates are visible.

Insurance

Company cars are "comprehensively" insured for named drivers over the age of 25 and cover is provided for driving hire cars on Institute business. ICAEW expects all drivers to possess a valid Driving Licence, be competent to drive safely, familiar with the Highway Code and the legal requirements applicable to drivers. Drivers of company cars are required to provide sight of their and their nominated drivers' licence and to complete the driver's declaration form. Information concerning staff's health and driving record (which will be kept confidential) is required by ICAEW's Insurers every year. Any driving convictions or changes affecting a driver's health must be reported to ICAEW immediately.

Institute drivers, other than those driving company cars, are required to arrange business insurance cover for their vehicle. Any changes affecting a driver's health must be reported to ICAEW immediately.

Mobile phones and driving

It is ICAEW's Policy that driver's obey relevant legislation concerning the use of mobile phones while driving. Employees must not use a handheld mobile phone whilst driving.

It is an offence to use handheld phones or even touch the phone itself whilst driving. Failure to comply may result in a fixed penalty or fine if convicted in court.

ICAEW will provide hands-free kits where it is deemed appropriate however, whilst the use of a mobile phone fitted with a hands-free kit is legal, it is still a distraction and can increase the risk of an accident, therefore, ICAEW discourages the use of any mobile phone whilst driving. The Police will prosecute any driver where the use of a mobile phone, hands free or not, is considered to have been influential in the cause of an accident. ICAEW therefore requires that drivers observe the following procedures:

- Hands free phone use should be kept to an absolute minimum when your vehicle is moving, calls should only be made when it is absolutely necessary. Preferably, only use a hands-free phone when

this can be done safely e.g. not in heavy traffic or where particularly high levels of concentration are required.

- If you call a fellow employee whilst they are driving, you should ensure that any conversation is kept to an absolute minimum. If you wish to continue the conversation you should make arrangements to continue the call once they have stopped driving.
- If you receive a call while driving and wish to continue the conversation at the time of the call you should stop and park your vehicle only if it is safe to do so. You should not stop your vehicle where it is likely to cause an obstruction. You should never park your vehicle on the hard shoulder of the motorway to take a call.

Use of a mobile phone whilst driving without a hands-free kit is a criminal and disciplinary offence.

Smoke free vehicles

All vehicles used in the course of paid or voluntary work by more than one person – regardless of whether they are in the vehicle at the same time – are required by law to be smoke free.

Smoking is not allowed in Institute leased cars. While cars used primarily for private purposes are not required to be smoke free, smoking while driving is considered to be an unsafe practice which could contribute to a road traffic accident. Consequently, staff generally are advised to avoid smoking while driving. Any car being driven on Institute business becomes a place of work and subject to this legislation therefore staff are advised that if they carry passengers while driving on business they should comply with this legislation.

Alcohol and/or drug abuse

ICAEW does not tolerate or condone alcohol and/or drug abuse. (Refer also to the Human Resources more detailed policy on drugs/alcohol). ICAEW will, therefore, take seriously any conviction for driving whilst over the legal limit or under the influence of Class A, B and C drugs incurred whilst driving on Institute business and will treat this as serious misconduct which will render you liable to disciplinary action and/or immediate dismissal.

Over the counter drugs can have the potential to cause adverse side effects such as drowsiness. Drivers are advised to take note of any warnings that accompany medications and, if necessary, should seek medical advice from their GP.

The consumption of alcohol by Institute drivers is forbidden during working hours when you have a need to drive and it should also be noted that heavy drinking during the evening before work could affect your ability to drive safely and may leave you over the legal limit. In such cases of doubt **do not drive**.

The use of illegal drugs is expressly forbidden at all times – refer also to ICAEW Staff Policies.

Accidents

What to do in the event of an accident

In the event of an accident the employee or the driver of the vehicle must:

- Stop the vehicle in a safe position.
- If anyone is injured, call an ambulance and the police.
- Provide name and address and confirm that the vehicle is covered by Institute insurance. Provide policy details if known.

- Obtain name, address, registration number and insurance policy details of any other driver involved. If they do not have their insurance policy details to hand ask the name of their insurer or, failing this, their broker or employer's name if a company vehicle.
- Note names and addresses of any independent witnesses.
- Make a note and rough diagram of what has happened.
- Drivers of leased cars must report the accident to Lex Accident Management as soon as possible on 08705 585585.

Do not discuss who was at fault in the accident or admit any liability.

All accidents involving any other car being driven on Institute business must be reported to ICAEW's Health and Safety Manager and ICAEW's Insurance Manager if the car is covered by Institute business insurance, regardless of the extent of damage to the vehicle. This includes incidents where no third party has been involved. At the time of any accident and afterwards you are expected to co-operate fully with ICAEW, police, insurers and any other authority or body investigating the accident.

If, as a result of an accident or incident which occurred while driving on business, you receive a notice of intended prosecution from the police, you must notify ICAEW's Insurance Manager immediately.

With regard to leased car drivers, after any accident, whether caused wholly or partly by you or other authorised driver, ICAEW reserves the right to place you on a driver training course or review your entitlement to an Institute vehicle.

Extensive travel and tiredness

Due to the nature of business, ICAEW appreciates that extensive travel may be required. Employees are however encouraged to seek alternatives to business travel where possible such as video/telephone conferencing. Work schedules should be realistic and take account of the following.

In particular:

- Plan all journeys to include 15-minute break every 2 hours.
- Find a safe place to stop if you feel drowsy.
- Do not start a long trip if you are already tired.
- Remember the risks if you have to get up unusually early to start a long drive.

Driver training and risk assessment

ICAEW requires all leased car drivers to be assessed on an annual basis for road risk and reserves the right to send any company driver on awareness driving courses if deemed appropriate. Occasional drivers will confirm that they have read and understand the H&S Road Safety Policy.

Safe loading of vehicles

All heavy loads should be kept in the boot of a car to prevent loose objects from becoming dangerous in the event of an accident. All loads should be secured suitably and sufficiently. Staff are advised to follow manual handling best practice.

Ergonomics

Correct seat adjustment and head restraint is essential to reduce injury in case of an accident and to ensure good posture for the prevention of back problems. Important factors to consider are seat height

adjustment, seat tilt, seat rake, lumbar support, head restraint and seatbelt. Staff are advised to refer to their vehicle handbook.

Satellite navigation

To comply with the Road Traffic Act's Construction and Use regulations a satellite navigation unit must not be located anywhere within the sweep of the windscreen wipers or anywhere else that would cause obstruction to the clear vision of the driver.

Do not programme the unit while the vehicle is in motion and remember the satellite navigation equipment is not infallible so do have some idea of your route before you set out.

Take particular care if you are driving larger vehicles to the weight/height restrictions on the roads that the satellite navigation may suggest and refrain from viewing the screen while driving using only the audible instructions to guide you.

Although there may not yet be specific legislation for the correct use of satellite navigation equipment the Police have a number of offences they can use if they believe the driver to have been 'driving without due care' or for 'failure to have proper control' which could result in endorsements of between 3 and 9 penalty points on your licence.

Transport of minors (under 12)

All children under the age of 12 or under 135cms must be restrained in appropriate child restraint. There are different types of child restraints dependent on the child's size and age, and the appropriate seat or booster must be used. Failure to comply can result in a fixed penalty and fine, if the matter goes to court.

810 ELECTRIC E-BIKE POLICY AND PROCEDURE

A THE POLICY

This policy outlines the guidelines and regulations for the use of electric bicycles (e-bikes) by employees and contractors in the workplace. The primary objective is to promote safety, sustainability, and responsible usage of e-bikes on company premises.

The electric e-bike policy shall:

- e-bikes must meet legal standards and safety requirements established by local authorities and cycle to work scheme.
- employees and contractors who wish to use e-bikes on company premises must have an e-bike specific certification as required by local regulations.
- be available on the ICAEW intranet and included in the health and safety policy.
- be communicated within the organisation.
- be managed and maintained effectively by the property services and facilities management department.
- be available to interested parties, as appropriate.

When does this policy apply:

- The policy applies to employees and contractors from 1st January 2024.
- This policy applies to Chartered Accountants' Hall only.

- Metropolitan House uses a separate car parking facility for bike storage.
- Employees and contractors using e-bikes on company property must register their e-bike with Copthall Reception.

What is covered by this policy:

- All e-bikes and bicycles purchased using the cycle to work scheme is approved by the UK Government.
- The regulations for riding an e-bike in the UK depend on whether it meets the criteria for an electrically assisted pedal cycle (EAPC) or not. An EAPC is a bicycle that has an electric motor that assists the rider up to a speed of 15.5 mph and has a maximum power output of 250 watts.
- However, if the e-bike does not meet these requirements, it is considered a moped or motorcycle and needs to follow the same rules as those vehicles and is not permitted inside the building.
- ICAEW assumes no liability for accidents, damages, or theft related to e-bikes.
- All employees and contractors are encouraged to obtain the appropriate insurance cover for their e-bikes.
- All users of e-bikes must wear appropriate safety gear, including helmets and reflective clothing, lights and reflectors must be functional for riding during low-light conditions.
- ICAEW has provided a fire-resistant cabinet for secured storage of ion-lithium batteries and a fire extinguisher designed of ion-lithium dispersal.
- No charging of e-bikes is permitted inside the building. Failure to comply is a breach of our health and safety policy and is subject to disciplinary.
- In the event of a fire, ICAEW fire evacuation procedures will commence as normal.

What is the procedure:

Procedure

ICAEW has purchased a fire resistance lithium battery storage cabinet, which has a smoke alarm detection built inside designed to warn and contain any potential explosion or fire of ion-lithium batteries enabling a safe evacuation for staff, contractors, and visitors from the building in the event of an emergency.

We have readily available a fire extinguisher designed for ion-lithium battery dispersal, which is in close proximity to the cabinet.

The location of the cabinet is at Chartered Accountants' Hall, in the Property Services and Facilities Management area, behind Copthall reception on the ground floor.

Employees and contractors involved in e-bike accidents or incidents must report them and provide necessary details when speaking with Security at Copthall reception.

Instructions:

1. Employees using e-bikes on company property must register their e-bike with Security at Copthall reception. The storing of batteries is from 7am – 7pm, Monday to Friday.
2. Employees and Contractors are responsible for maintaining their e-bikes in a safe working condition and must ensure general maintenance and visual inspections are undertaken regularly.
3. On arrival into Copthall Reception, e-bikes must be stored in the appropriate bike storage area on the ground floor.

4. The battery must be safely removed and taken to Security at Copthall reception for a visual inspection.
5. Security will undertake a visual inspection, any damage, faults or concerns must be reported to immediately to Gary Johnston, Head of Facilities and/or John Bowers, Health and Safety Manager.
6. Once the visual inspection is completed and security are satisfied, security will open the cabinet and secure the battery inside.
7. Charging of batteries is not permitted inside the building at any time.
8. If you require access to the cabinet, please visit Security at Copthall reception.
9. E-bikes must be stored in the appropriate bike storage area only.
10. E-bikes must not obstruct pedestrian walkways or emergency exits.
11. CCTV in operation. ICAEW assumes no liability for accidents, damages, or theft related to employees and contractors e-bikes and bicycles.

Failure to comply with this policy:

Employees and contractors are expected to comply with the guidance and law regarding e-bike usage. Failure to comply with this e-bike policy may result in disciplinary action, and removal of privilege to store your e-bike on ICAEW property in the future.

If you have any questions please speak to Gary Johnston, Head of Facilities or John Bowers, Health and Safety Manager.

This e-bike policy and procedure will be reviewed periodically and updated as needed to reflect changes in laws, regulations, or company needs.

ICAEW will communicate this policy to all employees and contractors and ensure they understand their responsibilities regarding e-bike usage in the workplace.

By adhering to this e-bike policy, we aim to create a safe and sustainable workplace environment while promoting responsible e-bike usage among our employees and contractors.

Guidance:

[Electric bikes: licensing, tax and insurance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/electric-bikes-licensing-tax-and-insurance)

811 STAFF TRAVELLING ON ICAEW BUSINESS

Policy

It is the policy of ICAEW that staff who are required to travel on Institute business will be afforded, so far as is reasonably practicable, the same health & safety protection as those working on Institute premises. (NB Staff who drive on Institute business are covered by the Road Safety Policy).

Procedures

Departments whose staff are required to travel to other locations and destinations on Institute business must make suitable arrangements to ensure, so far as is reasonably practicable, the safety of such staff

while they are travelling.

It is recognised that such travel is likely to vary widely between departments, covering travel to foreign destinations as well as to Member organisations, District Societies and associated events. Therefore, it is the responsibility of the departments concerned to:-

1. risk assess the travel requirements affecting their staff, taking into account the available methods of travel, the distance and time involved.
2. devise effective procedures to address any likely risks and to document these.
3. ensure that the agreed procedures, including arrangements regarding the use of alternative transport e.g. taxis; overnight accommodation etc. are communicated clearly to affected staff. Refer also to ICAEW's expenses guidance.
4. keep the procedures under review and revise them when circumstances and/or requirements change.
5. where overseas travel is involved, ICAEW will seek the advice of the Foreign Office and advise staff accordingly.
6. It is the responsibility of the individual to ensure that they do not do anything to put themselves at risk while travelling on Institute business.

900 LEGAL MATTERS

Policy

ICAEW is aware of its legal obligations under health and safety legislation and will establish and maintain a procedure for identifying and assessing legislative changes and other health and safety requirements which apply to it.

Procedures

ICAEW will keep legal information up to date, by reference to the HSE and appropriate publications, internet sites, Codes of Practice, Standards, guidelines etc., and communicate relevant information on legal and other requirements to its employees and other relevant parties.

901 LEGAL MATTERS – INSURANCE

Insurance matters are dealt with by the Insurance Manager based in the Finance Department. The Insurance Manager liaises with the Health and Safety Committee and Building Maintenance Manager with regard to Insurance Surveys, Statutory Inspections and examinations.

All enquiries regarding insurance should be directed to the Insurance Manager.

902 LEGAL MATTERS - DISPLAY OF CERTIFICATES

Policy

ICAEW will ensure that all relevant insurance certificates are either made available via electronic methods or displayed as required by legislation.

Procedures Current Insurance Certificates for Employers' Liability Insurance are made available either via electronic means or are displayed on the health and safety notice boards at all Institute sites.

Employers' Liability Insurance Certificates for the Catering companies are displayed in or adjacent to the kitchen areas in Chartered Accountants' Hall.

Certificates pertaining to plant and equipment are retained by the Building Maintenance section of Property Services and Facilities.

903 LEGAL MATTERS - STATUTORY INSPECTIONS

Policy

ICAEW will ensure that all statutory inspections, thorough examinations etc., required by applicable legislation, will be carried out, with any required remedial action taken and records kept.

Procedures

ICAEW will ensure through its Planned Preventative Maintenance Programme and management of Contractor procedures that all necessary statutory inspections, thorough examinations etc., required by applicable legislation, will be carried out, with any required remedial action taken and records kept.

Examples – (this is not a comprehensive list)

Annual testing of Lifts – Chartered Accountants' Hall

Stairlift, Great hall

Disabled lift - Copthall Lift

A, Copthall

Lift B, Copthall Lift

C, Moorgate Lift D,

Fireman's

Dumb Waiters, kitchen areas

Chain block and runway for service lifts

Chain block and runway level zero Runway

and chain block loading bay

Written scheme of examination/annual testing Boilers x

3

Chillers x2

Written scheme of control - legionella

Steam oven, kitchen

Annual Testing of Lifts – Metropolitan House Front

Lifts – responsibility of Landlord

ICA Goods Lift – responsibility of ICA

Annual testing of Pedestal Truck, Warehouse BusiLift

moving system, MK

Certificates are retained by the Building Maintenance Manager and Insurance department. Records of servicing and examinations are retained by the relevant Property Services section.

904 LEGAL MATTERS - RECORD KEEPING

Policy

It is recognised that the production and maintenance of comprehensive, accurate and up to date records covering all health and safety activities is a vital component in enabling ICAEW to prove legal compliance. These records are to be kept for the 'life' of the risk e.g. for as long as the plant/equipment in question is in use or until substantial changes necessitate a new Risk Assessment.

Procedures

Directors and Managers are responsible for maintaining records relating to the hazards and level of risk identified in their areas, including those concerned with remedial actions and staff training. Failure to properly record these matters could have serious implications in the event of an incident.

The Property Services and Facilities Department is responsible for ensuring that accurate and up to date records are maintained of all Statutory Inspections, examinations, testing' written schemes, servicing and maintenance activities conducted on all buildings, water systems, plant and equipment.

All such records are to be easily accessible at the site to which they relate.

Records are to be kept for the 'life' of the risk e.g. for as long as the plant/equipment in question is in use or until substantial changes necessitate a new Risk Assessment or for a minimum of 5 years, whichever is the longer time. Records pertaining to health and safety training and to individual Risk Assessment e.g. DSE/Workstation Assessments; Manual Handling Assessments, of personnel who have left ICAEW are to be retained with the relevant personnel file and/or H&S Training records.

1000 ARRANGEMENTS FOR AUDIT, MONITORING AND REVIEW

Policy

ICAEW will ensure that adequate arrangements are made and implemented to ensure that all health and safety systems and documentation are audited, monitored and reviewed at regular intervals, with recommendations for improvements acted upon.

Procedures

Policy document

The Policy document will be reviewed annually by the Health and Safety Manager and as necessary following legislative or policy and/or procedure changes or additions or in the light of any shortcomings highlighted by risk assessments etc.

Procedures and systems

Procedures and systems will be audited annually by the responsible person and/or Health and Safety Manager and revised as necessary following legislative or policy changes and/or changes in work practices, equipment or plant or in the light of any shortcomings highlighted by Risk Assessments etc.

Regular safety inspections, surveys, tours and observations will be carried out at appropriate intervals, by competent staff, to ensure that general safety standards of work practices/procedures and housekeeping are not allowed to deteriorate and jeopardise the safety of the working environment.

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