



**Crown Estate
Scotland**
Oighreachd a' Chrùin Alba

Management of Common Risks

Health and Safety Policy

HSP02



Management of Common Risks

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Sign-off

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Annual review of HSP02 delayed due to development of new H&S Management system.

1. Purpose

This document supports Crown Estate Scotland's Health and Safety Policy Framework HSP01 by providing direction and principles for the management of common and health and safety risks. This document outlines broad requirements for the management of risks that are not captured within other specific policies. Subject specific policies have been developed to cover areas which both present a significant risk to the business and are governed by specific legislation.

2. Scope

This policy applies to all sites where Crown Estate Scotland (CES) holds responsibility for health and safety management, all vehicles used for CES business, to all activities undertaken by CES employees or contractors working on behalf of CES and to visitors to CES offices and depots.

3. Policy

3.1. Policy Statement

Crown Estate Scotland is committed to ensuring risks relating to our work are identified, assessed, and adequately controlled. Where risks are common across the business, Crown Estate Scotland will develop policy and procedures to ensure we adopt a consistent approach to management of risk and implementation of control measures. Where activities are managed by contractors, Managing Agents, or other external parties then they are responsible for management of risk and implementation of control measures.

3.2. Policy Objectives

To ensure an effective and structured management system that ensures significant risks are identified, assessed and suitably managed.

3.3. Policy Overview

Duty Holders are responsible for ensuring that risks relating to our work are identified, assessed, and adequately controlled. Individual requirements in this policy outline the approach to be adopted in several subject areas common across the business.

4. Definitions

Employee	Any person employed directly either in a short term or permanent basis to work within Crown Estate Scotland.
Line Manager	Any person with responsibility for managing people (including Directors and line managers).
Facility Manager	Any person with responsibility for health and safety in a particular CES office or depot.

Managing Agents and Supply Chain	Any individual or organisations engaged to supply goods or services to Crown Estate Scotland under a contractual agreement.
Duty Holder	Employer plus any director, line manager, asset manager, facilities manager, managing agent, or contractor or other member of staff with responsibility under health and safety law.
Personal Protective Equipment (PPE)	Clothing or equipment designed to protect the individual user or groups of users against health or safety risks at work. The Equipment should be suitable and sufficient to the work activity.

5. Policy Requirements

Crown Estate Scotland and its Managing Agents and Supply Chain will ensure that:

5.1. Risk Assessment

Risks associated with activities under its control are assessed and such controls as are deemed necessary are implemented to reduce risk to an acceptable level. Duty Holders are responsible for ensuring risk assessments are undertaken for all activities and/or premises that they manage.

Duty Holders are responsible for:

- Identifying potentially hazardous activities within their area of responsibility.
- Ensuring risks are assessed and controls are identified which reduce risk to an acceptable level.
- Ensuring controls are implemented.
- Communicating the findings to staff.
- Ensuring risk assessment methodologies are reviewed and undertaken at least annually to reflect any changes in the way a task is undertaken.
- Ensuring that risk assessments undertaken are properly recorded and subject to effective resumption procedures.

Copies of risk assessments may be held centrally or locally but must be agreed and signed by those undertaking the work to which they relate. Principal risk assessments are reviewed annually in conjunction with compliance or if there are any major changes in the way in which the workforce is carrying out a task. Site specific risk assessments are completed when workforce arrive on site to carry out tasks, this is completed in the form of a risk assessor app and refers back to the relevant principal risk assessment.

5.2. Method Statements

High risk or more complex tasks may warrant development of a 'safe system of work' where risk assessment alone does not reduce risk to an acceptable level, or where a specific methodology, set of controls, or sequence of work must be followed.

Method statements should be produced where they will assist in:

- identifying controls at each stage of the task
- communicating information about the controls and work sequence to those carrying out the work

Duty Holders are responsible for identifying circumstances where use of method statements is an appropriate control, reviewing related risk assessments, and identifying both existing and additional control measures. Reference should be made to CES, HSE and industry guidance and the knowledge of others including employees or contractors who have practical experience in completing the task.

Method statements should identify the sequence of work and highlight other specific points that must be considered e.g. permit to work requirements, task or site-specific environmental factors. Content should be communicated to employees prior to commencement of work. Method statements should be reviewed once tasks have been completed to identify and take into account lessons learned.

5.3. Office Safety

Duty Holders are responsible for identifying and assessing risks associated with activities undertaken by employees. Facilities and Office Managers are responsible for identifying hazards and assessing risks posed by the building or premises and completing Location Risk Assessments.

Whilst work in office environments generally presents a relatively low risk of injury (due to the types of activity taking place there), all types of activity should be assessed for the related risk and risk assessments undertaken as required.

Risk assessments must be completed for new starts (where a requirement is identified by the line manager during the induction process) and undertaken annually (or more regularly if required) to ensure risks remain properly controlled.

The content of, and any changes to assessments must be agreed and signed by those undertaking the work to which they relate.

5.4. Fire safety in the workplace

Crown Estate Scotland recognises its responsibilities for fire safety in the workplace.

The Edinburgh Office is an occupier of part of a building, which means we will work with the landlord or their agents, and other occupiers to meet our responsibilities. At Glenlivet and Fochabers this is as owner and occupier of the building. At Glenlivet, our responsibilities include visitors to the seasonal visitor centre.

As a responsible organisation, Crown Estate Scotland will ensure the Duty Holder:

- Carries out a fire risk assessment of the premises and review it annually (in the case of the Edinburgh Office, securing the building fire risk assessment from the owner, procuring as required the office risk assessment and risk assessing aspects that we are responsible for as occupier).
- Tells staff about the risks we have identified
- Ensure that appropriate fire safety measures are in place and maintained.
- Plans for an emergency.
- Provides staff information, fire safety instruction and training.

Fire risk assessments process will:

- Identify the fire hazards.
- Identify people at risk.
- Evaluate, remove or reduce the risks.
- Record findings, prepare an emergency plan and provide training.
- Review and update the fire risk assessment regularly.

This will involve consideration of:

- emergency routes and exits
- fire detection and warning systems
- firefighting equipment
- the removal or safe storage of dangerous substances
- an emergency fire evacuation plan
- the needs of vulnerable people, for example the elderly, young children or those with disabilities
- providing information to employees and other people on the premises
- staff fire safety training

5.5. Display Screen Equipment and Workstation Safety

Crown Estate Scotland recognises the risk to staff presented by use of Display Screen Equipment (DSE) including musculoskeletal disorders, visual fatigue, and stress. While the risks to individual users are often low, they can still be significant if good practice is not followed. Crown Estate Scotland recognises the need to control and reduce all such risks to employee health, including during periods of home working.

Duty Holders are responsible for identifying display screen equipment users and are required to ensure annual refresher training and workstation assessments are undertaken for all relevant employees and this training is recorded. These should be reviewed with line managers and follow up actions/adjustments agreed. (see Appendix 1)

5.6. Remote Working

Line Managers, as Duty Holders, are responsible for managing risks to staff who undertake work at locations which are remote from their normal place of work.

This might be at another CES office from where one normally works but also could be the offices of our Managing Agents or other partners such as Highland & Islands Enterprise.

Part of the work may involve meeting with representatives but also working on their own within the remote offices.

On arrival, those remote working must ensure that they report to an appropriate person, make themselves aware of any emergency exits, location of welfare facilities and set themselves up in a location that does not interfere with the host's workplace.

All staff members should ensure that they follow the CES Lone Working procedures outlined in section 5.8 below if they find themselves working alone in an office location.

5.7. Working from Home

See appendix 1 - Hybrid Working

5.8. Lone Working

Duty Holders who require or allow staff to work alone in CES offices, on site, or driving, are responsible for conducting a risk assessment of the work and for setting strict parameters of what can and cannot be undertaken while working or travelling alone. Employees who could be considered to be lone workers include those working in isolation from other employees and those who spend significant amounts of time working in isolated or remote locations.

Although lone workers are not subject to direct supervision, it is still the responsibility of their line manager to ensure their health and safety at work so far as is reasonably practicable. This means that employers must conduct risk assessments of all the work activities carried out by employees, including those working from home.

If workers find themselves in the office or on site on their own, they should inform their line manager and/or a colleague/family/other contact and make arrangements to contact each other at lunch time and at the end of the working day. Both should set an alarm on their phones as a reminder.

Additional lone working safeguards are in place for estate staff based on the use of SPOT lone working devices.

5.9. Consultation with Employees within CES

We recognise and support the need to consult and communicate with the workforce on matters which affect their health and safety. Duty Holders should be able to demonstrate that they have effectively engaged with the workforce on matters relating to health and

safety. This includes identifying health and safety aspects through the annual performance management cycle.

5.10. New and Expectant Mothers

Duty Holders will ensure that the risks to new and expectant mothers from work related activities are identified, eliminated or reduced to as low as reasonably practicable. New and expectant mothers are defined as any employee who is pregnant, has given birth within the last six months or who is breastfeeding.

Employees must inform their Line Manager and the People team of the pregnancy as soon as possible. Once informed, the Line Manager and employee must review the tasks and processes that the employee is exposed to, to identify risks to both the mother and unborn child.

The Line Manager must carry out a formal pregnancy risk assessment in collaboration with the employee. Control measures must be reviewed periodically throughout the pregnancy and when the employee returns to work (if this is within six months of the birth or if she is still breast feeding) to ensure that they remain effective and they must be reviewed in their third trimester.

Specific modules should be completed by both the Line manager and expectant mother in iHasco.

5.11. Working with young people or vulnerable adults

Duty Holders are responsible for giving particular consideration to the health and safety of children and vulnerable adults and recognise their inexperience, lack of hazard awareness and potential immaturity. Young people are defined as anyone under the age of 18 years old.

Young people may be engaged to carry out work through employment, voluntary work, work experience or a similar scheme. In all cases, the Duty Holder is responsible for undertaking a specific risk assessment covering their proposed work and must consider:

- Restrictions on use of hazardous equipment and substances
- Assessment of physical capabilities and any restrictions
- Hours of work, rest periods, etc.

The risk assessment shall be discussed with the young person and shared where relevant with their school/college or parent(s)/guardian(s) as well as with those responsible for supervising work and the People Team.

The Duty Holder will ensure that the appropriate Disclosure and Criminal Records checks are undertaken in relation to staff working with young people or vulnerable adults.

5.12. Supplier Selection

Where a contractor or supplier is appointed, the appointing manager is responsible for taking reasonable steps to ensure they have the required level of competence to

discharge their duties. This means ensuring they have the required skills, knowledge, understanding, qualifications, professional accreditation and resources to complete the delegated responsibilities without causing injury, damage to property or equipment, or damage to our reputation.

Contractors or suppliers must have appropriate Public Liability Insurance and provide evidence to the appointing manager that they have current cover at the time of the work being carried out.

5.13. Permit to Work

Management and control of complex and/or high-risk tasks should be controlled by a suitable permit to work system. This demonstrates that an agreed safe system of work has been applied to the control of a specific task. This system is currently in place for all excavation work, mechanical or manual.

Duty Holders are responsible for identifying tasks requiring control under a permit to work, applying the agreed procedure, and nominating competent individuals with responsibility for the issue of permits. (e.g. Managing Agent or CES Maintenance Supervisor)

5.14. Personal Protective Equipment

Personal protective equipment (PPE) is designed to protect the user against health or safety risks at work that cannot be eliminated or effectively controlled by other measures such as engineered controls and safe systems of work.

Duty Holders are responsible for:

- Considering the hazards involved in the task and assessing risks.
- Selecting PPE based on its suitability and its ability to meet current standards.
- Ensuring people are trained in correct use of PPE.
- Ensuring PPE is adequately maintained.
- Ensuring appropriate storage is available.
- Recording the issue of PPE to staff and taking all reasonable steps to ensure it is worn.

Staff are responsible for using PPE and undertaking user maintenance in accordance with the instructions they have been given.

5.15. Manual Handling

Work activities should be planned in such a way to reduce risk of injury to staff in the activities of lifting, moving and handling of items and equipment. Hierarchy of control to be considered at the beginning of all operations is:

- Have undertaken the annual iHasco training.
- Avoid hazardous manual handling operations.
- Assess any operations that cannot be avoided.
- Reduce the risk of injury so far as reasonably practicable.

- If task unavoidable then complete a risk assessment.
- Ensure additional or refresher training is provided as required to all staff that may undertake manual handling activities.

5.16. Occupational Road Risk

Duty Holders must ensure that all necessary measures are taken to ensure the health and safety of those who drive as part of their job (commuting to work is not generally classified as driving for work, except when someone's journey starts from their home and they are travelling to a work location that is not their normal place of work). This applies to anyone driving on company business and includes use of both company and private vehicles. Staff using private vehicles for work purposes must ensure their insurance covers their vehicle for business use.

Duty Holders must ensure staff can demonstrate the necessary level of competency to drive the vehicle in question. All staff required to drive vehicles on the public highway must hold valid insurance, a current driving licence and any other tax and certificates covering the vehicle in question. Evidence of competency and relevant documentation must be supplied to Crown Estate Scotland.

Duty Holders are responsible for ensuring that vehicles and other mobile plant owned, provided, or operated is maintained and inspected in accordance with the manufacturer's recommendations and any statutory requirements.

It is the responsibility of the driver to ensure that the vehicle is safe before taking it on the road and so a daily check must be carried out including lights, tyres, windscreen, washer fluid etc.

Where the vehicle is your own that you are using on company business, you must ensure that it is insured for business use. Often this incurs no cost but is vital if you are trying to claim should an accident occur. If using their own vehicle on company business, then a copy of the driver's licence and relevant insurance information must be supplied to Crown Estate Scotland on an annual basis.

Duty Holders are responsible for ensuring all driving activities are assessed for risk. Risk assessments must be made and agreed, with drivers signing an understanding on their annual licence declaration.

Winter driving for work purposes can be particularly hazardous at Glenlivet and Fochabers. Staff driving at work in the winter in remote locations must ensure appropriate risk assessments are prepared, taking into account forecast weather conditions and the nature of their journey and ensure vehicles are equipped with appropriate equipment and are suitable for the road conditions.

The Highway Code recommends that when planning longer journeys, a 15-minute break be factored into every 2 hours of driving, and we would encourage that.

Further information is available on the HSE website – [Driving and riding safely for work](#)

If riding a bike for work, the rider must wear a high visibility jacket or sash if riding on the road and a properly fitting safety helmet at all times. A pre-ride inspection must also have been completed before use.

5.17. Interactive devices in cars

The policy of CES on the use of interactive devices (mobile phone, tablet, laptop, vehicle's media system) in vehicles is:

- The driver of the vehicle should not make or receive calls or in any other way hold or interact with a device (press buttons or operate a touch screen) unless the car is stationary and ignition is off.
- Stationary means parked up safely, not waiting at traffic lights for example.
- If the phone rings and the vehicle is moving (even if equipped with a hands-free system), drivers should let the answering service pick up the call. Drivers should respond to the message at the end of their journey or when the vehicle is safely parked.
- Drivers may follow but not set/adjust satellite navigation whilst driving. This is provided it is built into the car or the device is secured in a suitable location that does not limit visibility or impair driving. Drivers may listen to, but not choose/adjust music whilst driving, on either a built-in media system or portable device. This is provided that the volume is low enough as to not impair the ability of the driver to hear external alerts such as a bicycle bell.
- Drivers of vehicles should not undertake any other operation with an interactive device such as reading or writing texts, emails, choosing music or social media or use a dictaphone unless safely parked.

If using a bicycle for work purposes, the above policy applies.

5.18. Carriage of Petrol and Diesel Fuels

Storage and movement of fuel by road are subject to stringent and specific legislative controls given the risk to employees, premises, third parties, and the environment.

Duty Holders are responsible for planning such movements and implementing controls which minimise this risk by:

- Minimising the movement and storage of fuel.
- Ensuring a risk assessment and plans for moving fuel are developed by competent persons with appropriate knowledge.
- Ensuring that no more than 333 litres (as per ADR regulations) is moved in a CES vehicle.
- Ensuring containers and storage arrangements are suitable and meet relevant standards as referenced in the Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR).

- Ensuring staff involved with transportation of fuel have the appropriate PPE.¹
- Developing and implementing appropriate controls and emergency procedures.²

5.19. Slips & Trips

Nationally, slips and trips account for around 40% of all major reportable accidents and all Duty Holders have a responsibility to reduce the likelihood of a trip occurring.

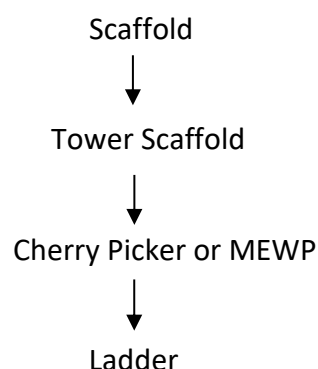
- Staircases, corridors and doors of entry and exit must not be used for storage
- Bannisters should be used when walking up or down the stairs
- All floors, passages, steps must be kept clean and free of mud and tripping hazards
- Desks must be arranged to minimise trailing cables
- Floors around desks must be kept clear of files, boxes or other paraphernalia
- Any temporarily laid cables must not cause a tripping hazard
- Any spillage of fluid must be contained and cleared away immediately – if you SEE IT, SORT IT
- Facility Managers must ensure that icy paths are properly treated.

5.20. Work at Height

Falls from height account for the greatest number of fatal and major accidents across most industries; whenever work at height is to be contemplated, the means of access and type of working platform must be considered.

Where tasks are specified, the need to work at height should be eliminated as far as possible. Where possible work should be carried out at ground level.

When this is not possible the hierarchy of options are as follows:



Employers and those in control of any work at height activity must make sure work is properly planned in advance, supervised and carried out by competent people to ensure

¹ Further details available in HSP17.

² Further details available in HSP17.

that the most suitable work equipment is chosen.

The Work at Height Regulations 2005 require an assessment to be carried out before starting any work at height. A site and task-specific work at height (WAH) risk assessment must be completed for any WAH activities, including access equipment.

Should a contractor attend a workplace and complete a WAH task, Crown Estate Scotland must ensure that a site and task-specific risk assessment has been provided prior to work commencing.

Under no circumstances may the bucket or pallet forks of a loader be used to gain access to high places.

Ladders must always be the last option and used only where the use of more suitable work equipment is not justified because of the low risk, short duration of use, or existing features on site that cannot be altered.

Where the risk of falls cannot be eliminated, they must be reduced through collective fall arrest systems such as harnesses and airbags where possible or by using personal fall protections such as harnesses and lanyards.

Upstairs windows on buildings managed by CES must be cleaned using long-reach equipment that is designed so that no ladder work is required.

5.21. Stepladders

Under no circumstances must a stool or chair or other piece of furniture be used to reach high places. A stepladder is used by the Glenlivet team for occasional tasks as well as a loft ladder for access to roof-space. A three-step stepladder is provided in the Edinburgh office to reach high storage. Before each use of these ladders, a pre-use check must be undertaken to ensure they are safe for use. Alongside this, periodic inspections are completed and logged by the H&S Coordinators at each site.

Stepladders are not designed for any degree of side loading and are relatively easily overturned. Avoid overreaching, ensure your belt buckle (navel) stays within the stiles and keep both feet on the same rung or step throughout the task. At least one other person must be present when work with stepladders is required. Any damage found must be reported and the stepladder discarded.

Chairs, desks or other surfaces are not to be used as an alternative.

6. Deviations from Policy

If this policy cannot be complied with or there is a more effective way of working, the justification for this must be submitted to the Health and Safety Committee for consideration and agreed in writing by the line manager before any work is carried out.

Any deviation from policy without approval will be investigated under CES performance or disciplinary procedures as appropriate.

Appendix 1- Hybrid Working – Off Site Health & Safety

1. Overview

Following the COVID-19 pandemic, Hybrid Working has become the new norm. That is where staff work part of their time in the offices either at Quatermile 2 or Glenlivet Estate Offices and part of their time at their own home. The [HSE website](#) has some further information.

2. General health and safety requirements

Whenever and wherever a member of staff is undertaking work for the CES, UK health and safety legislation applies. This requires that measures are in place to manage the safety and health of the employee and prevent harm to others who might be affected by the work being undertaken.

The hybrid working scheme allows office-type work to be conducted off-site and this type of work is very unlikely to affect the health or safety of people other than the staff member.

However, even office work has risks. Consider the scenario of an employee who sets up their laptop on the kitchen table and runs the power lead to a socket nearby. Either the employee or someone else in the house could trip over the trailing lead. Hence, basic health and safety concepts require to be managed at home just as they are within the office.

A key difference is that at home, the employee may not feel like they are “at work” and so can become complacent. Key health and safety aspects that must be managed at home by the employee are presented below. Managers should discuss these with their staff who are working away from the office and ensure that matters are being considered appropriately.

3. Slips, trips and falls

Whether it is slipping on spilled tea, tripping over a poorly placed power cable or falling down the stairs, the most common injury types in the workplace are also the most common at home. Care must be taken to minimise the chance of these accidents happening and this can be achieved by:

- Not overfilling cups and cleaning up any spill straight away
- Keeping the home working environment clean and tidy; not using the floor for storage
- Routing cables in a safe manner (use an extension cable so that leads do not need to be routed unsafely because they don't reach otherwise – see electrical safety below)
- Holding onto the banister when using stairs and wearing appropriate footwear
- Being mindful of pets and children

General advice on home safety is available on the HSE website which has guidance on home working safety.

4. Temperature, lighting and ventilation

It is important that basic environmental conditions are achieved in the workplace, whether that is within the offices or not. This is not only important from a health and safety point of view, but also because it will provide an environment in which employees can work productively.

Key elements are:

- Maintaining a comfortable temperature. The legal minimum for a workplace is 16°C and it is not anticipated that the home environment will be colder than this. If your home is colder than 16°, you should put the heating on or work in the offices in a space that meets this temperature. There is no upper temperature limit, but it should be “acceptable” and usually even in summer the home environment can achieve this by use of ventilation.
- A suitable level of lighting in the home is important for both work (being able to see what you are doing) and safety (so you can see the cat and not trip over it). General illumination through the use of ceiling lighting will usually be sufficient, but it may be necessary to have task lighting for certain activities. If task lighting is needed, this should be arranged with a line manager. Care should be taken regarding reflections and glare on screens (see DSE section below).
- Ventilation is also important in the home, so that a comfortable environment for work is achieved. Use of natural ventilation should be made so that fresh air is available, even during colder weather (use trickle vents or open windows for short times).
- Electrical Safety. Office work away from the office will often involve the use of IT equipment, requiring a power supply. In a home setting this is likely to mean mains power being used for both a laptop and separate screen (see DSE section below). The CES policy on electrical safety continues to apply for work activities undertaken away from the offices. However, the requirements in relation to office equipment are limited and, in most cases, will only require the user to visually check that equipment is in good repair and not obviously dangerous (e.g. no cracks or damage to casings or exposed wires/damaged insulator on cables).

All cables must be managed appropriately to avoid trip hazards and that may mean using an extension cable. If an extension cable is needed, it should be appropriately specified for the length needed and load to be used.

Do not buy cables that are too long and require to be coiled up. Should a retractable extension cable be used, it must be fully unwound.

Extension cables are subject to Portable Appliance Testing as per the CES policy and will require to be brought into the office at the necessary interval so they can be tested along with other CES electrical equipment.

More information on home electrical safety is available from [Electrical Safety First](#) and basic workplace electrical safety information is available in the HSE document [INDG231](#).

5. Lone Working

The CES procedure for Estate-based staff on lone working still applies when working away from the office, especially when working in the home.

Although the home environment is very familiar to people and they naturally feel safe in their home, incidents of various types can occur and while a person is working, their health and safety is the responsibility of CES.

The lone working policy of CES applies when working in the home and anyone working on their own off site must take basic steps to reduce risks to their health and safety. Some basic steps involve regular contact with colleagues and/or line manager, securing the environment to prevent intruders and taking steps to reduce risk of fire. The HSE website has further guidance.

6. Stress and Mental Health

Home workers will face many of the same issues as any other worker, but it can be more difficult to provide adequate support and maintain social links for those working and especially living on their own.

People who are deprived of social contact through work can feel isolated or disconnected, bringing on pressure and stress or aggravating pre-existing mental health problems.

Manage the risks of stress from working at home

There are practical things a line manager can do to help manage the risk of stress and mental health problems for home workers.

- Talk openly with them about the possibility of them becoming stressed or mentally unwell
- Involve them in completing stress risk assessments so they can help identify potential problems and solutions
- Keep them updated on what is happening so they feel involved and reassured
- Have regular keep-in-touch meetings or calls so they can share any concerns
- Make home workers aware of any occupational support available to them
- Take account of the needs of the individual – if someone is a home worker for medical reasons you may need to meet their needs differently
- Talk to your home workers
- Without day-to-day contact, it is harder to recognise symptoms of stress or mental health problems so you may need to build in additional opportunities to ensure home workers are safe and well.

Keep in regular contact with your home workers, as a team and one to one. Meetings should be accessible to all your workers.

You may need to review how the work is done to reduce any potential causes of stress. Talk to your workers to find out if they are facing any issues.

7. Work/life balance

Those working at home can sometimes work longer hours, making them tired and stressed. Speak regularly about workloads, demands and training needs.³

Hybrid workers must take regular breaks as outlined below and use their annual leave.

Make sure you and your colleague are not working too long to meet unrealistic deadlines. Do not feel obliged to answer emails outside normal working hours. Laptops and work phones must be switched off unless there is a specific need to have them on e.g. part of your duty is to be “on-call”.

Stress can build up over time and the causes can be work-related or from other issues. Whatever the cause, it's important that any worker gets help as soon as possible, and you should support them to do so.

8. Display screen equipment

DSE assessments

All workstations should be assessed to ensure that they meet appropriate minimum standards, and this applies equally to workstations at home as it does within the offices.

The iHASCO DSE course and/or [HSE checklist](#) should be used to “self-assess” the setup and will be done by the individual who will use the workstation. In most cases, should issues be identified, they can easily be rectified by the individual.

However, should further assessment be required, a workstation assessment will be undertaken by a trained assessor. For home workstations this will be virtual. Staff should speak with their manager to arrange.

DSE workstation setup

Staff should refer to the DSE checklist for details of the minimum standard for a workstation, either in the office or at home. Workers who are classed as hybrid workers must ensure that their workstation at home meets this minimum standard, since hybrid working entails considerable time spent using DSE at home.

Hybrid workers who feel that they require additional standard equipment should contact their line manager.

DSE workstation environment

The environment in which the workstation is set up must be suitable. The DSE checklist provides detail regarding this and should be consulted. Some key points are:

- Site the workstation where reflections/glare from windows will not cause issues

³ [Hybrid Working Guidance](#)

- If possible, avoid siting the workstation in areas where disturbance from other activities is likely
- Ensure adequate ventilation and a comfortable temperature is maintained
- Ensure that there is adequate space at the workstation for changing posture and that it is possible to sit square to the keyboard and display

Taking breaks

Taking appropriate breaks while working is important, but when working at a computer it can be easy to lose track of time. It is recommended that the breaks below are taken when working with DSE.

Micro-break of 30 seconds to 1 minute every 10-15 minutes. While at the DSE:

- Stop typing/reading the screen and look away from the screen (ideally at something several metres away)
- Change posture, rotate the shoulders, flex the arms, take some deep breaths, etc (anything that means the posture used for DSE work is ceased for the duration of the micro-break)
- Have a break of 5-10 minutes each hour away from the DSE.
- Physically move away from the DSE and do something else, such as make a cup of tea/coffee, go for a short walk, have a chat to another household member
- A 5–10-minute break every hour is considered much better than a 15–30-minute break every three hours

9. Workstation equipment

Hybrid Workers must have appropriate equipment both on site and off. The minimum equipment that all workers will be offered is:

- A laptop computer (to be used both at home and the office)
- A keyboard, mouse, monitor and docking station (or other way to connect laptop and peripherals) both at the office (may be shared with others) and at home.
- Standard non-IT workstation items as needed for example, a chair, desk and footrest

Note that the need for specialist items of DSE equipment (e.g. ergonomic keyboard, chair) must be determined by risk assessment and it may be decided that very expensive items cannot be provided both at the office and at home. In this case, the worker will be classed as an office worker and the specialist items provided at the office.