



# Safe Working Programme Compliance Booklet

## A Managers Guide to Improving Safety in the Organisation

### **What is this booklet for?**

The checklists contained in this booklet will enable managers to conduct quick and simple surveys of their own procedures, and the engagement of their employees with those procedures, to determine how robust their organisation's safety culture is at a moment in time.

**You don't need to be a Health and Safety expert to do this check – *indeed it is probably more effective if it is not conducted by the health and safety staff.***

# Find out if your safety message is getting through...

**1** **Manager**

Complete your own survey questions, *this will take about 4 to 5 minutes*. Don't think about it too much... just be honest!

The screenshot shows 'Management Questions' and 'Employee Questions (Part 1)'. Below is a 'Manager Survey' table:

Ser	Yes	No	D/K	Ser
1	✓			1
2		✓		2
3			✓	3
4	✓			4
5		✓		5
6	✓			6
7			✓	7
8		✓		8
9			✓	9
10	✓			10

Finished?.. Good

**2** **Surveyor**

Get someone to survey at least 3 members of staff

**Manager:** Don't do it yourself if you can help it... You may influence the results!

The screenshot shows an 'Employee Survey' table with columns for 'Fabrication', 'Logistics', and 'Transport'. Each column has 'Ser', 'Yes', 'No', and 'D/K' sub-columns. The 'Ser' column lists numbers 1 through 12.

**Manager:** Now that's underway you have some time to review your answers...  
 "Yes"... Pretty clear!  
 "No"... Also very clear  
 "D/k" (Don't Know)... Maybe you should find out before the survey results come back!

Surveyor (who doesn't need to be an expert) asks questions and records response as: Yes, No, or Don't Know (D/K)

**Manager:** Tell the Surveyor: "You may find problems, *but*, only address matters of urgent H&S need with the individual during the survey"

The screenshot shows a 'Follow-Up Actions Plan' table with columns for 'Satisfactory?', 'Actions', and 'Date Completed'. The 'Satisfactory?' column has 'Yes', 'No', and 'D/K' sub-columns. The 'Actions' column contains text like 'Investigation, Review, and Etc.' and 'Check if it needs Reassessment'.

Manager: Back to you...

The screenshot shows an 'Actions Ticket' form. Fields include 'Ticket No' (005), 'Description of H&S Topic' (keeping staff informed of...), 'Remedial Actions Required' (Train department heads...), 'Responsible Person' (S. HARRIS), 'Delivery Plan' (Train at next Management Team Meeting (M/TM) Reassigns from Department Heads at next Reassessment (R/S/R)), and 'Confirmed (Signature) Date' (P.C. HARRIS, 26 Jan 11).

Do a quick line by line analysis of the survey results – transfer you findings (Satisfactory or not) to the sheet you started earlier. Add your Follow-Up Actions  
*You now have a plan!*

Complete an Actions Ticket

When the task is completed date your Managers form to sign it off

...and the result is ?



### **What is the origin of this booklet?**

*This booklet is a component of the Safe Working Programme which is phase 1 of the c4mbd Practical Business Improvement Programme. Our trainee Business Improvement Teams learn by making real improvements in our clients business with the objective of the training programme costing less than the bottom line improvement felt by the business in the same year. Safety and improving the safety culture is an essential part of business improvement; that's why we back it up with a national qualification to reward the individual and the company.*

### **Why use this checklist**

1. **It's quick!** It will give you an immediate *Health Check* of the strength of your Safety Policies and Procedures. Use it to plan your improvements.
2. **The checklist acts as a barometer of your culture.** By asking managers if you do it, and checking that your employees are engaged with it, you know that your hard work is reaching the people that count.
3. **It's a great refresher** for the people who get involved because just for a moment they are totally focused on your Safety, Health, Environment, and Fire culture. It may be that by running through this list of questions, just for that one moment, and doing it honestly, that someone will notice something that could be improved and so prevent an accident.

### **When to use this checklist**

You **can** use this checklist whenever you have a little time to spare, and as often as you like. You **should** however review the effectiveness of your policies, structures, procedures, and training periodically; so after you have completed the first one put the date for the next one in your business calendar and measure your progress.

You only need one manager to answer the manager's questions each time, but we recommend that you survey at least three employees each time, preferably from different areas/departments. Of course the more people you survey the more accurate the results... but the more time it will take. In our opinion it would be better to do the survey more often with fewer people. In this way you are more likely to be able to see your improvement and gain long term enthusiasm, and engagement from success, rather than wading through mountains of paper trying to make some sense of it!

***We would not recommend the use of this checklist to set up health and safety systems from scratch; that is not its intended purpose. If you are starting from scratch get in touch with us and we will recommend a trusted associate to help you conduct your needs analysis and start the process by writing your policies.***

### **What are we aiming for?**

**In the managers questions** your organisation should be doing everything on this list, in some way. For some organisations safety is literally a matter of instant "life or death", for others the risks may be low and require less comprehensive procedures; a competent manager will be able to distinguish between the two. If you don't have the experience to decide if what you currently do meets the needs, then ask! But, whatever you do don't 'blag' it, or write something up because it will look bad if you tell it "*how it is*"; you will get caught out, and you may find yourself in the dock!

**In the employee questions** you are checking that your management health and safety efforts are reaching the people that count. It doesn't matter that you know they have been trained, or the procedure is in place, if they don't remember when put on the spot you have your answer; ***it isn't working!*** The more employees you can survey the more accurate the results. However, the more surveys you do the longer it will take; don't survey everyone but be realistic and try to survey at least three people even in a small organisation.

Remember: it may be more helpful to conduct the survey and get a result, do some up skilling or revision, and then do the survey again with different employees. Success breeds success, people will see improvement and get involved, and your culture will change. That's how it works!

### **Cautionary Statement...**

**We are proud to say that the questions used here are taken from our Safe Working Manual, which is based on national standards for the Diploma in Business Improvement Techniques, and Diploma in Mechanical Manufacturing Engineering. But remember this checklist is not the "be all and end all" of Safety, Health, Environment, and Fire! The checklist asks if you do something and not how well or diligently you do it. You must make your own decisions on what remedial action you should take. We also recommend that you add questions to encompass your specialist areas of concern.**

**At a glance, *This is how you do it...***

1. Copy the Survey Results Sheets before you write on them!
2. Manager: answer the questions on the Survey Sheet
3. Employee Questions: ask a trusted person to survey the nominated members of staff
4. Transfer the Employee responses to the Managers sheet
5. Analysis: Compare results and comment on actions required
6. Formulate Action Plan, and implement
7. Survey (new members) of staff

**How to use this checklist**

**Managers Self-Check**

Take a few moments out from your daily routine and work your way through all the manager’s questions; it should take you less than **5** minutes. Don’t think about it too long, you either know the answer or you don’t! And remember that it isn’t personal; a “don’t know” answer is very illuminating and helpful to what you are trying to achieve today.

Answers:

**Yes:** “It’s covered/We do that”. [There is no need to get supporting evidence that you do it – your confidence is enough at this stage]

**No:** “Oops we don’t do that”, or, “we don’t have a rationale for not doing it”. [Don’t take any action right now, move on and complete the picture.]

**Don’t Know:** Don’t beat yourself up about it! Now you know, that you don’t know, you can find out about it! You may be pleasantly surprised because it is all under control with someone else (but it would be good to let people know in future!). If it isn’t happening it is better to know **now** because you can fix it **now** (don’t leave it till tomorrow!).

**Employee Survey Check**

Get someone you can trust to take the survey around your chosen sample and ask the questions. This does not have to be a manager, or a supervisor, or even an expert in health and safety. However, the person you choose must be competent to be able to determine if the answer meets the criteria.

The method is simple: the surveyor asks the question and then checks that the person does know and they are being truthful.

Answers:

**Yes:** I do that/I know about that/I know what to do etc. Great, we have it covered.

**No:** I don’t do that/I don’t know about that. Action is required urgently; but address that action to the whole group not just the individual who answered the survey.

**Don’t Know:** “I don’t know what to do here”, or “I don’t know the answer”. Similar to a “No” answer in the effect it has on your organisation’s health and safety, but further investigation is required to determine if the procedure is in place and not working or if there is no satisfactory procedure at all.

**Managers Analysis:** This is not complicated, but just as a reminder of the importance of the results; please refer to the table below.

Manager	Y	N	D/K	Y	N	D/K	Employee	Result
	✓			✓				<b>Great we are covered ✓</b>
		✓			✓			<b>Urgent Action</b>
	✓				✓			<b>Message Not Getting Through</b>
	✓					✓		<b>Message Not Getting Through</b>

**About that Employee “Don’t Know” check box:** Once again, just to make sure that you have got it... it is not up to anyone to go and find out... it is up to the organisation to inform. Just imagine how it would sound from the dock... *“Well your Honour, it was his fault because he didn’t bother to find out that we had a new procedure that would have kept him safe”*. Put that way it sounds quite foolish doesn’t it?

**The Analysis is subjective.** The point is **this isn’t a test**. This survey will give you a *Health Check* of your culture. It points you at potential problems – not solves them. Tip: pick a good surveyor that you can trust and tell them that when the Employee answers “Yes” check that they do actually know; and if not the answer is really “No”! For example: Surveyor Question: Do you know where your nearest First Aider is? Employee Answer: “Yes”. Surveyor: “Where is that?” etc. I am sure you have got the hang of it!

***Enough detail... Let’s get it done!***

<b>Management Questions</b>	
<b>Section 1: Emergencies</b>	
<b>1</b>	Do we have Procedures for Emergencies?
<b>2</b>	Do we conduct training for Alarms and Responses in use?
<b>Sect 2: First Aid</b>	
<b>3</b>	Do we conduct/review our First Aid Needs Assessment?
<b>4</b>	Do we provide First Aid facilities?
<b>5</b>	Do we have trained First Aiders?
<b>6</b>	Do we publish locations and absences of our First Aiders?
<b>7</b>	Do we have First Aid procedures in case someone is injured?
<b>8</b>	Do we know what accidents have happened?
<b>9</b>	Have we analysed our accident record?
<b>Sect 3: Fire</b>	
<b>10</b>	Do we have an organisational policy and procedures for fire fighting?
<b>11</b>	Do we routinely do a precautionary check for the common causes of fire?
<b>12</b>	What do we do if we find someone contravening our fire rules? (e.g. blocking a Fire Door)
<b>Sect 4: Legislation</b>	
<b>13</b>	Do our staff understand the Health and Safety at Work Act 1974 (HSW Act) and other legislation?
<b>14</b>	Have we provided our staff with a List of Specific Regulations and Procedures that apply to individual teams, roles, or employees?
<b>Sect 5: Risk</b>	
<b>15</b>	Do we have processes and procedures to identify risk?
<b>16</b>	Is our business capable of Identifying, Assessing, Risk?
<b>17</b>	Do we classify risk?
<b>18</b>	Do we keep Risk Assessments close to the point of need?
<b>19</b>	Do we provide information and access to our safety inspections, hazard checklists, risk and COSHH assessments etc?
<b>Sect 6: The Working Environment</b>	
<b>20</b>	Do we ensure that our staff know where to locate relevant H&S information for their tasks?
<b>21</b>	Do we provide access to sources of expert assistance when help is needed on safety matters?
<b>22</b>	Do we train our staff to recognise the signs for the seven main groups of hazardous substances (defined by the Classification, Packaging and Labelling of Dangerous Substances Regulations?)
<b>23</b>	Do we provide a plan of all our work areas showing key safety points; to be used for reference and briefing?
<b>24</b>	Do we teach on induction and then periodically ensure that everyone understands RIDDOR?
<b>25</b>	Do we teach on induction and then periodically ensure that everyone understands why dangerous occurrences must be reported?
<b>26</b>	Do we conduct training to ensure our staff can identify Hazards?
<b>27</b>	Do we have appropriate PPE available for our staff on site?
<b>28</b>	Do we teach Manual Lifting and Carrying on induction and do we routinely carry out refresher training?
<b>29</b>	Do we have Mechanical Aids available for Manual Lifting and Carrying?
<b>30</b>	Do we define, prepare, and maintain Safe Working areas?
<b>31</b>	Do we have standard procedures to ensure good housekeeping?
<b>32</b>	Do we promote and monitor the Safe Storage of tools, equipment, materials and products?
<b>33</b>	Do we provide employees with copies of special instructions for immediate working area use?
<b>34</b>	Do we keep a copy of employee safety certificates and plan their review date?
<b>35</b>	Do our key people have access to a Safety Contact list for important people and appointments relating to their role?

Manager Survey				Follow-Up Actions Plan			
Manager Answers				Employee Survey Analysis			Date (Completed)
Ser	Yes	No	D/K	Satisfactory?		Actions: (Reference this item to Actions Ticket)	
				Yes	No		
1							
2							
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## Employee Questions (Part 1)

### Section 1: Emergencies

- 1 Do you know what the types of emergency alarm are, the reason, and the response?  
 2 Do you know the procedures for: sounding alarms, evacuation, and reporting everyone safe?

### Sect 2: First Aid

- 3 Have **you** been involved in an assessment of the First Aid needs of the area that you work in?  
 4 Do you know what First Aid facilities are available to you, **and** where?  
 5 Do you know where your nearest First Aider is?  
 6 Do you know what to do if you can't find your nearest First Aider?  
 7 Do you know what to do if someone is hurt or injured?  
 8 Do you know what Procedures are to be followed in the case of accidents involving injury?  
 9 Do you know what the accident rate is within the business, **and** in the area that you work?

### Sect 3: Fire

- 10 Do you know our organisations policy for tackling a fire in your work area?  
 11 Do you know what the possible causes of fire are in **your** working environment?  
 12 Do you know what can be done to prevent fire starting or injuries from fire?

### Sect 4: Legislation

- 13 Do you know your responsibilities under the HSW Act?  
 14 Have you had other legislation brought to your attention for your particular role, and what are your responsibilities under those?

## Employee Survey

Dept	:			:			:			:			Dept
Ser	Yes	No	D/K	Yes	No	D/K	Yes	No	D/K	Yes	No	D/K	Ser
1													1
2													2
3													3
4													4
5													5
6													6
7													7
8													8
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18													18
19													19

## Employee Questions (Part 2)

### Sect 6: The Working Environment

20	Do you know how to locate H&S information relevant to your tasks?
21	Do you know where to get expert assistance from, if <b>you</b> needed help on a safety matter?
22	Do you know what these seven signs mean? (show signs diagram: <b>All</b> correct = Yes)
23	Do you have a visual tool showing key safety points so that you can brief visitors on their arrival at your work area? (includes, plans, diagrams, photos, models)
24	Do you know what a Dangerous Occurrence is?
25	Do you know what to do if you saw an accident or near miss but no one was injured?
26	Do you know what a hazard is, <b>and</b> who is responsible for identifying and dealing with hazards?
27	Do you know what PPE is available in your working area, <b>and</b> where do you get it from?
28	Have you had a refresher on Manual Lifting and Carrying within the last (? time period)
29	Do you know who is allowed to use our Mechanical Aids for Lifting and Carrying?
30	Do you know the boundaries of your safe working area?
31	Have you got a procedure for "housekeeping" of your working area/environment?
32	Do you know your workplace procedures for the Safe Storage of tools, equipment, materials and products?
33	Do you have your own copy of special instructions <b>or</b> know where to find them <b>near to</b> your working area?
34	Do you have copies of your safety certificates <b>and</b> know when they need to be reviewed?
35	Do you know where you would find a list of contacts or useful sources of information if you wanted to contact someone quickly about a health or safety query?

### Employee Survey

Dept	:			:			:			:			Dept
Ser	Yes	No	D/K	Yes	No	D/K	Yes	No	D/K	Yes	No	D/K	Ser
20													20
21													21
22													22
23													23
24													24
25													25
26													26
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31													31
32													32
33													33
34													34
35													35

Now Plot Results on the Follow-Up Actions Plan

**Sect 6: Question 22:** Do you know what these seven signs mean?

**Warning signs and labels of the main groups of hazardous or dangerous substances**



**Note to the surveyor:** If the person answering the survey is in any doubt of the meaning of the classification symbols you must ensure that the uncertainty is cleared up immediately. Turn this page for the answers.

## Warning signs and labels of the main groups of hazardous or dangerous substances



Explosive



Oxidising



Highly Flammable



Toxic



Harmful



Corrosive



Dangerous to the Environment

### Variations



Extremely Flammable



Very Toxic



Irritant

The c4mbd Safe Working Programme

**c4mbd**  
Business Development

<b>Actions Ticket</b>					
<b>Ticket No:</b>		<b>Survey Question Serial No:</b>		<b>Date Initiated:</b>	
<b>Description of H&amp;S Topic:</b>					
<b>Management Comment:</b>					
<b>Remedial Actions Required:</b>					
<b>Responsible Person :</b>					
<b>Delivery Plan:</b>					
<b>Satisfactory completion will be confirmed by:</b>					
<b>Confirmed (Signature):</b>				<b>Date:</b>	

<b>Actions Ticket</b>					
<b>Ticket No:</b>		<b>Survey Question Serial No:</b>		<b>Date Initiated:</b>	
<b>Description of H&amp;S Topic:</b>					
<b>Management Comment:</b>					
<b>Remedial Actions Required:</b>					
<b>Responsible Person :</b>					
<b>Delivery Plan:</b>					
<b>Satisfactory completion will be confirmed by:</b>					
<b>Confirmed (Signature):</b>				<b>Date:</b>	

## About c4mbd

### We support business with:

- **Business Improvement Programme** – Value added lean business programme with **Nationally recognised qualification**
- **Safe Working Programme** – Gives peace of mind with the kudos of a **National qualification**
- **E-learning/staff development/bespoke training** - We have many years experience in designing staff development programmes for organisations

- **E-learning** design and support
- **Bespoke training** support for when you implement new systems, equipment or processes
- **Employer programme design** for when you need support to design development programmes for your people

For a free no obligation consultation  
email: [enquiries@c4mbd.com](mailto:enquiries@c4mbd.com)

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