Note: This section is in two parts

Monitor and maintain health, safety and security in the workplace

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PART 1

Monitor and maintain health, safety and security in the workplace

Introduction

Health and safety at work is a vital part of a modern management system. It places important duties on both parties, the employer and the employee. The employer at a golf club will usually be the Board, or Committee, of members who are elected for a period of time. The employees are all those persons who carry out any work related activity on the site whether for payment or not. This can include part-time staff and volunteers, such as an artisans club, whose tasks will be supervised by a named person.

Good health and safety practice at work depends upon a positive attitude, a good level of awareness and clear guidance in the form of policies and risk assessments. The employee must follow the ‘rules’ set out by the employer; this is particularly important when using work equipment and wearing personal protection.
**Health and Safety at Work Act**

The ‘Health and Safety at Work Act’, was the first modern act to focus on the responsibility of the employer and employee.

i. The Employer must provide a safe working environment.
ii. The Employee must work in a safe manner.

These aims are achieved by the preparation and implementation of the company’s health and safety policy. It is essential that you fully understand your own company’s health and safety policy.

A typical health and safety policy will contain:
- A statement of general health and safety policy.
- Details of responsibilities.
- Details of safe working practices.
Risk assessment

Health and safety (before legislation), like most areas in life was reactive. When an accident happened, it was investigated and measures were taken to prevent recurrence.

Over time it was realised that being proactive would prevent the accident happening and so reduce down time and other associated losses.

All modern Health and Safety Regulations contain the need for proactive risk assessment.

Definitions:
- Hazard – anything that has the potential to cause harm (e.g. sharp, hot, hazardous chemical, ladders, using work equipment on a steep grass slope etc.).
- Risk – is the chance (low, medium or high) that someone will be harmed by the hazard.

Five basic steps to risk assessment
i. Look for the hazard.
ii. Identify who or what is at risk.
iii. Evaluate and reduce risk.
iv. Record your findings.
v. Review assessments.

Aspects involved in risk assessment

Risk factors apply not just to the task but to all aspects that could impact on it, for example: -

The task itself:
   i. Is it a new or unfamiliar task?
   ii. Are the workers new and competent for their duties?
   iii. Are there children or animals nearby whose actions could be unpredictable?

The site:
   iv. Is the site secure and safe?
   v. Has it limitations?
   vi. Are there any environmental limitations?

Sources of guidance in risk assessment

It is the duty of the employer to ensure that the significant findings of a risk assessment are recorded in a suitable format.

Where possible, risk assessment should not be carried out in isolation. You should always link into as many sources of guidance as possible.
   i. Own experience and the experience of others.
   ii. Employer guidance.
   iii. Employees’ observations.
   iv. Past records, accidents and incidents.
   v. Manufacturers (machinery, equipment, materials).
   vi. Suppliers.
vii. Consultants.
viii. Environmental health.
ix. Health and safety departments.
x. Trade associations and publications.
xii. Internet
xii. Any other relevant source.

Reference: Five steps to risk assessment HSE booklet INDG 163.
Accident and emergency procedures

Risk assessments, when carried out and discussed with the workforce, should prevent accidents and wastage.

However, because of factors beyond our control, lack of foresight or negligence, accidents or emergencies can still occur. It is a legal requirement under the Management of Health and Safety Regulations for employers to develop, implement, train and test procedures to deal with any potential emergency.

The three most common emergency procedures are: -

a) What to do if an accident occurs.
b) What to do in the event of a fire.
c) What to do when other emergencies occur (e.g. storms, lightning strikes, flooding, chemical or fuel spillage and major emergencies).

Accident procedures

When calling for help on a large site such as a golf course, it is imperative to explain exactly where the accident victim is and the best route to take to get to them.

In order to help reduce accidents people should, where possible, not work on their own. If this must happen, they should be provided with means of communication or be checked upon frequently.

Reporting accidents

It is a legal requirement to record all accidents or near misses.

There should be an accident book kept in every workplace. It is important to keep it up-to-date, for the purposes of possible payment of statutory sick pay (SSP) or disablement benefit, insurance compensation and to enable implementation of improved work practices and procedures.

In more serious cases, where more than 3 working days are lost or a person is in hospital for more than 24 hours due to an accident or a serious near miss occurs, a Reporting of Injuries, Disease and Dangerous Occurrences Regulations (RIDDOR) form must be sent in to the office of the local Health and Safety Inspector. Alternatively, telephone the Incident Contact Centre on 0845 300 9923, by fax 0845 300 9924 or by e-mail at riddor@natbrit.com. In some cases the inspector will investigate on site. The other purpose of RIDDOR is to gather information about accidents in order to target possible future legislation.

Full details of RIDDOR reporting procedures may be found in the HSE booklet 'RIDDOR Explained' (HSE 31).
First aid

The First Aid at Work Regulations, require employers to appoint suitably qualified personnel to deal with accidents and emergencies; there are two types of qualification:

Appointed Person – this qualification usually follows a one-day training course. The appointed person is restricted to giving clearly defined emergency first aid and calling for professional assistance from a doctor or other qualified emergency staff.

First Aid at Work Certificate – this certificate requires attendance on a 4-day training course covering a wide range of emergency procedures.

The number of first aiders and/or appointed persons required depends on the number of people employed or visiting the workplace, the location and the type of work being carried out.

First aid box

The contents of the first aid box will depend on the type of accidents that could occur and any additional equipment needed to deal with those accidents identified as likely in a risk assessment e.g. eye wash. The location of first aid boxes is also important; it may be necessary to carry first aid boxes on work equipment and tractors if the main first aid box is located a long way away.

The box must be inspected and topped up regularly and the inspection reported.

Example of standard first aid box contents:

MINIMUM FIRST AID BOX CONTENTS

- A leaflet giving general guidance on first aid (for example HSE leaflet Basic advice on first aid at work).
- 20 individually wrapped sterile adhesive dressings (assorted sizes), appropriate to the type of work (dressings may be of a detectable type for food handlers).
- Two sterile eye pads.
- Four individually wrapped triangular bandages (preferably sterile).
- Six safety pins.
- Six medium sized individually wrapped sterile unmedicated wound dressings – approximately 12 cm x 12 cm.
- Two large sterile individually wrapped unmedicated wound dressings – approximately 18 cm x 12 cm.
- One pair of disposable gloves.
Establishing emergency accident procedures

These procedures must be clearly laid out and displayed in order to help when accidents occur.

Example of emergency accident procedure:

![Emergency Fire Procedure Notice](image)

**Fire procedures**

Good fire procedures can save lives.

a) Fire procedure notice, see example below:

```
EMERGENCY FIRE PROCEDURE NOTICE

In the event of a fire:

1) Raise the alarm.
2) Evacuate the area.
3) Small fires with minimal danger may be tackled by trained and competent staff if at least two are present. If in any doubt do not risk harm.
4) Assemble at:

SIGNED: .................................................................
```
b) Fire warden

It is usual to appoint a Responsible Person. This person is responsible for testing and reviewing the system as well as taking charge in the event of fire.

i. To test and record the correct operation of the fire alarm.
ii. To test and record fire evacuation procedures.
iii. In the event of fire:
   - Clear the building or working area.
   - Contact the fire service.
   - Shut down power, gas supplies and other sources of fuel.
   - Decide when re-entry is allowed.

c) Fire fighting

If a small fire breaks out, in some cases you may be able to help tackle it – but only if you have been trained to use the fire extinguishers and not if the fire starts to grow.

The three basic ingredients that make up what is known as the fire triangle are; air, heat and fuel. If one of these is removed, the triangle collapses and the fire goes out.

The fire triangle

It is also important, however, to know which extinguisher is required to fight different kinds of fires. There are five basic types and four of them should have coloured labels stating what the extinguisher contains.

d) Fire extinguishers

Red label
Extinguishers labelled red contain water and serve to cool the fire. They should never be used on electrical fires.

Blue label
Powder extinguishers put out flames but might leave the embers still smouldering, so do not leave until you are sure it is out properly; the flames could flare up again.

Cream label
Containing foam, these extinguishers are good for smothering the flames, although they are not suitable for use with all liquids. Make sure you have read all the instructions – and not after the fire has already started.
**Black label**
Carbon dioxide extinguishers put out fires by removing the oxygen from the fire. They are suitable for use on live electrical equipment and are clean to use.

**Green extinguisher**
Halon extinguishers have been phased out because of the harmful fumes given off by the substance, so if you still have them in your workplace, make sure your supervisor or safety officer knows the dangers. If you have to use one, they will put out the flames but there is still the risk, as with using the blue and black extinguishers, of the fire restarting.

Whatever the extinguisher, get advice on where they are kept and on how they work, and do not try to use them unless you are sure you can do so safely and in accordance with your firm’s safety policy.

Fire extinguishers should be identifiable by type and location. A competent person should inspect fire extinguishers annually and records kept of the inspection. Any fire extinguisher that has been discharged or damaged should be reported to the employer or person responsible for fire safety and should be repaired, replaced or refilled immediately.

**Being aware**

Many employees walk past the safety signs and fire extinguishers every day, hardly even noticing that they are there. The arrows on the wall become seen as just another part of the furniture, like the coffee machine in the corner or the plant on the boss’ desk.

**Other procedures**

It is important to plan emergency procedures for any potential high-risk areas.

These will vary with each work site but could include such things as action to be taken in the event of:

i. Storms or lightning strike.
ii. Flooding.
iii. Fog.
iv. Chemical, fuel, oil spillage.
v. Major emergencies.
Areas to consider

The management of health, safety and security can involve many areas; all must be considered and protected appropriately.

a. People

Always consider any groups that might be affected, these could include: -

i. Work colleagues.  
ii. The public.  
iii. Contractors.  
iv. Neighbours. 

v. Young workers.  
vi. Children.  
vii. Golfers.  
viii. Environment.

b. Environment

The environment should be considered at all times. Some of the areas to be considered are as follows:

i. Boundaries.  
ii. Hedges.  
iii. Water.  

iv. Animals.  
v. Insects.  
vi. Plants.

c. Site

Be aware of particularly dangerous areas, site limitations and any changes to the site, examples are:

i. Steep slopes.  
ii. Drops into ditches and bunkers.  
iii. Entry to pits and tanks.

d. Materials

Some materials are particularly dangerous, such as: fuel; oil; harmful chemicals; pesticides and hazardous waste. These should be handled by approved people. All materials must be handled safely and good storage will prevent deterioration and wastage.

e. Work equipment

The Provision and Use of Work Equipment Regulations (PUWER) applies to all tools, machinery and equipment used at work.

The regulations require Employers to provide:

- Safe and suitable equipment.
- Maintenance procedures that comply with manufacturers’ instructions.
- Inspection and testing of equipment.
- Risk assessments covering significant hazards relating to the operation and maintenance of the equipment.
- Training and information for operators.
- Safety systems, this could include machine-guarding, roll over protection, seat belts, warning signs and barriers and personal protective equipment (PPE).
Employees should: -
- Use work equipment safely.
- Report any defects and damage.
- Carry out routine maintenance and inspections.
- Comply with risk assessments.
- Follow guidance given in training and from instruction books.
- Follow all safety systems including wearing appropriate PPE.


f. Transport

When transporting any materials and equipment they must be kept secure and separate from the driver, sharp parts of machinery should be protected and loads should be restrained so that they cannot move. Objects moving around in transport can make the machine or vehicle unstable.

Pesticides in particular should be kept in a secured, well labelled container and full Personal Protective Equipment and spillage kit should be on hand.
Waste disposal

This is a vital area and should not be overlooked. Waste is usually considered as: -

A. Non-hazardous waste.
B. Hazardous waste.

A. Non-hazardous waste

a) Grass cuttings

These should be gathered and composted where they will not interfere with the environment.

If spread over rough, they will introduce nutrients and can cause vigorous weed ingress. If composted near water or drains, run-off can cause algal blooms, which can kill off aquatic life.

b) Prunings

These should not be burned. If they are to be left to help biodiversity as they decompose, ensure they are sited away from buildings or other combustible areas.

B. Hazardous waste

a) Waste oil

This should be collected and held in a marked container for removal to an approved site.

b) Pesticide waste

This should only be handled by trained personnel. Whether empty containers, contaminated PPE or concentrate, it should be kept under lock and key until it can be collected by or taken to a licensed contractor.
Basic guide to health and safety legislation

A. Health and Safety at Work Act (HSWA)
   See item on page 2.

B. Reporting Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
   See item on page 4 regarding accident procedures.

C. The Management of Health and Safety at Work Regulations
   These regulations build on the Health and Safety at Work Act in the Basic guide to health
   and safety legislation above. They require employers to detail how they manage health and
   safety at work.

   The main thrust of the regulations is the requirement for risk assessment. See item on pages four
   and five.

D. The Provision for Use of Work Equipment Regulations (PUWER)
   Employers must provide a safe working environment. This involves the following areas:
   i. Suitable equipment for the job must be provided.
   ii. All equipment must be properly maintained.
   iii. Proper recorded instruction and training must be given to all users.
   iv. All relevant PPE must be provided free of charge.

   The legislation applies to all tools and machinery. Every employee has the right and legal duty to
   refuse to use any equipment or machine for which they have not been properly trained.

E. Manual Handling Operations Regulations
   What is manual handling?
   Any operation which involves:
   - Lifting/lowering.
   - Pushing/pulling.
   - Carrying.
   - Throwing.
   - Applying physical force to a load or object.

   Employers must carry out manual handling risk assessments to reduce risk and provide manual
   handling training.

   a) The risk assessment should cover four main areas:
      i. The task.
      ii. The load.
      iii. The environment.
      iv. The individual’s capability.

   b) Key improvement areas:
      These usually involve:
      i. Mechanical assistance to help lift.
      ii. Improving the task.
iii. Easier packaging.
iv. Adjust the environment.
v. Training.

Reference: HSE booklet ‘Getting to grips with manual handling’ (INDG 143).

F. Noise at Work Regulations
The employer is required to conduct noise risk assessments. At 85 decibels, wearing ear protection is necessary.

G. Personal Protective Equipment at Work Regulations (PPE)
a. PPE should always be the last resort in reducing risk.
b. All required PPE must be supplied free of charge.
c. PPE must meet the performance specification; relevant CE markings and EN Standards provide information about this.
d. All users should be trained in the safe use and limitations of all relevant PPE.
e. Employees’ responsibilities:
   i. Check PPE when issued.
   ii. Report any defects.
   iii. Report loss.
   iv. Use PPE as trained.
   v. Take care of PPE correct inspection, cleaning and maintenance.
   vi. Store it properly.

H. Control of Substances Hazardous to Health (COSHH)
The regulations cover all dangerous substance, not just pesticides.

Those using such substances must assess the hazard and then assess the risk.

Hazard – the substance’s potential to cause harm.

Risk – the likelihood of harm by use and exposure.

In order to comply with COSHH regulations, a risk assessment must be written for every product used.

I. Food and Environment Protection Act (FEPA)
This Act seeks to:
   i. Protect the health of people, creatures, plants.
   ii. To safeguard the environment.
   iii. To control pests humanely.
   iv. To make pesticide information available to the public.
Security

All employees have a responsibility to their employer regarding security of staff, premises and equipment.

In practical terms this will mean complying with the employer’s arrangements for security, this could include:

- Wearing a uniform or company workwear.
- Wearing a name badge.
- Keeping keys and other security related items under personal control.
- Respecting other people’s property.
- Identifying and dealing with unauthorised persons.
- Locking up premises when areas are unattended and at night.
- Locking security gates.
- Keeping tools and machinery in secure places.
- Removing keys from machinery and vehicles when unattended.
- Keeping fuel and other hazardous materials secure at all times.
- Keeping the workplace tidy.