



improving  
public transport  
through technology

# Health & Safety Policy

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# List of contents

Status of this document		3
<b>1</b>	<b>POLICY STATEMENT</b>	<b>4</b>
<b>2</b>	<b>ACCIDENTS AND FIRST AID</b>	<b>6</b>
2.2	FIRST AID PROVISION	6
2.3	EXTERNAL MEDICAL ASSISTANCE	6
2.4	RECORDING AND REPORTING ACCIDENTS	7
<b>3</b>	<b>RISK ASSESSMENT</b>	<b>8</b>
3.2	UNDERTAKING RISK ASSESSMENTS	8
<b>4</b>	<b>RESPONSIBILITIES</b>	<b>9</b>
4.2	LINE MANAGEMENT	9
4.3	EMPLOYEES	9
<b>5</b>	<b>TRAINING</b>	<b>11</b>
5.1	General H&S training	11
5.2	Project specific H&S training	11
<b>6</b>	<b>OFFICE SAFETY</b>	<b>12</b>
6.2	Display Screen Equipment	12
6.3	Manual Handling	12
6.4	WORKING ALONE	12
<b>7</b>	<b>HOME WORKING</b>	<b>14</b>
<b>8</b>	<b>USE OF MOTOR VEHICLES</b>	<b>15</b>
<b>9</b>	<b>MOBILE PHONES</b>	<b>16</b>
<b>10</b>	<b>TEMPORARY WORKERS</b>	<b>17</b>
<b>11</b>	<b>VISITORS</b>	<b>18</b>
<b>12</b>	<b>HEALTH AND WELL-BEING</b>	<b>19</b>
<b>13</b>	<b>ELECTRICITY</b>	<b>20</b>
13.1	Fixed Electrical Installations	20
13.2	Portable electrical appliances	20

## STATUS OF THIS DOCUMENT

This document is Released.

If there are any comments or feedback arising from the review or use of this document, please contact us at [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk)

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# 1 POLICY STATEMENT

1.1.1 RTIG-Inform is dedicated to ensuring:

- the health, safety and welfare of all our staff and others who work under our control;
- the safety of the general public who use or have access to premises or sites under our control;
- that the way in which we develop our undertaking contributes to the well-being of the community at large.

1.1.2 In order to meet these aims we shall:

- keep up to date with best practice in relation to health and safety and comply with all relevant legislation and authoritative guidance;
- to ensure, so far as is reasonably practicable, those who undertake work on our behalf apply the highest standards of health and safety for their employees and the community in general;
- co-operate actively with local authorities, statutory bodies and public services in the interests of public safety and the safeguarding of the environment;
- maintain to a high standard the estate and working practices in respect of all the premises and sites over which we have control;
- give a high priority to health and safety in all our operations;
- develop, implement and monitor health and safety regimes appropriate to our work;
- co-operate with, and monitor, the performance of contractors who work for us;
- provide the necessary resources to implement our policies and keep them up to date;
- consult with, and involve, our staff in matters affecting their health and safety;
- provide the necessary equipment and training for the tasks to be performed;
- where necessary supplement our in-house resources with external resources; and enlist specialist support to keep our policies and procedures up to date.

1.1.3 We require the full and active participation of all our employees and contractors in order that the principles outlined in this policy statement may be achieved. The statutory duties placed on RTIG-Inform and all employees, and providers of services, are to be regarded as minimum standards. RTIG-Inform aim to achieve best practice in terms of health and safety in all that we do.

This policy document will be provided to all staff and contractors whenever it is updated and during induction training.

## **2 ACCIDENTS AND FIRST AID**

2.1.1 This section covers the arrangements for the treatment of injuries at RTIG-Inform offices and sites for the reporting of accidents and incidents. The statutory duty to report certain accidents to the Health and Safety Enforcing Authority is also covered.

### **2.2 FIRST AID PROVISION**

2.2.1 It is RTIG-Inform policy to have a minimum of 50% of its employees trained as minimum to Appointed Person standard. The names and telephone numbers of First Aiders will be provided to staff and updated in the event of any changes. Materials other than those specified in the First Aid at Work Regulations, may not be kept in the First Aid Box.

2.2.2 First Aiders are not permitted to dispense medications of any kind except in exceptional circumstances where a specific written agreement has been entered into in the case of a special medical need or disability. Arrangements of this kind are only permitted with the specific agreement of the Director, who may seek medical advice.

2.2.3 Any personnel working away from the office may have a portable first aid box to take with them if the risk assessment indicates that work to be done and the nature of the site make it necessary.

### **2.3 EXTERNAL MEDICAL ASSISTANCE**

2.3.1 If an injury, or illness at work, is considered sufficiently serious to require medical attention, or some other form of external assistance, the immediate supervisor of the person concerned should seek assistance by dialling 999 from the nearest available telephone. The following information should be given:

- Type and seriousness of injury or illness
- Location and directions for vehicle access
- Brief description of accident and any special rescue equipment needed
- Do not ring off until you are sure that the emergency services have all the information they need.
- It is important to ensure that the injured person, and others, are protected from further danger by shutting off any equipment if this can be done safely, cordoning off the area and by warning any other persons undertaking similar operations.

- Do not use any equipment that has been involved in an accident until it has been checked for safety and any investigation has been completed.

## **2.4 RECORDING AND REPORTING ACCIDENTS**

- 2.4.1 Details of any injury received at work must be entered on to the Accident Register. The record should include accidents to visitors, members of the public or contractors working, visiting or accessing sites owned or occupied by RTIG-Inform.
- 2.4.2 In addition to reporting the accident on the internal accident report form, there are also certain accidents and cases of ill health that must be reported to the Enforcing Authority for Health and Safety under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). The Director must be informed by telephone as soon as is possible of any injury to an employee, visitor, member of the public or contractor that requires external medical assistance, or in the case that an employee is unable to continue normal duties as a result of an accident at work.
- 2.4.3 This also applies if the injured person continues to work but then reports unfit for work the following working day. The Director will make any necessary arrangements for notification to the Health and Safety Enforcing Authority (through the Incident Reporting Centre) for the site concerned and will also pass on any information needed by the employers of visitors injured while on RTIG-Inform premises, so that they may discharge their responsibility to report.
- 2.4.4 The reporting of ill health associated with work will be dealt with by reference to the medical certificates submitted in the case of absences due to ill health.
- 2.4.5 RTIG-Inform is required to report all relevant injuries, dangerous occurrences, or work related ill health to any of our employees, wherever they occur. There is also a duty to report major injuries to members of the public if they occur on workplaces or sites under our control.

### **3 RISK ASSESSMENT**

- 3.1.1 Under the Management of Health and Safety at Work Regulations RTIG-Inform is required to undertake risk assessments to identify any hazards at the workplace and to determine the precautions that need to be taken to safeguard those who might be at risk. The assessments must take into account the special needs of those who have disabilities, or who are young and inexperienced, and those who are expectant or nursing mothers. The assessment must also specifically consider fire risks.
- 3.1.2 Risk assessments are within the responsibility of all managers and are a key element in our procedures for health and safety.
- 3.1.3 Line managers are responsible for the assessment of working practices within their span of control and either appropriate training, or support will be given. In both cases there will be a need for all parties to cooperate if the process is to be effective. Experienced managers will provide the necessary support and guidance to managers in completing risk assessments.
- 3.1.4 Risk assessments are also required for work away from the office e.g. project work and RTIG-Inform 'events'. The relevant manager in control is responsible for undertaking the assessments in these cases.
- 3.1.5 RTIG-Inform is also required to consult with employees on the outcome of risk assessments. The main channel for this is through employee management. All risk assessments will be made available to impacted staff.
- 3.1.6 RTIG-Inform will require tenders/quotes from external contractors to include a method statement or a summary risk assessment.

### **3.2 UNDERTAKING RISK ASSESSMENTS**

- 3.2.1 Risk assessments will be undertaken to identify the hazards and assess the risks to employees and any others who may be affected by what we do.
- 3.2.2 Hazards are something which could potentially cause harm. The risk assessment indicates the likelihood that the harm will occur, and the potential severity. We will assess whether a risk could be eliminated, e.g. by changing working practices and if not, we will consider how it can be minimised.
- 3.2.3 The assessments, carried out by experienced employees with knowledge of the risks, will be recorded using "Risk Assessment Template Form" and repeated should there be any significant change, or if we have reason to suspect that the previous assessment is no longer valid.



## **4 RESPONSIBILITIES**

4.1.1 On a company wide basis H&S issues will be monitored and reviewed by:

- The Company Secretary is responsible for H&S matters for all sites.
- The Company Secretary is responsible for the implementation of H&S policies and procedures.
- All staff and contractors are responsible for reporting and identifying H&S risks and improvements.

## **4.2 LINE MANAGEMENT**

4.2.1 As H&S at work is an integral part of good management it is therefore the direct responsibility of line management at all levels. Every Manager, Supervisor and Team Leader has the prime responsibility to ensure that the operations of their department do not constitute a hazard to H&S, and in particular that our H&S policy and related procedures are understood and implemented within their own areas.

4.2.2 They must:

- explain our H&S policy to new employees and contractors at induction
- instruct new employees and contractors in fire and evacuation procedures
- include H&S matters in team briefings
- conduct risk assessments, taking action to eliminate or reduce risks
- ensure a prompt review of, and take appropriate action on employee H&S issues
- ensure that premises and equipment are maintained in good order
- ensure that fire exits are kept free from obstruction
- maintain a high level of cleanliness and tidiness
- ensure that they know how to contact a first aider

## **4.3 EMPLOYEES**

4.3.1 All employees should notify their Manager, Supervisor or Team Leader of ANY hazards to H&S which they notice, and any suggestions they may wish to make regarding H&S. The Company Secretary will assist with any H&S matters. The duties of employees are to:

- take reasonable care for the H&S of themselves and others

- co-operate with the company in H&S actions and procedures
- use correctly all work items provided, in accordance with instruction
- wear protective equipment where appropriate
- not interfere with or misuse anything provided in the interests of H&S
- report maintenance or repair problems promptly to their Supervisor
- ensure that fire exits are kept free from obstruction
- maintain a high level of cleanliness and tidiness

4.3.2 ensure that they know how to contact a first aider

4.3.3 Failure to co-operate with these procedures may result in disciplinary action.

## **5 TRAINING**

### **5.1 GENERAL H&S TRAINING**

- 5.1.1 All staff will be provided with general health and safety training. This will normally be provided within 1 months of starting work with RTIG-Inform. In addition to general training, staff will be provided with training, information and instruction to deal with specific risks in the course of their work e.g. lone working, business driving and manual handling. The process of risk assessment will be used as a means of identifying training needs unique to particular departments or locations.
- 5.1.2 Consultants, temporary workers and agency workers who are engaged by RTIG-Inform and who work on our premises under our direct control for a period of three months or more, will also be required to attend the general health and safety training and be provided specific training where necessary.
- 5.1.3 In addition to the general health and safety training, managers and senior executives will receive training appropriate to their level focussing primarily on managing health and safety within the area of responsibility and the principles of risk assessment.

### **5.2 PROJECT SPECIFIC H&S TRAINING**

- 5.2.1 Operational staff will be provided with project specific training following the assessment of the H&S risks associated with that work. Such training will be provided prior to commencement of work on site and toolbox talks will be provided once on site.
- 5.2.2 A project specific H&S plan will be created in all cases with full risk assessment and mitigation measures identified tailored to the job and site involved. These will be provided to all site staff prior to commencing work. All staff will be expected to contribute and review such plans at monthly H&S reviews.
- 5.2.3 Method statements taking account of the H&S risk assessments will describe the correct working methods to be adopted.

## **6 OFFICE SAFETY**

6.1.1 All employees spend a considerable proportion of their working time in an office environment; office safety is therefore important. Tidy working and good practice in the storage of goods and paperwork are at the heart of safe working. In particular they are crucial to fire safety and the maintenance of security. RTIG-Inform will ensure that all display screen users are provided with equipment and furniture which is compliant with the Display Screen Equipment Regulations 1992.

### **6.2 DISPLAY SCREEN EQUIPMENT**

6.2.1 Most employees use display screen equipment for at least part of their work. Proper layout and management of the working area is vital for comfort and the avoidance of health related problems. Workstation risk assessments will be made for all staff who are regular users of display screen equipment e.g. PCs. Employees who are required to undertake display screen assessments on behalf of the employer will be provided with appropriate training and support by the Company Secretary.

### **6.3 MANUAL HANDLING**

6.3.1 Manual handling is a cause of many work-related injuries and this applies even in offices. Particular care is needed when placing or retrieving items from shelves or stooping to pick items directly from the floor.

6.3.2 Proper access stools or steps should be used for reaching items above a comfortable handling height. Never stand on wheeled chairs to gain access to items stored on high shelves. Employees should avoid the need to lift or move loads, where this is not possible then mechanical aides such as trolleys or sack barrows should be used to lift and move goods around the office e.g. boxes of stationery, VDUs etc. Staff can also reduce the risk of injury by reducing the weight of loads by making the loads smaller or by asking for assistance.

6.3.3 Generic manual handling assessments will be produced for office activities for routine lifting operations carried out by office staff. Training will also be provided.

### **6.4 WORKING ALONE**

6.4.1 Many RTIG-Inform Employees are required to work away from the office to carry out their normal duties. This may include visits to other workplaces, exhibition sites or construction sites. Before embarking on work away from the

office you will need to consider the implications for your health and safety and ensure that appropriate arrangements have been made to protect you against risk. If you are in any doubt you should discuss the doubts you have with your line manager in the first instance.

- 6.4.2 It is important that you always let somebody know where you are going and your expected time of return. A formal checking in and checking out system or buddy system should be employed by managers who have responsibility for lone workers. If you are undertaking lone working you should always carry a mobile phone so that you can raise the alarm in the event of an emergency or difficulty. In certain circumstances it may be necessary to double up on visits or arrange to meet someone on site.
- 6.4.3 Avoid getting into dangerous situations in the first place. Remember you are empowered to walk away from a situation where you feel your health and safety is being compromised.
- 6.4.4 When working on premises under the control of other employers it is important to follow any local health and safety rules that have been established. Make sure that you have checked in at any reception or security point so that they are aware that you are working on site. If personal protection requirements are imposed for the site you must comply. Ask to be provided with any items that you do not have with you. You must not breach local working rules if the necessary equipment is not available to you.
- 6.4.5 Where there is regular work entailing special risks or precautions the appropriate arrangements for your protection will be made by your line manager. This will be done on the basis of a risk assessment.

## **7 HOME WORKING**

- 7.1.1 RTIG-Inform duty of care extends to employees who work from home. The nature of RTIG-Inform is such that employees may have to work from home on a regular basis. It is envisaged that the majority of this work will be mainly PC and admin based.
- 7.1.2 RTIG-Inform will provide designated homeworkers with the correct equipment necessary for the job that is being done.
- 7.1.3 RTIG-Inform will ensure that the work equipment provided such as PC's or laptops is regularly checked and kept in good condition so that it does not cause harm to the homemaker or other persons. RTIG-Inform will only be responsible for the equipment that it supplies. Electrical sockets and other parts of the home worker domestic electrical system are their own responsibility.
- 7.1.4 To reduce the risk of stress associated with being isolated from the workplace, managers responsible for homeworkers must ensure that there is regular communication between them and other staff. Homeworkers must attend team meetings, and other departmental and team initiatives.
- 7.1.5 Where a designated homemaker spends a significant proportion of their working time at home, then a detailed risk assessment will be required to determine their needs.

## **8 USE OF MOTOR VEHICLES**

- 8.1.1 RTIG-Inform does not provide any company vehicles. All employees are expected to use their own motor vehicle if a trip is required. The company may on occasions hire cars or small vans for specific trips.
- 8.1.2 Employees using their own vehicle are expected to keep them in a safe condition and to comply with all legislation concerning the use of vehicles on the highway.
- 8.1.3 Drivers of motor vehicles must be alert to any circumstances that may increase the risk of accidents and act in an appropriate manner. It is important to take rest breaks during long journeys, or during periods of bad weather when the dangers increase and alertness must be maintained.
- 8.1.4 If materials for use at work are to be carried it is the responsibility of the driver to ensure that safe conditions of stowage and carriage are achieved. Work equipment should be carried in the boot or in a covered load area whenever practicable.
- 8.1.5 Employees are reminded of the legal duty they have to ensure that they are not unfit to work or to drive safely due to alcohol or drugs of any kind. Any action taken by the police, or any other substantive evidence of driving under the influence of drink or drugs whilst on RTIG-Inform business, will be treated as a serious disciplinary offence.

## **9 MOBILE PHONES**

- 9.1.1 Mobile phones have become a useful tool for those whose work entails visits away from their normal office and who need to keep in contact. They also provide a means for those who have to work alone to keep in touch with their office and can add to the measures for security and safety in lone working.
- 9.1.2 However, mobile phones can present a hazard in certain circumstances. They present a distraction and employees should note that the use of hand held mobile phones whilst driving is illegal. Even with hands free operation they distract attention from the road and their use should be avoided wherever possible when driving.



## **10 TEMPORARY WORKERS**

- 10.1.1 It is RTIG-Inform's policy that all staff should be treated on an equal footing for health and safety, whether or not they are full time or part time. This applies also to temporary staff and consultants. Line managers must ensure that temporary staff and consultants are given the support and information they need to comply with this policy and that they are considered in the risk assessment for their area of responsibility.
- 10.1.2 In particular all temporary staff and consultants must be informed through the induction process, of the emergency arrangements in place at their location and of any arrangements to deal with specific risks, and precautions to be applied, in relation to the work they are to do. Line managers are responsible for completing the induction checklist for ALL new starters regardless of status.

## **11 VISITORS**

- 11.1.1 RTIG-Inform has a specific duty to safeguard the health and safety of visitors to premises under its control (Health and Safety at Work etc 1974 Act Sections 3 & 4). Proper supervision of access is also important for security reasons. In this policy, visitors will also include contractors appointed to undertake maintenance related works on RTIG-Inform premises.
- 11.1.2 As a matter of general policy all visitors will be met on arrival and supervised throughout the duration of their visit. The responsibility for the visitor rests with the RTIG-Inform employee the visitor is visiting.
- 11.1.3 Where it is likely that the visitor will be required to work on the premises for a considerable period of time then they must be inducted by the RTIG-Inform manager responsible for the visitor.

## **12 HEALTH AND WELL-BEING**

- 12.1.1 RTIG-Inform recognises that, whilst a certain degree of stress can be a positive force at work, excessive pressures can have a negative effect on health and on performance at work. RTIG-Inform is committed to promoting good health at work and it is therefore concerned to recognise any negative effects that stress may have on individual members of staff, and to provide suitable support mechanisms.
- 12.1.2 RTIG-Inform will encourage a working environment and culture where work related stress is treated seriously and not seen as a sign of weakness or incompetence.

## **13 ELECTRICITY**

### **13.1 FIXED ELECTRICAL INSTALLATIONS**

13.1.1 RTIG-Inform will carry out the testing of fixed electrical circuits at a frequency not exceeding five years for properties or parts of properties under RTIG-Inform's control. Managers responsible for buildings will ensure that suitable arrangements are in place for routine checks and ongoing maintenance of the electrical system.

### **13.2 PORTABLE ELECTRICAL APPLIANCES**

13.2.1 Portable electrical appliances (basically anything fitted with a three pin plug) will receive a formal visual inspection and test every two years. The only exception to this rule is earthed equipment with metal casings (class 1 equipment) e.g. kettles which will be tested on annual basis. Battery operated or extra low voltage equipment will not be subject to routine tests.

13.2.2 The responsibility for testing office equipment supplied and provided by RTIG-Inform rests with the Company Secretary. New portable electrical appliances brought from a reputable supplier already fitted with a moulded three pin plug should not need to be tested before being put into use for the first time, however, it is important that it is visually checked.

13.2.3 Most portable appliances used by RTIG-Inform employees and contractors are used within an office environment. If it is intended to use portable electrical equipment in areas where equipment may be subject to wet and damp environments e.g. outside or in locations where there is the potential for flammable atmospheres, then the equipment must be suitable for use in such environments. The Director should be consulted in all cases.

13.2.4 Under no circumstances must employees carry out repairs to electrical equipment. Defective equipment must be taken out of use immediately and the defect reported to your line manager or the Company Secretary.