

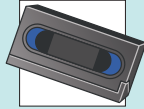
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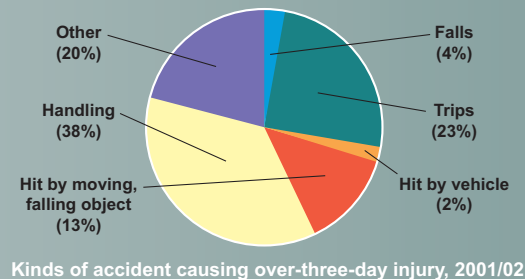
Training video: the facts about manual handling

Trainer's guide: The Facts about Manual Handling



This ten minute video identifies common handling injuries, discusses how to avoid or prevent them in the workplace and demonstrates correct lifting techniques.

*The **Facts** about Manual Handling*



More than a third of reportable accidents are caused during manual handling. Manual handling covers a range of activities which include lowering and lifting, pushing and pulling as well as carrying.

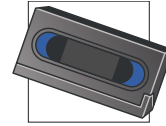


The main harm caused is back injury but the hands, arms and feet may also be damaged. Injuries include trapped nerves, hernias, ruptured discs, fractures, and crushing.



The first rule is to avoid manual handling if at all possible. As an employee you **must follow** the Health and Safety rules and practices laid down by your employer. This includes making proper use of provided equipment and making sure that you don't put others at risk. When you **must use** manual handling you should carry out an assessment first.

The facts about manual handling



think and plan



Mack works in a parcel depot. A lot of his time is spent moving packages from the floor onto tables or a conveyor belt. **Watch carefully** as he performs a basic lifting operation. Notice how he stops and thinks first. **Always plan** your lifts. Where is the load going to be placed? Will you need help? Remove obstructions such as discarded wrapping materials. **Never** lift or handle more than you can manage safely. **If in doubt**, seek advice or get help.

start with good posture



Now watch as Mack adopts a stable position. His feet are slightly apart with one leg slightly forward to maintain his balance. Mack starts his lift with a good posture. His back, hips and knees are bent but he takes care not to stoop. You **must always avoid** twisting your back or leaning sideways, especially while the back is bent. Turning by moving the feet is better than twisting and lifting at the same time.

maintain a good hold



Move smoothly. The load should **not be jerked or snatched** as this can make it harder to keep control and can increase the risk of injury. **Watch** how Mack keeps the load close to his body whilst carrying it. A good secure hold is very important but don't grip too tightly. **Notice how he keeps** his head up and looks ahead not down at the load, once he has a secure hold.

smooth and level







Finally Mack puts the parcel down. **See how** his shoulders are level and facing in the same direction as his hips. Once the load is down he makes slight adjustments and slides it into the desired position.

Fire extinguisher signs and symbols

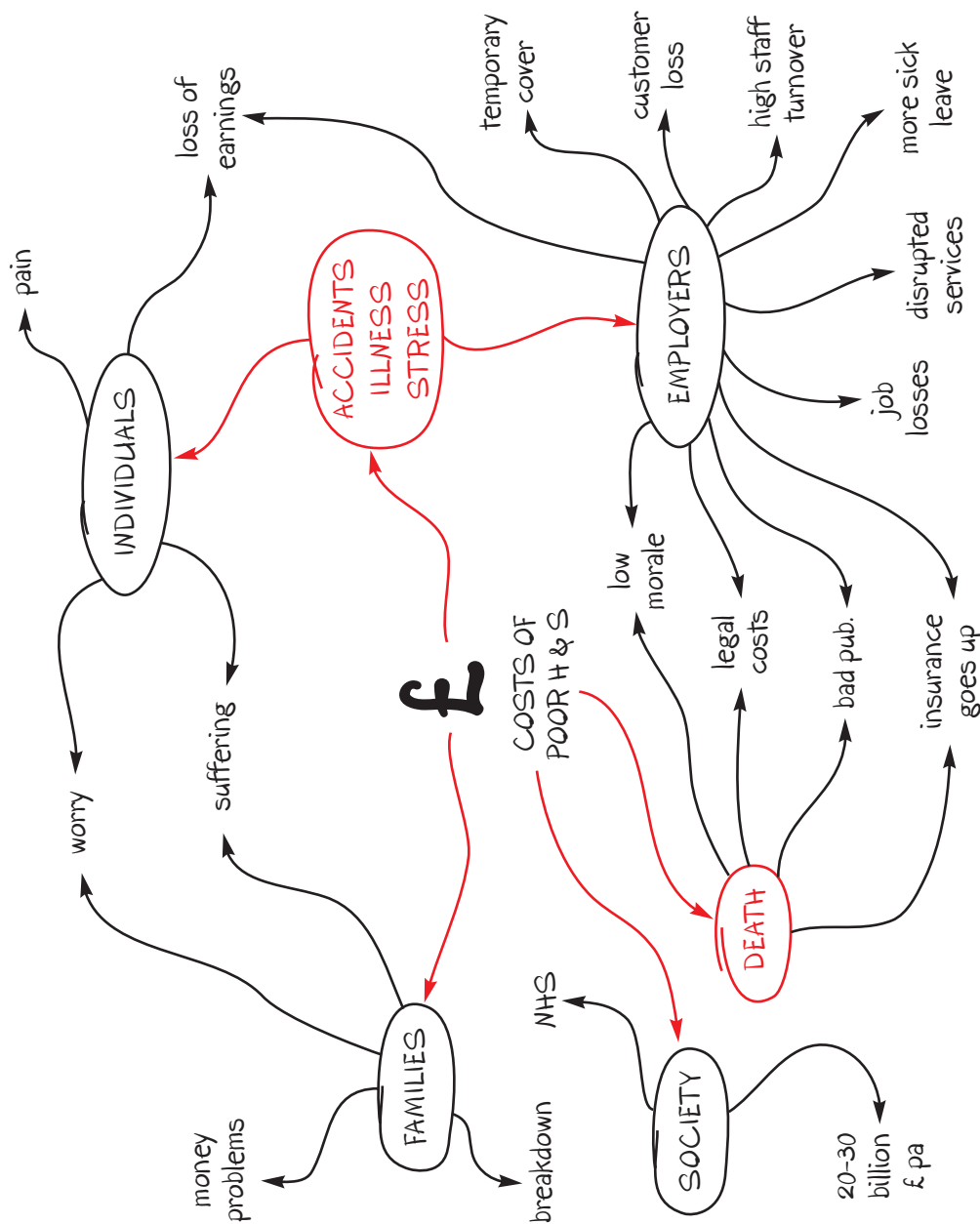


Fire classes

 <p>Freely burning organic materials such as wood, paper, textiles and fabric.</p>	 <p>Flammable liquids such as petrol, diesel, oil and paints.</p>	 <p>Flammable gases such as butane, methane and propane.</p>	 <p>Metals such as aluminium or magnesium.</p>
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The costs of poor Health and Safety standards

COSTS OF POOR H&S	
1. DEATH	
2. ACCIDENTS ILLNESS STRESS	
INDIVIDUALS	<ul style="list-style-type: none"> • pain, worry • suffering • loss of earnings
EMPLOYERS	<ul style="list-style-type: none"> • customer loss • bad publicity • disrupted services • temporary cover • high staff turnover • loss of earnings • legal costs • job losses • low morale • more sick leave • insurance goes up
FAMILIES	<ul style="list-style-type: none"> • money problems • breakdown • worry, suffering
SOCIETY	<ul style="list-style-type: none"> • Costs £20–30 billion pa • Drain on NHS



Taking notes – which way works best for you?

Workbook contents

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Health and Safety Law poster



HEALTH AND SAFETY LAW



What you should know

Your health, safety and welfare are protected by law. Your employer has a duty to protect and keep you informed about health and safety. You have a responsibility to look after others. If there is a problem, discuss it with your employer or safety representative, if there is one. Below is a brief guide to health and safety law. It does not describe the law in detail, but it does list the key points.

Your employer has a duty under the law to ensure, so far as is reasonably practicable, your health, safety and welfare at work.

Your employer must consult you or your safety representative on matters relating to your health and safety at work (see box below).

In general, your employer's duties include:

- making your workplace safe and without risks to health;
- ensuring plant and machinery are safe and that safe systems of work are set and followed;
- ensuring articles and substances are moved, stored and used safely;
- providing adequate welfare facilities;
- giving you the information, instruction, training and supervision necessary for your health and safety.

Health and safety consultation and representation arrangements at this workplace

Your employer must consult you or your representative on matters to do with your health and safety, including:

- any change which may substantially affect your health and safety at work, eg in procedures, equipment or ways of working;
- the employer's arrangements for getting competent people to help him/her satisfy health and safety laws;
- the information you have to be given on the likely risks and dangers arising from your work, measures to reduce or get rid of these risks and what you should do if you have to deal with a risk or danger;
- the planning of health and safety; and
- the health and safety consequences of introducing new technology.

Names and locations of trade union or other safety representatives, and the groups they represent:

Name:
Location:
Group:

Name:
Location:
Group:

Name:
Location:
Group:

In particular, your employer must:

- assess the risks to your health and safety;
- make arrangements for implementing the health and safety measures identified as being necessary by the assessment;
- if there are five or more employees, record the significant findings of the risk assessment and the arrangements for health and safety measures;
- if there are five or more employees, draw up a health and safety policy statement, including the health and safety organisation and arrangements in force, and bring it to your attention;
- appoint someone competent to assist with health and safety responsibilities, and consult you or your safety representative about this appointment;

Management of health and safety

Appointed person(s): Health and safety responsibilities:

- co-operate on health and safety with other employers sharing the same workplace;
- set up emergency procedures;
- provide adequate first-aid facilities;
- make sure that the workplace satisfies health, safety and welfare requirements, eg for ventilation, temperature, lighting, and sanitary, washing and rest facilities;
- make sure that work equipment is suitable for its intended use, so far as health and safety is concerned, and that it is properly maintained and used;
- prevent or adequately control exposure to substances which may damage your health;
- take precautions against danger from flammable or explosive hazards, electrical equipment, noise and radiation;
- avoid hazardous manual handling operations, and where they cannot be avoided, reduce the risk of injury;
- provide health surveillance as appropriate;
- provide free any protective clothing or equipment, where risks are not adequately controlled by other means;
- ensure that appropriate safety signs are provided and maintained;
- report certain injuries, diseases and dangerous occurrences to the appropriate health and safety enforcing authority (see box in column 3 for who this is).

As an employee you have legal duties too. They include:

- taking reasonable care for your own health and safety and that of others who may be affected by what you do or do not do;
- co-operating with your employer on health and safety;
- correctly using work items provided by your employer, including personal protective equipment, in accordance with training or instructions; and
- not interfering with or misusing anything provided for your health, safety or welfare.

If you think there is a health and safety problem in your workplace you should first discuss it with your employer, supervisor or manager. You may also wish to discuss it with your safety representative, if there is one. You, your employer or your safety representative can get information on health and safety in confidence by calling HSE's Infoline telephone service on 08701 545500.

If you think your employer is exposing you to risks or is not carrying out legal duties, and you have pointed this out without getting a satisfactory answer, you can contact the enforcing authority for health and safety in your workplace (see below). Health and safety inspectors can give advice on how to comply with the law. They also have powers to enforce it. HSE's Employment Medical Advisory Service can give advice on health at work. You can contact them at the addresses below.

Name and address of enforcing authority whose health and safety inspectors cover this workplace (eg HSE or your local authority's Environmental Health Department):

Name:
Address:

Employment Medical Advisory Service
Address:

You can get advice on general fire precautions etc from the Fire Brigade or your fire officer.

More information about health and safety law is set out in HSE publications, such as:

Essentials of health and safety at work
HSE Books 1994 ISBN 0 7176 0716 X

An introduction to health and safety: Health and safety in small businesses Leaflet INDG259(rev1)
HSE Books 2003 (single copy free)

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Seating and posture for typical office tasks



- 1 Seat back adjustability
- 2 Good lumbar support
- 3 Seat height adjustability
- 4 No excess pressure on underside of thighs and backs of knee
- 5 Foot support if needed.
- 6 Space for postural change, no obstacles under desk.
- 7 Forearms approximately horizontal.
- 8 Minimal extension, flexion or deviation of wrists.
- 9 Screen height and angle should allow comfortable head position.
- 10 Space in front of keyboard to support hands / wrists during pauses in keying.

Case study

16 Year Old Employee Flash Fries Arm in 360°F Oil Following Slip



Severe burns from a simple slipping accident

A 16 year old girl was employed at a fast food outlet.

While cooking fries she slipped on water leaking from an ice-making machine.

Instinctively, she put out her hand to break her fall. Her hand went into the deep fat fryer containing boiling oil. Her left hand and arm were badly burned.

On the day of accident the outlet was short staffed. The Team Leader

was working at the tills instead of monitoring workplace safety.

Although the company policy was to mop up spillages it was common practice to leave spillages at busy times and cover them with a sheet of cardboard. At busy times, serving customers was more important than cleaning up spillages.

No-one had sole responsibility to get the ice machine repaired. A lack of communication between different shift managers led to the machine leaking for several days.

Following the accident, the company did a complete review of its management of wet floors.

The company was fined £15 000 as they had not maintained a safe system of work or carried out a suitable assessment of 'slip and trip' risks in the kitchen. The Environmental Health Officer said the accident was completely avoidable.



When I was 16 I worked in a fast food restaurant.

The ice machine was leaking water onto the floor. We were all really busy and we didn't have time to keep mopping it up.

I slipped on the water and put my hand out to save myself. It went into the deep fat fryer. It was full of burning oil. I was burnt really badly.

I had to go to hospital for months to have the dressing changed every day. They should have fixed the ice machine. We should have insisted.

I suppose we were too young to realise.

Accident report form

ACCIDENT RECORD	
1 About the person who had the accident	
Name _____	
Address _____	
_____	Postcode _____
Occupation _____	
2 About you, the person filling in this record	
If you did not have the accident, write your address and occupation.	
Name _____	
Address _____	
_____	Postcode _____
Occupation _____	
3 About the accident Continue on the back of this form if you need to	
Say when it happened. Date ____ / ____ / ____ Time _____	
Say where it happened. State which room or place. _____	

Say how the accident happened. Give the cause if you can. _____	


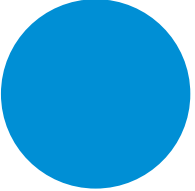



If the person who had the accident suffered an injury, say what it was. _____	

Please sign and date the record.	
Signature _____	Date ____ / ____ / ____
4 For the employer only	
Complete this box if the accident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)	
How was it reported? _____	
Date reported ____ / ____ / ____	Signature _____

Safety signs and symbols at work

Tip

Write down **all** the places at work where you find an example of each sign.

Shape	Place	Meaning
 <p>black and yellow</p>	<p><i>Yellow moveable 'cleaning in progress' sign in the store room.</i></p>	<p><i>Danger - wet and slippery floor</i></p>
 <p>blue</p>		
 <p>red</p>		
 <p>green</p>		
 <p>red</p>		

Workers' Health and Safety

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HEALTH & SAFETY

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- Whistle blowing
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Workers Health & Safety

The law puts responsibility on employers and employees to look after health and safety at work. Part of their job is to help people understand what these duties mean – and to ensure they are taken seriously.



International Workers Memorial Day 2005

Remembering all those killed at or by work, and to strengthen our resolve to reduce risks and protect people.



“Your health, your safety: A guide for workers”

Sets out workers rights, what workers should expect from their employers, where to go for help and is translated into many languages.



Partnerships in workers involvement

Getting workers involved in health and safety. We offer financial support to encourage more workers to become involved in workplace occupational health and safety.

Your industry

Health & Safety topics

Tools

► [Health and Safety leaflets](#)

► [Report an accident](#)



**Register
for Risks
e-bulletin**

**WSA
Challenge
Fund**

Glossary

abbreviated shortened (see abbreviation and acronym)

abbreviation a shortened form of a word, for example, Tue (Tuesday), rep (representative). They are used to save time, space and repetition in writing.

absorption taking something in through the skin

accident an unplanned event that could possibly cause injury, damage or loss

accident triangle a diagram that is used to show the proportions between accidents causing major injuries, those causing minor injuries and those that cause no injuries

acronym a word formed from the initial letters (e.g. NATO – North Atlantic Treaty Organisation) or syllables (e.g. Oxfam – Oxford Committee for Famine Relief) of other words. Acronyms are used to save time, space and repetition in both speech and writing.

adhesive sticky

adjustability the ability to be altered or adapted to suit. For example, a chair that can be raised or lowered to different heights has adjustability.

Appointed Person someone with duties related to First Aid, for example, keeping First Aid boxes available and correctly stocked (they may not necessarily be trained in First Aid)

approximately roughly

asthma an allergic condition that affects the airways and can cause coughs or wheezes, shortness of breath, or a tight feeling in your chest.

bias favouring one side of an argument for personal reasons

canal caps (also called semi-inserts) ear protection that covers the entrance to the ear canal

caution a warning, be careful!

CO₂ chemical symbols for carbon dioxide (say: C O 2)

colleague someone you work with

conditional something (for example, an instruction) that only needs to be done in certain circumstances

conjunction a word used to join two parts of a sentence. Some common conjunctions are: 'for', 'and', 'but', 'or', 'so'

contents page page at the beginning of a book with chapter or section headings listed in page order

contribute to count towards or give something towards

COSHH Control of Substances Hazardous to Health regulations

deducted taken away, removed

dermatitis red, itchy skin often caused by contact with an irritating substance

deviation a difference or variation

diagram a drawing that explains how something works or shows the relationship between the individual parts

discussion an exchange of views on a particular topic

draft a rough copy of writing, not the final version

ear defenders ear protection that is worn outside the ears and covers them (look similar to headphones)

ear muffs ear protection that completely covers the ear

ear plugs ear protection that is inserted into the ear canal

economy a country's wealth, which is dependent on the work and businesses going on in that country

eliminate to remove

employed working for a company or person

employer a person or company that employs or gives work to other people (known as employees)

enforce to make sure something is done

Environmental Health Officer (EHO) an enforcement officer from a local authority (council) who checks that businesses are following correct health and safety procedures

ergonomics the study of a worker's relationship with his surroundings. For example, using the correct seating and equipment so that workers are comfortable and safe during their work.

exacerbated made worse, aggravated by

excavated to dig for or uncover

extension an addition, something made longer

facts things that have happened or are really true

factual based on real life, not made up or exaggerated

financial costs the amounts of money involved when something goes wrong

first aider a trained person that can give First Aid treatment

flammable able to catch fire easily

flexion to stretch or elongate

focus to concentrate your energy or attention upon something

font the particular style of letters (what they look like). On a computer most fonts can be made bold, underlined or italic

forearm part of arm from wrist to elbow

formal language language that follows set rules.

For example, in a workplace situation careful language, with full sentences, attention to punctuation and grammar are used in writing.

format the style used for different texts to help people find their way round the information. This includes things like sub-headings, bullet points, numbers, pictures, symbols, graphics, different sized or styled writing, colour, capital letters, etc.

gist a rough idea about something

glossary an alphabetical list of words, related to a specific topic, with definitions, often placed at the end of a book

H₂O chemical symbols for water (say: H 2 O)

harmful substance a substance that can cause ill health

hazard something that could cause harm

heading a short line of text that tells you what the text below is about

HSE Health and Safety Executive

health surveillance keeping an eye on, or monitoring people's health

human costs the suffering and bad things that happen to people as the result of something going wrong

index found at the end of a book. Lists topics covered in alphabetical order (and the page numbers where they can be found).

information ideas and facts about specific topics

ingestion taking something in via the mouth

inhalation taking something in through the lungs (breathing it in)

injury physical damage to the body caused by an accident

instinctively to do something without thinking

instructions a series of commands aimed directly at the reader or listener to help them do (or not do) something

Internet the connection of computers across the whole world allowing the sharing of information. The most commonly known part of the internet is the World Wide Web (www), also known as the Web.

isolated alone, out of contact

italic text or handwriting that slants (normally to the right *like this*)

jargon technical vocabulary used in a particular job or by a particular group of people. For example, caterers use different language to discuss their work than builders or doctors.

key points important words or phrases that carry the meaning of a written or spoken sentence

key words important words or phrases that carry the meaning of a written or spoken sentence

keying using a keyboard to type in letters and numbers

layout overall plan, design or arrangement that helps you to tell what something is at a glance

legislation laws

likelihood the possibility of something happening

logical clear and in the right order

lumbar related to the lower back

maintain keep, look after

mandatory something that you must do, compulsory

manual handling lifting or moving something using your hands

memory journey a memory aid where landmarks on a familiar journey (going to work, walking through your house) are linked to visual pictures of the items that must be remembered

mind map or spidergram a visual method of planning, organising or summarising ideas using key words, images and connecting lines

mnemonic letters, words or a rhyme used as memory aid. For example, Richard of York gave battle in vain (colours of the rainbow: red, orange, yellow, green, blue, indigo, violet); 'Thirty days hath September...'

MSDs musculoskeletal disorders

multiple choice test a test where you are given a selection of possible answers from which you must pick one or more correct answers

musculoskeletal disorders disorders and injuries of the bones, joints, muscles and tendons in any area of the body. Often caused by incorrect manual handling.

narrator the speaker who describes what is happening in a video

narrow a search something you do to produce fewer search results in a search engine

near miss an event that could have resulted in an accident, injury or illness but did not happen

NHS abbreviation for National Health Service

occupational health health in the work place

Occupational Health treatment or prevention of work related health problems

occupational illness health problems connected with someone's work

open question a question that needs more than a one word answer

opinion a personal view or belief, not necessarily a fact

oral spoken

outlet a place that sells things

paragraph a break in text, usually shown by a blank line or an indent, that shows the reader they are moving on to a new topic or a new speaker

phrase a small group of related words

postural related to the position of the body and limbs

powder blue a dusty pale shade of blue

PPE personal protective equipment

precaution a way of preventing risks

principles underlying important facts

prohibited not allowed, do not do

prosecuted to charge someone with a crime in a court

questioner someone who is asking a question

relevant directly related to the situation

RIDDOR stands for the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. Also referred to as RIDDOR 95 for short, these regulations came into force on 1 April 1996.

risk the likelihood that a hazard will actually cause harm

scanning to pass your eyes quickly over a text looking for key words, as (for example) when looking up a name in a telephone directory

search engine a program that helps Web users find information on the Internet (normally by searching for a string of key words)

signal words words that give the listener clues about the content or direction of a talk, verbal instructions or explanation. For example, *first*, *next*, *lastly* – help you keep track of the order of instructions; *moving on to*, *now let's*, *the next point is* – help you prepare for a new topic.

skimming to look quickly over a text in order to get an idea of the content and purpose

slang informal or casual language

SME small or medium enterprise

sole alone, single

sterile clean, free from germs

subheading a smaller heading found under another larger main heading

substitution replacing something with a different item

tamper mess around with or interfere with something

technique a particular way of doing something

tone the quality of someone's voice, how they speak

url universal resource locator. A web address, for example <http://www.bbc.co.uk>

ventilation supplying fresh air to an area or room

verb a 'doing' or 'being' word that tells us what a person or thing is doing. For example, Mark works in a factory. He is a supervisor.

welfare well-being of a person or group of people

whistle blowing to report on something that is being done incorrectly in the workplace

workstation the arrangement of desks, chairs, workbenches or production lines at which people work

world wide web (www) the connection of information pages across the world using interlinked 'web pages'. Web pages can include pictures, sound, video and other features and are connected to other pages by hyperlinks.

WRULDs work-related upper limb disorders (affecting the neck, arms shoulders and hands)