

Health and Safety in ICT and Contact Centres

This is compliance with Health & Safety legislation when working in ICT and Contact Centres.

The basis of health and safety law is the "Health and Safety at Work etc Act 1974". The Act sets out the general duties which employers have towards employees and members of the public, and employees have to themselves and to each other.

What the law requires here is what good management and common sense would lead individuals and organisations to do anyway: that is, identify risks and take sensible measures to tackle them.

Health & Safety legislation impacts not only on those who are employed at work, but on visitors, bystanders and customers who may be affected by actions of those engaged in work activities.

Health & Safety legislation is subject to constant review, and new legislation is introduced on a regular basis. This constant change must be monitored by organisations and individuals to identify actions required to remain compliant. Interpretation of the legislation may also be modified as a result of case law or other legal guidance.

Level 1 describes the universal responsibilities that everyone at work has for Health & Safety. Level 1 applies to work activities at all levels.

Level 2 is identical to level 1 and is therefore omitted.

Level 3, 4 & 5 are concerned with the management of Health & Safety and will apply primarily to those with a particular responsibility for the maintenance of Health & Safety.

The competent person can:	This will involve applying the following <i>knowledge and understanding</i> :	This will involve effective use of the following <i>skills and techniques</i> :
Level 1 Comply with relevant Health & Safety requirements	<ul style="list-style-type: none"> • what types of Health & Safety hazard can arise as a result of work activities • the difference between hazards and risks • available sources of Health & Safety information 	<ul style="list-style-type: none"> • complying with organisational Health & Safety procedures • minimising Health & Safety risks related to work activities.
Level 3 Monitor Health & Safety procedures	<ul style="list-style-type: none"> • specified parts of organisational Health & Safety procedures • what types of Health & Safety hazard can arise as a result of work activities • relevant parts of Health & Safety legislation and regulations 	<ul style="list-style-type: none"> • carrying out formal Health & Safety risk assessments. • monitoring compliance with relevant parts of Health & Safety procedures; • providing guidance to immediate colleagues on Health & Safety.
Level 4 Maintain and implement Health	<ul style="list-style-type: none"> • relevant parts of organisational Health & Safety procedures. • what types of Health & Safety 	<ul style="list-style-type: none"> • scheduling and carrying out formal Health & Safety risk assessments.

<p>& Safety procedures.</p>	<p>hazard can arise as a result of work activities</p> <ul style="list-style-type: none"> • relevant Health & Safety legislation and regulations 	<ul style="list-style-type: none"> • reviewing and updating Health & Safety procedures; • ensuring compliance with Health & Safety procedures; • informing colleagues of their responsibilities for Health & Safety and confirming their understanding at suitable intervals;
<p>Level 5 Contribute to organisational Health & Safety policies.</p>	<ul style="list-style-type: none"> • what types of Health & Safety procedures are applicable to the organisation • what types of Health & Safety hazard can arise as a result of organisational activities • what Health & Safety legislation and regulations may be applicable to the organisation 	<ul style="list-style-type: none"> • reviewing and updating Health & Safety procedures; • controlling formal Health & Safety risk assessments • defining checks on compliance with Health & Safety procedures; • supporting the development of organisational Health & Safety policies • identifying applicable Health & Safety regulations

Included knowledge and skills components

Knowledge components

Types of Health and Safety hazards	
Many types of hazards can arise in the workplace. The following are examples of types of hazards which can arise across a range of work activities:	
Level 1	<ul style="list-style-type: none">• use of display screens; incorrect use of protective equipment; improper use of tools and equipment; lifting or handling heavy objects; excessive noise; electricity; hazardous substances.
Level 2	<ul style="list-style-type: none">• as level 1
Level 3	<ul style="list-style-type: none">• as level 1
Level 4	<ul style="list-style-type: none">• as level 1
Level 5	<ul style="list-style-type: none">• as level 1

Health and Safety legislation and regulations	
<p>The Management of Health and Safety at Work Regulations 1999 (the Management Regulations) generally make more explicit what employers are required to do to manage health and safety under the Health and Safety at Work Act. Like the Act, they apply to every work activity. The main requirement on employers is to carry out a risk assessment. Risk assessment should be straightforward in a simple workplace such as a typical office and should only be complicated when dealing with serious hazards.</p> <p>Other regulations require action in response to particular hazards, or in industries where hazards are particularly high. A list of the main regulations is shown below. Many are not qualified by 'reasonable practicability'.</p> <p>Regulations are law, approved by Parliament usually made under the Health and Safety at Work Act. Some regulations apply across all companies, such as the Manual Handling Regulations which apply wherever things are moved by hand or bodily force, and the Display Screen Equipment Regulations which apply wherever VDUs are used. Other regulations apply to hazards unique to specific industries.</p> <p>The following list covers regulations which will be typically applicable but others may apply in individual working environments:</p>	
Level 3	<ul style="list-style-type: none">• Health and Safety at Work etc Act 1974• Management of Health and Safety at Work Regulations 1999• Health and Safety (Display Screen Equipment) Regulations 1992• Personal Protective Equipment at Work Regulations 1992• Provision and Use of Work Equipment Regulations 1998• Manual Handling Operations Regulations 1992

	<ul style="list-style-type: none"> • Noise at Work Regulations 1989 • Electricity at Work Regulations 1989 • Control of Substances Hazardous to Health Regulations 2002 (COSHH) • Workplace (Health, Safety and Welfare) Regulations 1992 • Health and Safety (First Aid) Regulations 1981 • The Health and Safety Information for Employees Regulations 1989 • Employers' Liability (Compulsory Insurance) Act 1969 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
Level 4	<ul style="list-style-type: none"> • as level 3
Level 5	<ul style="list-style-type: none"> • as level 3