

# UNIT 15: MANAGING BUSINESS ACTIVITIES TO ACHIEVE RESULTS



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## » UNIT 15: MANAGING BUSINESS ACTIVITIES TO ACHIEVE RESULTS



LO 3. Be able to monitor appropriate systems to improve organisational performance.

# » THE BASIC SYLLABUS

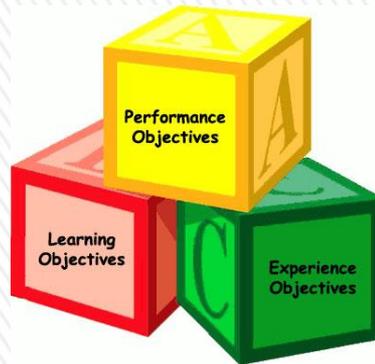


1. Understand the importance of business processes in delivering outcomes based upon business goals and objectives.
2. Be able to develop plans for own area of responsibility to implement operational plans.
3. Be able to monitor appropriate systems to improve organisational performance.
4. Be able to manage health and safety in the workplace.



# »» LEARNING OBJECTIVES

- » Be able to monitor appropriate systems to improve organizational performance



- » At the end of the class the students should be able to:
- » Be able to manage health and safety in the workplace



# »OVERVIEW

- » Organized efforts and procedures for identifying workplace hazards and reducing accidents and exposure to harmful situations and substances. It also includes training of personnel in accident prevention, accident response, emergency preparedness, and use of protective clothing and equipment.



# LEGISLATION AND REGULATIONS RELATING TO HEALTH AND SAFETY AT WORK

Often referred to as HASAW or HSW, this Act of Parliament is the main piece of UK health and safety legislation. It places a duty on all employers "to ensure, so far as is reasonably practicable, the health, safety and welfare at work" of all their employees.

Among other provisions, the Act also requires:

- safe operation and maintenance of the working environment, plant and systems
- maintenance of safe access and egress to the workplace
- safe use, handling and storage of dangerous substances
- adequate training of staff to ensure health and safety
- adequate welfare provisions for staff at work.
- Employers must also keep and revise a written record of health and safety policy and consult with employees or their representatives on such policies (this only applies to those employing five or more).



# LEGISLATION AND REGULATIONS RELATING TO HEALTH AND SAFETY AT WORK

The Management of Health and Safety at Work Regulations 1999 places a duty on employers to assess and manage risks to their employees and others arising from work activities.

Employers must also make arrangements to ensure the health and safety of the workplace, including making arrangements for emergencies, adequate information and training for employees, and for health surveillance where appropriate.

Employees must work safely in accordance with their training and instructions given to them. Employees must also notify the employer or the person responsible for health and safety of any serious or immediate danger to health and safety or any shortcoming in health and safety arrangements.



# ORGANISATIONAL POLICIES AND PROCEDURES REGARDING HEALTH AND SAFETY

A policy is a course of action or guidelines to be followed whereas a procedure is the 'finer details' of the policy, outlining what has to be done to implement the policy. For example, a staff recruitment policy could involve the following procedures:

- All vacant paid positions will be advertised in local and state-wide papers.
- The advertisements will have details of duties, salary range, closing date and contact details.
- All interested people will be mailed job descriptions and information about the organisation.



## ORGANISATIONAL POLICIES AND PROCEDURES REGARDING HEALTH AND SAFETY

To comply with current health and safety legislation, you must:

-display a health and safety law poster (available from the Health & Safety Executive), an employer's liability insurance certificate and other notices such as 'no smoking' notices and exit signs.

- undertake risk assessments (Management of Health & Safety at Work Regulations 1994) including risk assessments under the Control of Substances Hazardous to Health Regulations, covering the use, storage and disposal of chemicals such as cleaning materials
- undertake special risk assessments for people under 18 or women who are pregnant or breastfeeding.

draft and implement an 'action in the event of a fire' procedure (The Regulatory Reform (Fire Safety) Order 2005) - if you have full responsibility for your premises, you should have carried out a fire risk assessment (if you lease the premises you may find that the landlord has arranged this) so use the risk assessment to draft your procedure and include assembly points and fire drills etc



## ORGANISATIONAL POLICIES AND PROCEDURES REGARDING HEALTH AND SAFETY

- assess computer workstations and provide eye tests for employees if required (The Health and Safety (Display Screen Equipment) Regulations 1992)
- assess items which might cause harm if lifted incorrectly or are too heavy (Manual Handling Operations Regulations 1992 (amended 2002) - offer employees basic training in manual handling techniques if lifting is part of their job requirement
- maintain premises in a clean, tidy and orderly condition (The Workplace (Health, Safety and Welfare) Regulations 1992) - ensure emergency access routes are not blocked; eliminate trailing wires or trip hazards such as frayed carpets or wet floors; and maintain equipment in good order



# ORGANISATIONAL POLICIES AND PROCEDURES REGARDING HEALTH AND SAFETY

- provide a first aid box (The Health and Safety (First Aid) Regulations 1981) and identify an 'appointed person' who can monitor the contents of the first aid box and summon medical assistance when required
- ensure you have an accident book in which to record all accidents, however minor (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) and that accidents that lead to absence from work of more than three days are reported
- include health and safety when planning training - this can be formal and/or informal training in group or briefing meetings.



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