

Lecture Title: Health and Safety Essentials



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Award in Office Management and
Administration Fundamentals

Course content

- Safety Management Systems
- Legislation
- Hazards & Risks
- Risk Assessment
- Most common Office-related hazards
 - Ergonomics
 - Layout
 - Lighting
 - Air Quality
 - Noise
 - Storage
 - Electrical Equipment
- Fire & Emergency
- Legionella control



Why Health & Safety?



We work to live and not live to work



We all deserve to go back home health and safe



What is Health and Safety?

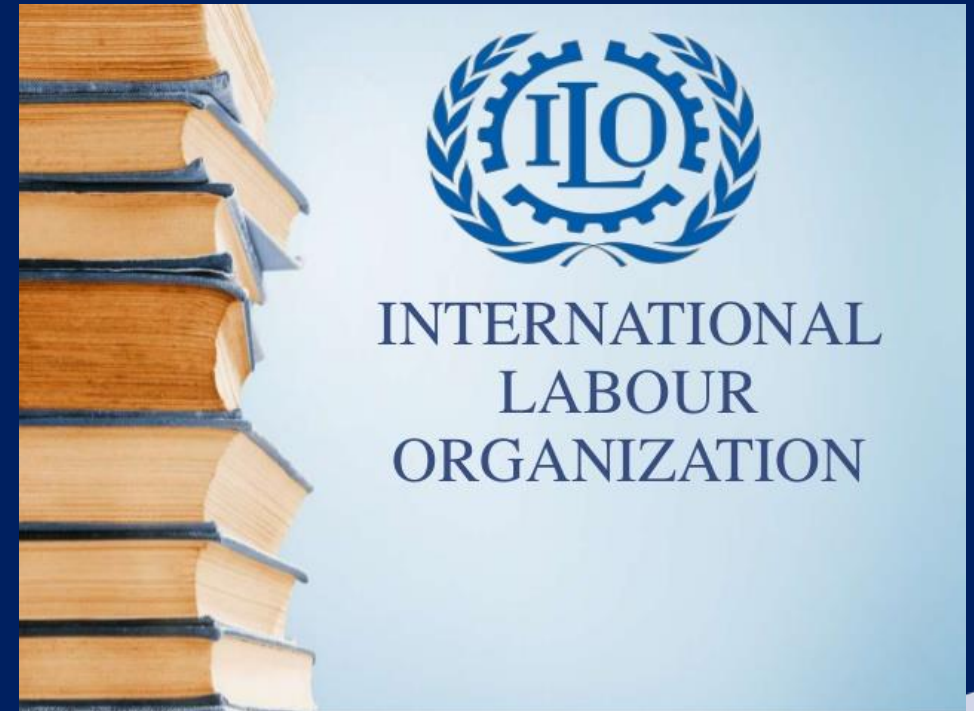
OHS is a condition free from the risks of injury, harm or loss. This condition is to be achieved and not a natural state of affairs.

ILO: Occupational safety and health (OSH or also OHS) is generally defined as the science of the anticipation, recognition, evaluation and control of hazards arising in or from the workplace that could impair the health and well-being of workers, taking into account the possible impact on the surrounding communities and the general environment.



ILO

- The ILO Constitution sets forth the principle that workers must be protected from sickness, disease and injury arising from their employment.
- Yet for millions of workers the reality is very different.



Managing health & safety - SMS

- What is a Safety Management System (SMS)?
 - Origins in the aviation
 - structured,
 - company-wide processes
 - effective risk-based decision-making
- According to the Federal Aviation Administration (FAA), 4 critical processes of a safety management system are:
 - Safety Policy
 - Safety Risk Management
 - Safety Assurance
 - Safety Promotion



Benefits of SMS

- Systematic approach to management makes managing your business easier
- Improved health and safety performance by your business. This reduces the costs associated with accidents and incidents.
- Improved awareness of legal requirements reduces the chance that you will commit any offences.
- If employees see that you are actively looking after their health and safety, relations and morale will improve.
- The public see that you are taking a responsible attitude towards your employees. This improves your image and generate positive PR for your business.
- Improving the efficiency of your business reduces your costs.
- May help lower your insurance premiums.
- Business partners have more confidence in your business. Larger companies and government agencies may only buy from businesses that can show effective management systems.



Safety Management Systems



Safety Policy

1. Policy statement – commitment – signed by CEO, Chairperson or Managing Director
2. Organisation of H&S. Define responsibilities and roles
3. Arrangements for H&S
 - a) Code of practice
 - b) Accident reporting
 - c) Emergency/fire arrangements – drills – first aid
 - d) Risk Assessment
 - e) Use of PPE
 - f) Control of visitors and contractors
 - g) Employee consultation - communication
 - h) Maintenance of equipment, building and facilities
 - i) All other applicable areas depending on the organisation



Safety Risk Management (SRM)

Determines the need for, and adequacy of, new or revised risk controls based on the assessment of acceptable risk

A formal process within the SMS composed of:

- Describing the system
- Identifying the hazards
- Assessing the risk
- Analyzing the risk
- Controlling the risk

The SRM process may be embedded in the processes used to provide the product/service



Safety Assurance (SA)

Evaluates the continued effectiveness of implemented risk control strategies; support the identification of new hazards

- Internal inspections
- Internal audits
- External inspections
 - Example OHSA
- External audits
 - If prescribed to a certified
 - Client audits



Safety Promotion

Includes training, communication, and other actions to create a positive safety culture within all levels of the workforce

- Safety promotion activities within the SMS framework include:
 - Providing SMS training
 - Advocating/strengthening a positive safety culture
 - System and safety communication and awareness
 - Matching competency requirements to system requirements
 - Disseminating safety lessons learned
- Everyone has a role in promoting safety



Do not forget to think and plan for

- Control of contractors
 - Maintenance
 - Repairs
 - Permit To Work (PTW) systems
 - To be inducted
- Visitors
 - To be inducted
- Employees working off-site
 - Visiting/meeting clients
 - Driver/messengers
 - Company errands



OHS Legislation

- Malta – Occupational Health & Safety Authority Act.
 - Act XXVII of 2000 – Over 20 Legal Notices/Regulations
 - L.N/ 43 of 2002 – Minimum Requirements for Display Screen Equipment
 - L.N. 44 of 2002 – Minimum Workplace Requirements
 - L.N. 36 of 2003 – General Provisions
 - Other important Regulations include: Maternity, Young Persons, Protection of Back Injuries, Chemicals, Signs, and many more.
- E.U. – A wide variety of Community measures in the field of safety and health at work have been adopted on the basis of Article 153 of the Treaty on the Functioning of the European Union. European directives are legally binding and have to be transposed into national laws by Member States.



Who is Responsible?

Onus on employer

- The most in control
- Identify, evaluate, ensure adequate protection, inform, monitor...

Employee is obliged to cooperate with the employer

- Including reporting to the employer if something is wrong
- Right to know
- Right to participate

Legal duty

- Criminal Law
- Civil Law

Moral Duty

Hazards & Risks

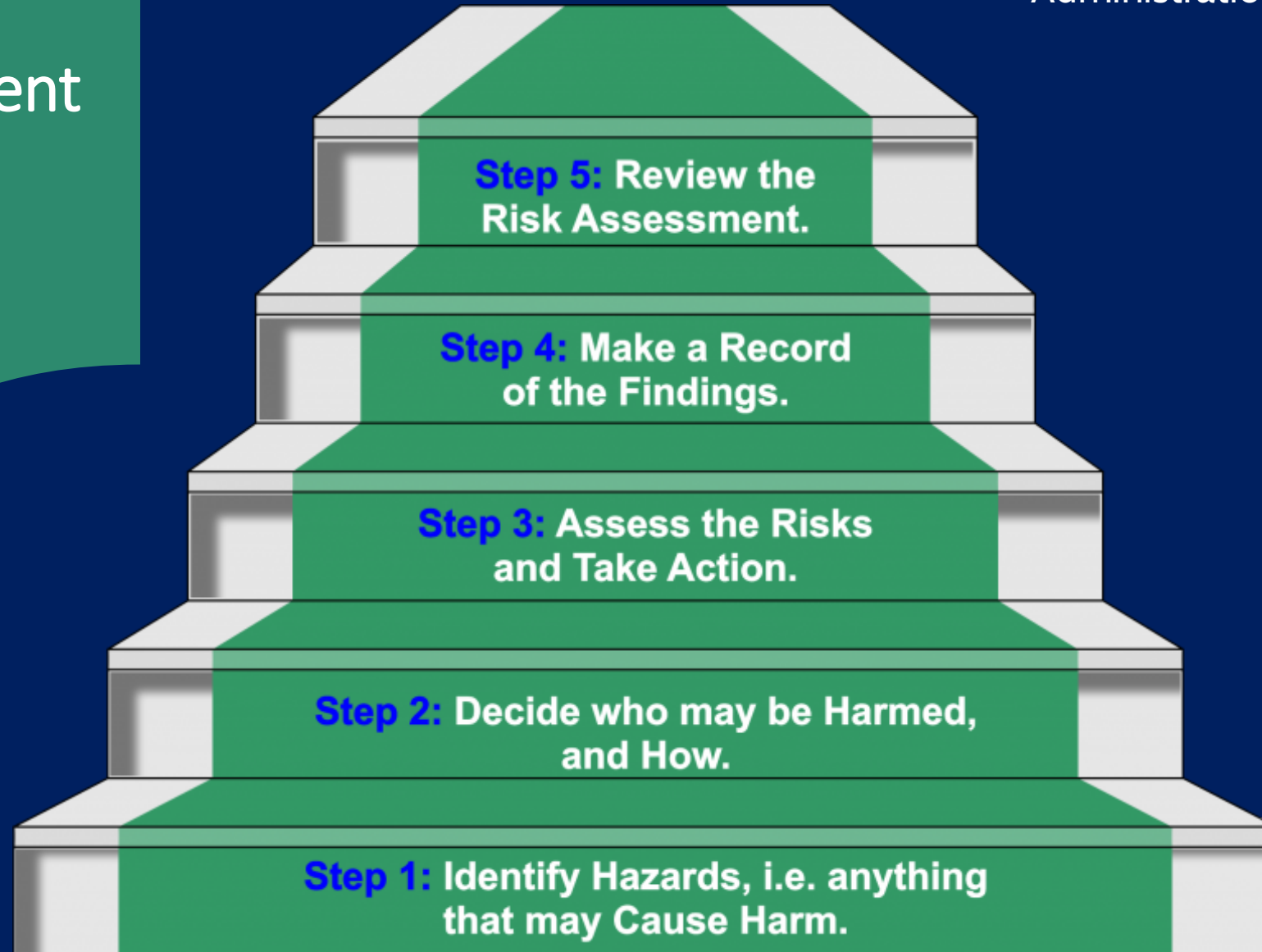
- A hazard is any source of potential damage, harm or adverse health effects on something or someone.
- Risk is the chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard. It may also apply to situations with property or equipment loss, or harmful effects on the environment.



Hazards

| A common way to classify hazards is by category | |
|---|---|
| biological | - bacteria, viruses, insects, plants, birds, animals, and humans, etc., |
| chemical | - depends on the physical, chemical and toxic properties of the chemical, |
| ergonomic | - repetitive movements, improper set up of workstation, etc., |
| physical | - radiation, magnetic fields, pressure extremes (high pressure or vacuum), noise, etc., |
| psychosocial | - stress, violence, etc., |
| safety | - slipping/tripping hazards, inappropriate machine guarding, equipment malfunctions or breakdowns |

Risk Assessment – 5 Steps



How to risk assess - Quantitative

Consequences

| Score | 1 | 2 | 3 | 4 | 5 |
|--------------------|-------------------------------------|---|--|--|--------------|
| Description | Insignificant | Minor | Moderate | Major | Catastrophic |
| Example | Minor injury, no first aid required | Harmful injury (first aid required, under 3 days recovery time) | Serious injury, medical assistance required. Injury must be reported | Major injury, urgent medical assistance required | Fatality |

Likelihood

| Score | 1 | 2 | 3 | 4 | 5 |
|--------------------|------|----------|----------|--------|----------------|
| Description | Rare | Unlikely | Possible | Likely | Almost certain |

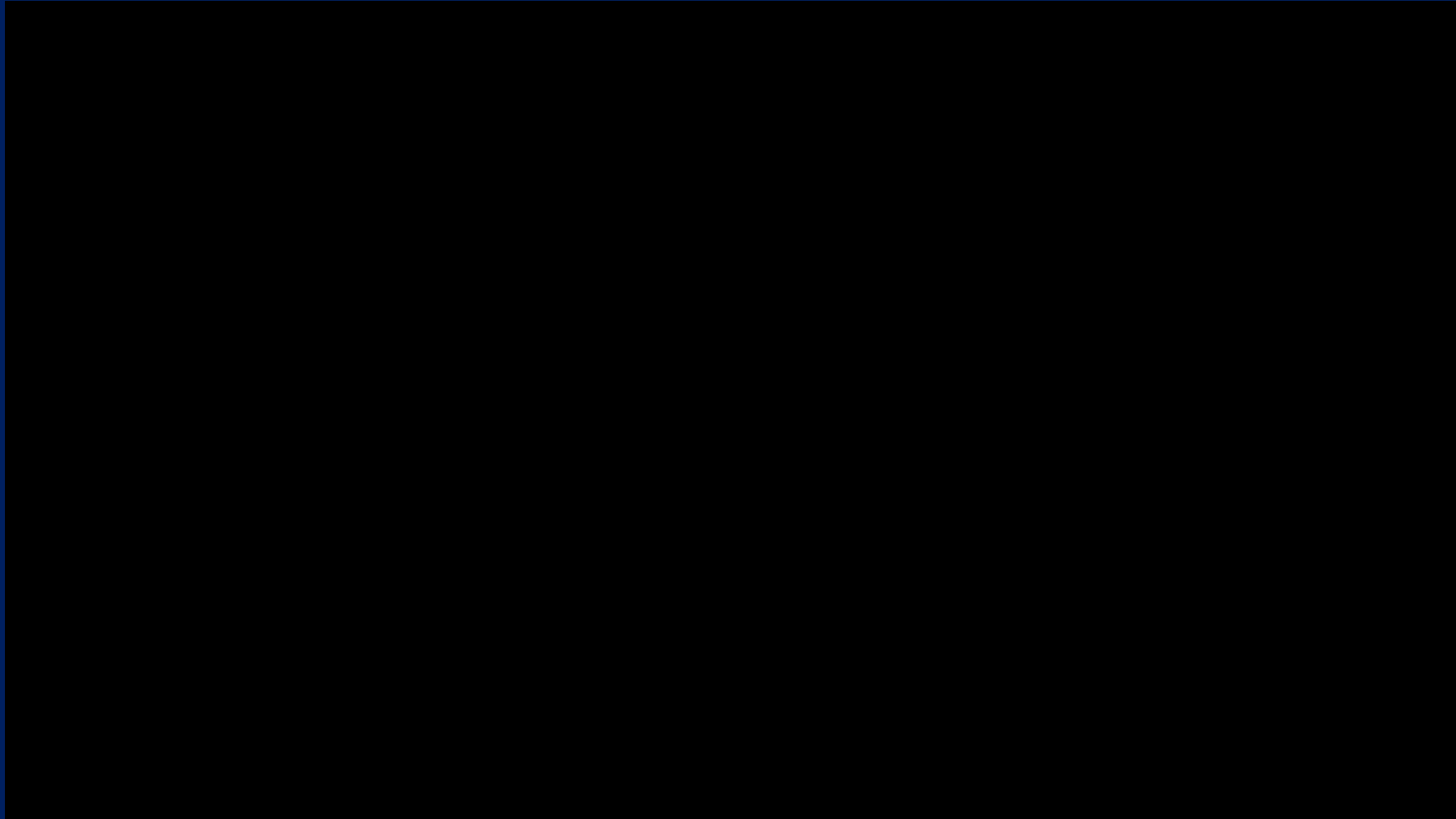
Risk matrix

| | | | | | | | |
|--------------------------|---------------|------|----------|----------|--------|----------------|----|
| Consequences / Impact | Catastrophic | 5 | 5 | 10 | 15 | 20 | 25 |
| | Major | 4 | 4 | 8 | 12 | 16 | 20 |
| | Moderate | 3 | 3 | 6 | 9 | 12 | 15 |
| | Minor | 2 | 2 | 4 | 6 | 8 | 10 |
| | Insignificant | 1 | 1 | 2 | 3 | 4 | 5 |
| | | | 1 | 2 | 3 | 4 | 5 |
| | | Rare | Unlikely | Possible | Likely | Almost certain | |
| Likelihood / Probability | | | | | | | |

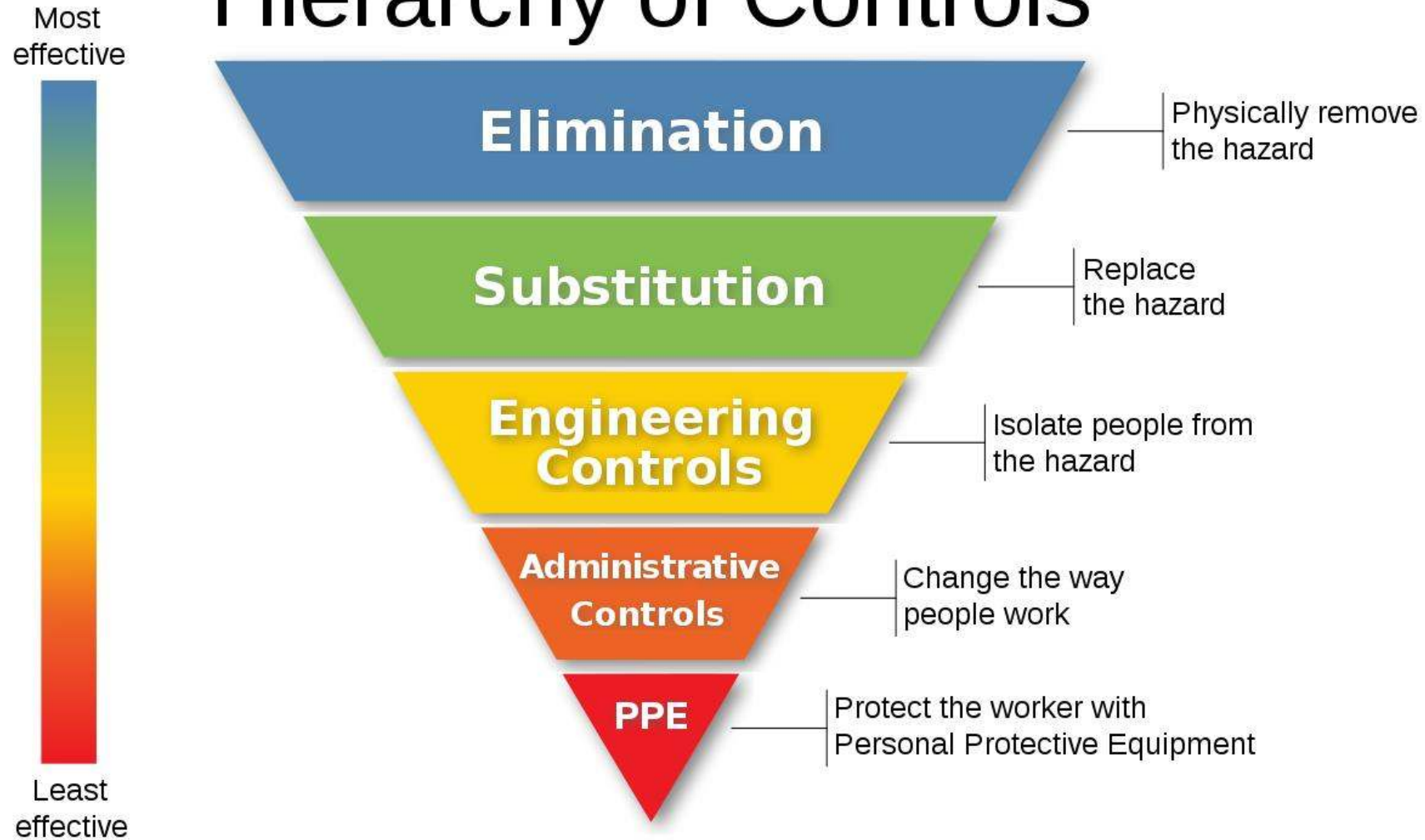
The Risk Matrix explained



EU-OSHA OIRA Tool <https://oiraproject.eu/en/oira-tools>



Hierarchy of Controls





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Administration Fundamentals

Common hazards in the office

- Ergonomics
- Layout
- Lighting
- Air Quality
- Noise
- Storage
- Electrical Equipment



Ergonomics

- Take a moment to pause and consider how you're sitting.
 - Is your back straight?
 - Are your shoulders hunched over?
 - Can your feet reach the floor?
 - Is your computer monitor or mobile device screen too close or too far away?

These inconveniences may seem small on a day-to-day basis, but if you sit hunched over or strain to see your monitor every day for ten years, you could cause serious damage to your body. This can lead to pain, numbness, tingling and even musculoskeletal disorders, or *MSDs*. *MSDs* include carpal tunnel, leg numbness, and chronic pain in the neck, back or shoulders.

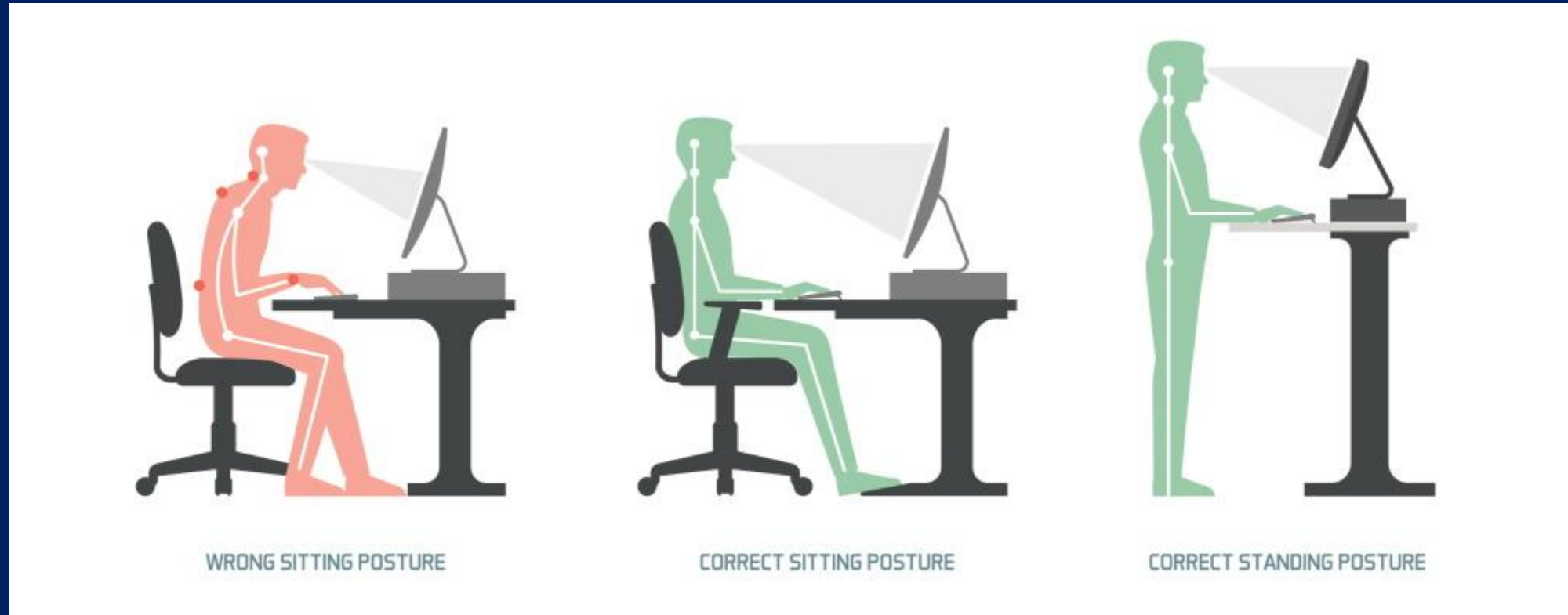


...Ergonomics

- To avoid MSDs, you should train your employees to set up their workplaces to provide neutral body positioning.
- To achieve neutral body positioning, adjust your chair and desk so that your hands, wrists and forearms are straight and parallel to the floor.
- Keep your head level and balanced, your shoulders relaxed and your elbows close to your body.
- Your knees should be at the same height as your hips and should be parallel to the floor.
- Your feet should be fully supported by the floor or by a footrest.



Correct Postures



Display Screen Equipment Information



The image shows a presentation slide with a white background and a green border. At the top left, there is a small icon of a computer monitor and a green bottle. To the right of the icon, the text "DISPLAY SCREEN EQUIPMENT" is written in a bold, green, sans-serif font. Below this text is a large, rectangular photograph with a green border. The photograph shows a close-up of a desk area with a white shelf and a wooden panel. At the bottom of the slide, the text "Safety Training" is written in a white, sans-serif font, followed by a double arrow symbol. The entire slide is set against a dark blue background.

Physical Layout

- A poor office layout can distract employees, decrease productivity and morale, and put employees at risk for slips, trips, falls, bumps and other injuries.
- Desks should be placed at least 1m apart, and office equipment like computers and printers shouldn't be placed on the edge of desks.
- Employees shouldn't sit beneath an uncovered vent that dumps hot or cold air on them.
- Filing cabinets should be closed when not in use, and cords should be neatly organized where they don't present tripping hazards and aren't rolled over by desk chairs.



Identify the hazards



Identify the hazards - answers

1. Cords running across an office can be a tripping hazard.
2. Materials such as boxes should be stacked no more than 45cm beneath a sprinkler to ensure the sprinkler's effectiveness.
3. Ensure space heaters are approved for commercial use, and never leave them unattended or near any combustible materials. Consider policy.
4. Boxes should not block paths.
5. Never leave file cabinets open and unattended; someone could trip over or bump into them.
6. Paper cutters should be guarded and closed when not in use.
7. All food should be properly stored; studies show 400 times more germs are present on a desktop than on the average toilet seat.
8. Keyboards should be adjustable to improve comfort and reduce strain.
9. Electrical hazards are one of the leading causes of office fires; never overload an outlet.
10. Keep papers clear from devices such as hot plates, and never leave them on while out of the office. Consider policy.
11. Coffee cups should have a lid to reduce spills.
12. Chairs should be ergonomic and include armrests and an adjustable back.





Lighting

- Too much lighting can cause glare on computer screens, which can cause eye fatigue and strain. Employees should avoid sitting with their backs to a window.
- Too-bright offices can be made dimmer by removing one of the rods in overhead fluorescent lighting.
- Too-dark offices can be made brighter with task lamps.



Air Quality

- Poor air quality caused by construction elsewhere in the building, mould and mildew, or unpleasant odours, can cause respiratory illness, dizziness, and more.
- Keep all common areas, especially kitchens, clean and free from spoiled food.
- Temperature should ideally be set between 23°C to 26°C
- Clean filters and maintain ventilation and AC systems



Noise Levels

- High noise levels can trigger headaches or migraines and distract your employees from their work. This is particularly common in open office environments.
- To combat this, you can move desks farther apart, turn down the ringers on all phones, require employees to use headphones when listening to audio at their computers, and move noisy office machines away from desks.



Storage

When storing boxes of files, papers or other flammable materials, you should be sure never to store them near an ignition source, like a water heater.

Stack the heaviest objects or boxes on the bottom and the lightest objects on top.

Consider securing storage racks to the wall with a wall anchor so they don't tip over, and never store objects in walkways where they could present a tripping hazard.

Electrical Equipment

- Thousands of office fires are reported every year worldwide.
- Many of these are caused by malfunctioning or improperly used electrical equipment.





...Electrical Equipment

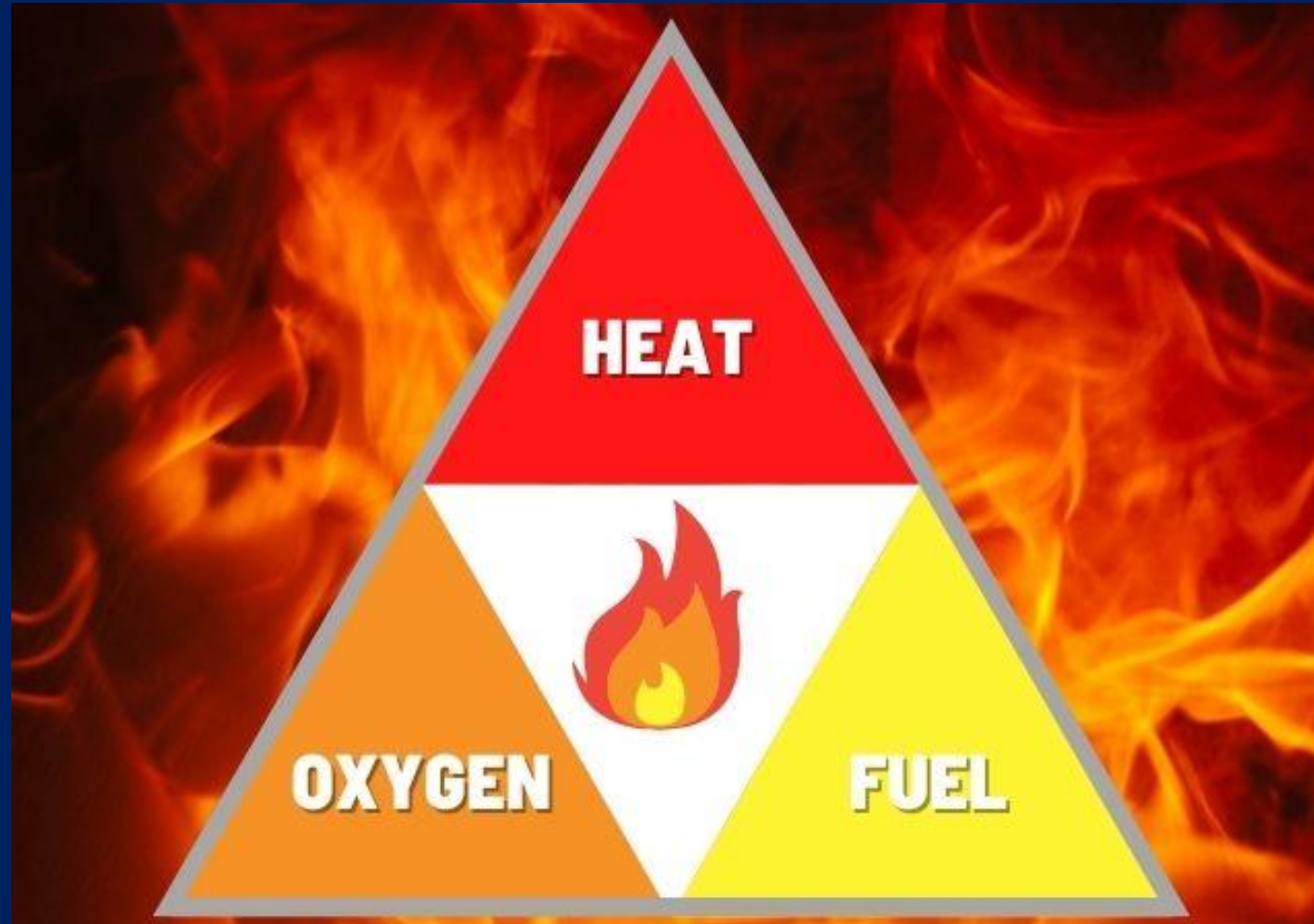
- Office fires are hazardous because most office equipment, like chairs and machinery, produces toxic fumes as they burn. Inspect all electrical equipment, like monitors, fax machines, and space heaters, for damaged cords and plugs.
- Make sure your employees are not overloading electrical outlets with multiple power strips or plugging multiple extension cords into each other.
- Train your new and existing employees on what types of electrical equipment are and are not allowed in your workplace.

Fire & Emergency

- Carry out a fire risk assessment
- Fire alarm system
- Fire action plan
- Identify fire wardens
- Fire drills every 6 months
- Assembly points
- Consider coordination in shared premises



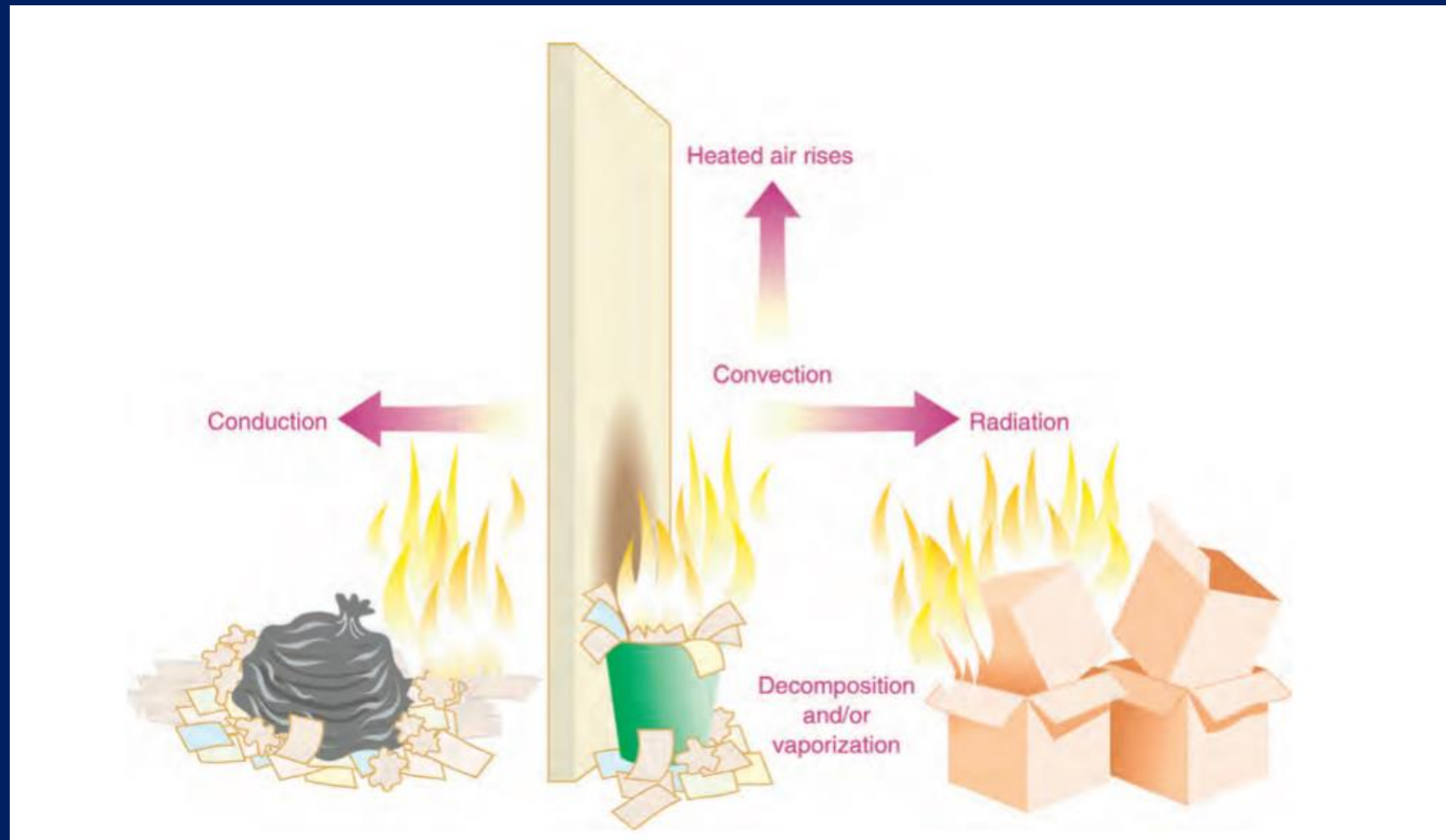
Fire triangle



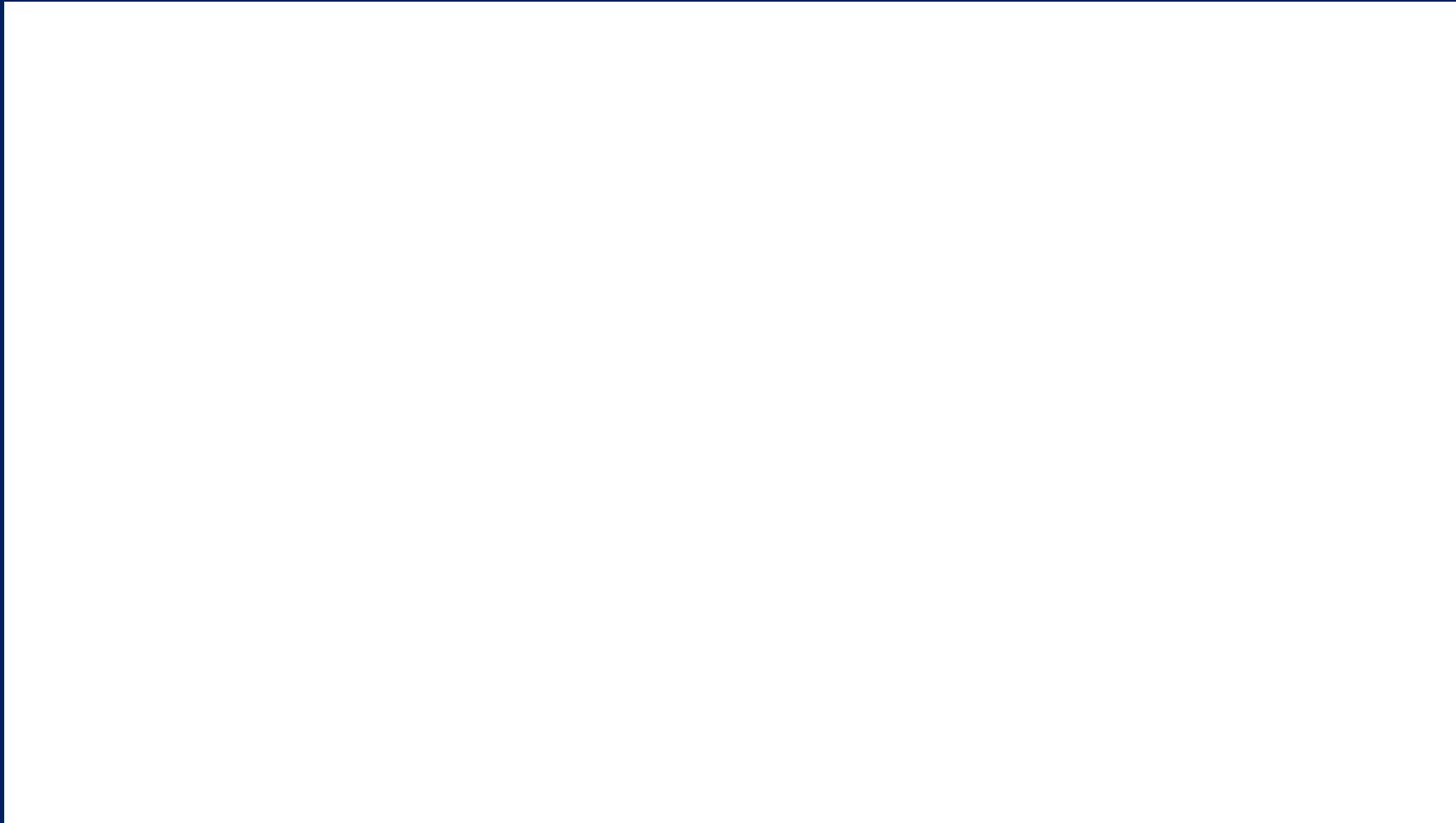
How fast does a fire spread?



How fire spreads



Radiation



Convection



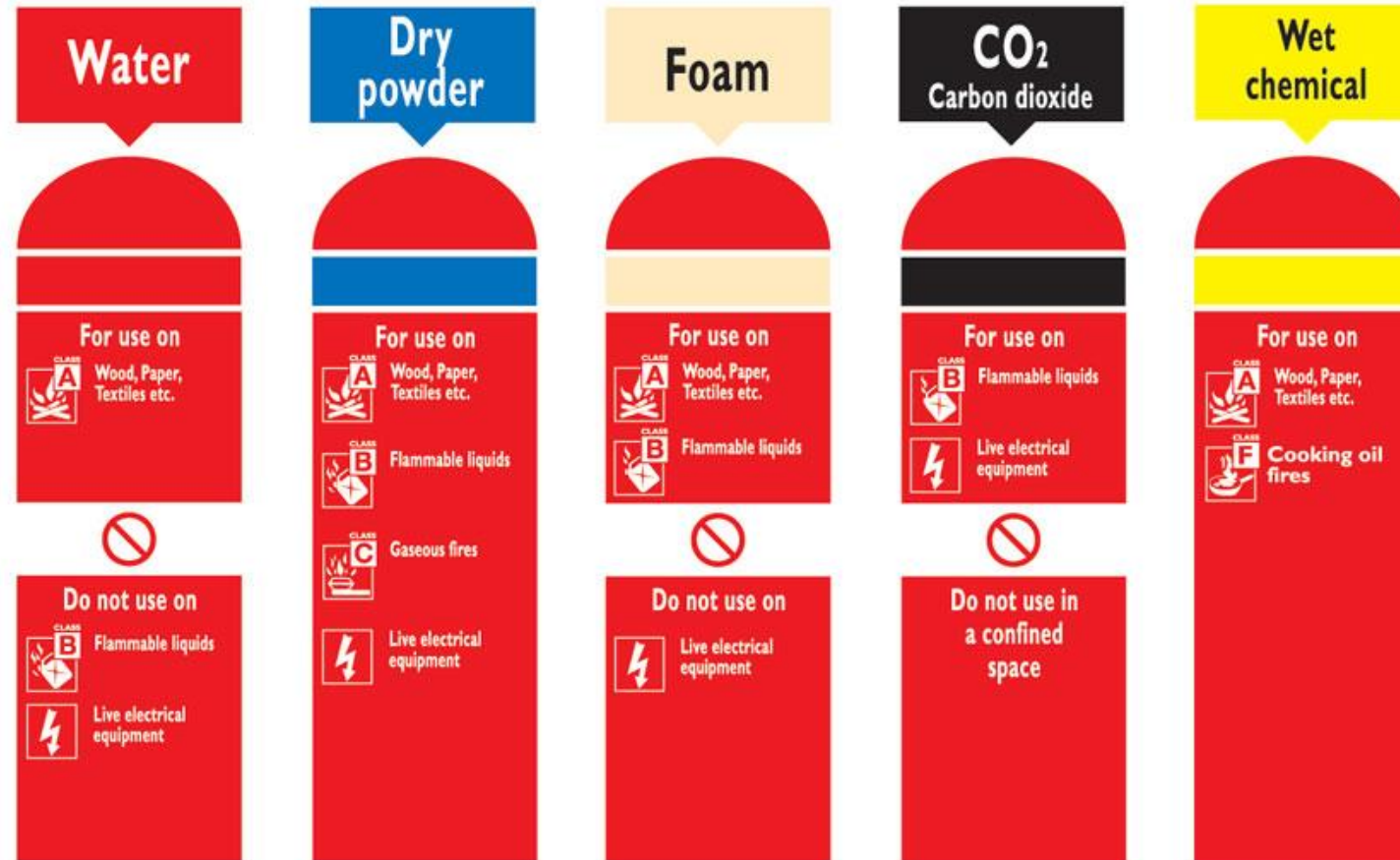
Conduction



Type of extinguishers



KNOW YOUR FIRE EXTINGUISHER COLOUR CODE



Use fire extinguisher  only if trained



First Aid

- Equipped first aid box
- Trained first aid persons

| Kit component | New workplace first aid kit contents | | | New travel & motoring kit contents | Personal issue kit contents |
|------------------------------------|--------------------------------------|--------|-------|------------------------------------|---|
| | Small | Medium | Large | | |
| Conforming bandage | 1 | 2 | 2 | 1X Guidance leaflet | 1X guidance leaflet, 1X contents list, 1X I. sterile dressing, 1X triangular bandage, 10X plasters, 4X alcohol-free wipes, 2X nitrile gloves (pairs), 1X resus shield, 1X foil blanket, 1X clothing cutters |
| Guidance leaflet | 1 | 1 | 1 | 1X Contents list | |
| Contents list | 1 | 1 | 1 | 1X Med. sterile dressing | |
| Medium sterile dressing | 2 | 4 | 6 | 1X Triangular bandage | Critical injury pack contents |
| Large sterile dressing | 2 | 3 | 4 | 10X Plasters | |
| Triangular bandage | 2 | 3 | 4 | 10X Alcohol-free moist wipes | 1X guidance leaflet, 1X contents list, 2X nitrile gloves (pairs), cutters, 2X large trauma dressing, 2X haemostatic dressing, 1X foil blanket, 1X clothing, 1X tourniquet |
| Eye pad sterile dressing | 2 | 3 | 4 | 2X Nitrile gloves | |
| Plasters | 40 | 60 | 100 | 1X Resuscitation shield | |
| Alcohol-free moist cleansing wipes | 20 | 30 | 40 | 1X Foil blanket |  |
| Adhesive tape roll | 1 | 2 | 3 | 2X Burn dressing | |
| Nitrile disposable gloves (pairs) | 6 | 9 | 12 | 1X Clothing cutters | |
| Sterile finger dressing | 2 | 3 | 4 | 1X Adherent dressing | |
| Resuscitation face shield | 1 | 1 | 2 | 1X Medium trauma dressing | |
| Foil blanket | 1 | 2 | 3 | | |
| Burn dressing | 1 | 2 | 2 | | |
| Clothing cutters | 1 | 1 | 1 | | |

Note: The above list is British Standard and above Maltese minimum requirements



Legionella

- Legionellosis is the collective name given to the pneumonia-like illness caused by Legionella bacteria, including the most serious Legionnaires' disease.
- Infection is caused by breathing in tiny droplets of water contaminated by the bacteria.
- Common symptoms include coughing, breathlessness, high fever, muscle aches and headaches, which usually appear 5-6 days after infection but may take longer.

Legionella - Who may be affected?

Everyone is potentially susceptible to infection but some people are at higher risk. Not everyone who is exposed to Legionella will get ill but the following are more at risk:

- Workers over age of 40
- Smokers and heavy drinkers
- Those with compromised immune systems
- Those with pre-existing lung diseases such as Chronic Obstructive Pulmonary Disease (COPD)
- People with chronic underlying disease such as diabetes mellitus, congestive heart failure, chronic liver failure, those suffering from chronic respiratory or kidney disease

Travel abroad is an important risk factor.

The risk of acquiring legionellosis is related to the individual's susceptibility and the degree and intensity of exposure.



Preventing Infection

Under public health law, you must consider the risks from Legionella that may affect your staff or public members and take suitable precautions. As an employer or person in control of a place of work you must:

- Identify and assess sources of risk.
- Prepare a scheme (or course of action/Legionella control plan) for preventing or controlling the risk.
- Implement and manage the scheme – appoint a person to be managerially responsible - the responsible person.
- Keep records and check that what has been done is effective.



Summary of most significant

- H&S is a condition free from risk of injury harm or loss
- Legal & Moral obligations
- Safety Management Systems help us manage effectively
- Risk Assessments are crucial to identifying the hazards and determine if the risks are adequately controlled or if more is required
- DSE is one of the most significant hazards in the office environment
- Emergency planning and fire control are essential in any environment
- There are several other legal obligations that may be applicable to your office



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