

MANUAL HANDLING POLICY

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1. Introduction

The Manual Handling Operations Regulations (often abbreviated to MHOR) is a piece of health & safety legislation that affects both employers and employees. It passed in to law in 1992, and was amended in 2002.

The Regulations promote the need for an ergonomic approach in assessing all hazardous manual handling operations to determine the risk of injury. The assessment should point the way to correct and safe manual handling. The standards make specific reference to manual handling risk assessments and training requirements.

In order to achieve compliance to the standards the BSO must demonstrate that appropriate systems are in place, that the BSO monitors the effectiveness of the system and that appropriate changes are made following evaluation and review.

2. Scope

- 2.1. This policy covers everyone that is employed by the Business Services Organisation (BSO) whilst in the course of their duties including temporary staff and any visitors to BSO/HSC sites.

3. Policy statement

- 3.1. The BSO recognises the MHOR 1992(Amended 2002), and the need to provide a safe working environment, safe systems of work and safe and appropriate equipment for its employees, contractors and visitors as far as is reasonably practicable and it should be noted that this policy is subordinate to the Health & Safety Policy.
- 3.2. BSO will ensure compliance with the standards laid down by the MHOR 1992 (Amended 2002) and that all manual handling is carried out safely by the use of correct manual handling assessment and manual handling techniques.
- 3.3. This policy takes into consideration the legal requirements of:-
 - The Health and Safety at Work Act 1974
 - The Health & Safety at Work (NI) Order 1978
 - Management of Health and Safety at Work Regulations 1992
 - Workplace (Health, Safety and Welfare) Regulations 1992
 - Manual Handling Operations Regulations 1992 (Amended 2002)
 - Provision and Use of Work Equipment Regulations 1998 (PUWER 1998)
 - Lifting Operations and Lifting Equipment Regulations 1998(LOLER 1998)
 - Human Rights Act 1998
 - Disability Discrimination Act 1995

- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR 1995)

4. Definitions and explanation of terms

For the purposes of this policy the following terms are defined:

Manual Handling: As per the Manual Handling Operations Regulations 1992,

Manual handling is defined as 'any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or by bodily force.'

5. Manual handling operations

This means any transporting or supporting of a load by hand or by bodily force. This includes tasks that involve pushing, pulling, lifting, lowering and carrying (MHOR 1992 Amended (2002)).

6. Duties (roles and responsibilities)

6.1. Chief Executive (CE)

Shall have overall responsible for the implementation of this policy.

Shall have overall accountability for the management of health & safety and will delegate responsibility to ensure that adequate and appropriate resources are made available to ensure that the BSO meets its statutory obligations.

6.2. Director of Human Resources and Corporate Services (DHRCS)

Day-to-day responsibility for ensuring this policy is put into practice is delegated to the Director of Human Resources & Corporate Services and the Corporate Services Manager. He/She shall be responsible for ensuring all manual handling operations are assessed and controlled as laid out in this procedure.

6.3. Line Managers/Department Managers

- Shall be responsible for tasks performed by their staff. No employee should be expected to manually handle animate or inanimate loads in circumstances likely to cause harm to themselves or colleagues.
- Shall ensure that adequate control measures are in place to reduce or eliminate the risk of injury.

- Shall ensure that, as far as is reasonably practicable, all manual handling operations that involve the risk of injury are eliminated, automated or mechanised.
- Shall ensure that generic equipment and inanimate load Risk Assessments have been completed accurately by competent persons. The assessments are to be documented and be available for inspection.
- Shall ensure that all staff within their responsibility who undertake manual handling activities as part of their job attend manual handling training appropriate to the risk identified in Risk Assessment.
- Shall refer risks that cannot be addressed on site to their Senior Manager who will consult with the BSO Health and Safety Manager.
- Shall provide appropriate equipment for the safe handling of loads.
- Shall investigate and report all manual handling accidents / incidents and have them investigated.

6.4. Health, Safety & Environmental Management Group

- Shall receive reports and analysis of moving and handling incidents/accidents reported through RIDDOR and make further recommendations for action as necessary.
- Shall ensure the development of any action plans in relation to raising awareness to staff of the process and systems in place for the reporting of incidents.
- Shall monitor the implementation of any action plans developed.

6.5. Employees Responsibilities

- Shall take reasonable care of their health and safety and that of others who may be affected by their acts or omissions at work.
- Shall co-operate with their employer and making full and proper use of any equipment provided for them to assist in the safe handling of loads, and agreed safe systems of work.
- Shall report to their manager any health problems or conditions that may affect their manual handling capabilities.
- Shall visually check all equipment before use, ensure that it is in a good state of repair and report any defects or problems to their manager.

- Shall participate in and comply with the undertaking and review of both generic and specific manual handling assessments and for following instruction and guidance where specific risks have been identified.
- Shall perform a personal risk assessment prior to a handling task undertaken by them and to alert their manager immediately regarding any area of doubt or concern
- Shall when sustaining an injury at work through manual handling to inform their manager and complete an incident report form which can be found at the link below.

http://intranet.bso.hscni.net/pdf/BSO_Incident_Form.pdf

- Shall wear suitable work clothing and footwear for manual handling (footwear that offers protection for toes should be worn).
- Shall adhere to the BSO Manual Handling Policy.

6.6. Trade Union/Staff Side Representatives

- Shall make representations to the employer on behalf of their members on any health, safety and welfare matter.
- Shall investigate any potential hazards, complaints by their members to identify the causes of accidents, dangerous occurrences and diseases.
- Shall participate in any risk assessment process related to the investigation.
- Shall attend and maintain training appropriate to their role.

7. Training Records

- BSO will maintain electronic records of manual handling training for all staff who undertake manual handling as part of their role.
- Department Managers will review records on a regular basis to ensure that training and refresher training is completed on a timely basis.

8. Manual Handling Risk Assessment

- Staff are advised that manual handling should be avoided wherever possible and that they should think about the process with a view to eliminating the activity completely, breaking it into smaller chunks or automating it.

- Manual handling risk assessments for hazardous moving and handling are to be carried out using the BSO Manual Handling Risk Assessment Form (See Appendix 1) and a copy is to be retained with the Health and Safety Folder on sites.
- Risk assessments shall take the following format:
 - Examination of the moving and handling operations currently undertaken. This should take into account the task, load, environment, clothing and individual capability.
 - The completed risk assessment shall highlight any likely risks of injury that may be present.
 - Measures necessary to reduce the risk to the lowest reasonably practicable level shall be identified, with subsequent recommendations made regarding implementation within an action plan.
 - The risk assessment will be reviewed whenever there is a significant change in the task, staff, load, environment or equipment.
- Risk assessments should be conducted and completed as quickly as is reasonably practicable.

9. Manual Handling Training

Staff Members who undertake manual handling as part of their role

- Manual Handling training will provided to all employees who are required to undertake manual handling as part of their role.
- The training will be provided by either an internal/external health or safety training provider who will provide awareness of the risks of manual handling as well as training on practical lifting using the “Kinetic Method”.
- Any staff member expected to undertake manual handling after practical training is required to re-attend the training every three years.

Staff Members who do not undertake manual handling as part of their role

- Those staff members who do not undertake manual handling will receive a brief awareness session during their induction to BSO, however it is stipulated that unless you have specific practical training, staff members are not permitted to undertake any manual handling of items weighing 5kg and above.
- An electronic record of training will be maintained by the BSO Learning and Development Team.

10. Specialist Advice

- Any staff member who is required to undertake manual handling as part of their role, but feels that even with training that the activity would still pose an issue for them, should speak to their line manager, who will arrange a referral to BSO's Occupational Health Service for further assessment, advice and guidance.

11. Review arrangements

- Procedural documents will be reviewed by the procedural document owner within 2 years of approval. However, a review earlier than this may be prompted by factors including:
 - Legislative or regulatory changes
 - Structural or role changes
 - Operational or technological changes
 - Changes in the evidence-base
 - Organisational learning
 - Audits and reviews of the effectiveness of the policy

12. Training / support

- All staff will receive awareness of this policy through their Health and Safety induction and mandatory training updates, relevant training and support material will be provided by designated staff.
- Should anyone require support, advice or guidance on any element outlines in this policy they should speak to their line manager, the BSO Health and Safety Manager or their Trade Union Representative.

13. Equality Considerations

This policy has been screened for equality implication as required by Section 75 of Schedule 9 of the Northern Ireland Act and it was found that there were no negative impacts on any grouping. This policy will therefore not be subject to an Equality Impact assessment.

14. Human Rights

This Policy has been considered under the terms of the Human Rights Act 1998, and was deemed compatible with European Convention Rights contained in the Act.

15. Review of Policy

This policy will be reviewed no later than 01 July 2021

16. References (as evidence based)

Health and Safety at Work Act 1974

<http://www.hse.gov.uk/legislation/hswa.htm>

Management of Health and Safety at Work regulations 1999

<http://www.opsi.gov.uk/si/si1999/19993242.htm>

Appendix 1

Assessment carried out by:		Manual Handling Activity:	
Job Title:		Date of Assessment:	
Call Centre:		Review Date:	

Does the task involve.....?			
Stooping		Strenuous pulling	Large Vertical Movements
Bending		Repetitive Handling	Frequent prolonged effort
Twisting		Little Rest/ Recovery	Other: (list below)
Long distance travel		Work Pacing	
Holding away from the		Reaching Upwards	
Strenuous pushing		High initial effort	

Is/Does the individual.....?			
Require unusual strength		Need general information and training	Other: (list below)
Have a health problem		Need particular information and training	
Pregnant(refer to New and		Medical condition	
A young person 16-17		Restrictive Clothing and PPE	

Is the load.....?			
Heavy		Heavy at one end	Other: (list below)
Bulky		Rough Surfaces	
Hot/ Cold		Difficult to see over	
Contents liable to move/		Contain Hazardous substances	
Difficult to grasp		Open container	
Unstable/ Unpredictable			

Is/ Does the environment....?			
Hot/ Humid		Varying Floor Levels	Other: (list below)
Cold		Floor in poor condition	
Windy		Cramped	
Poor Lighting		Slippery Floor	
Steps/ Stairs		Obstructions	
Difficult Storage Conditions		Make it difficult to adopt a good posture	

Manual Handling Activity/Task Complete the relevant details of the activity being assessed
Significant Handling Hazards All Hazards associated to the activity should be entered here: task, individual, load and environment

Those at risk E.g staff, public and others	
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Current Control Measures List current control measures

With these controls the risk is (circle)	Unacceptable	Further Controls Required	Adequately controlled
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Further Control Measures Required List further action needed to adequately control risks
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Action Required	Date of Completion	By Whom

Assessor Name: Signature: Date:	
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