



# *Safety Policy & Guide*

*Your personal guide to avoiding  
danger in the workplace*





# *BT 's safety goal*

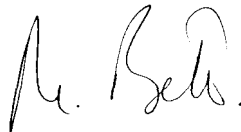
It is the policy of BT to provide a safe and healthy environment for everyone involved in or affected by its operations. Our goal is to be an accident free company. To achieve this we must follow operating procedures and practices specifically designed to protect our people, customers, contractors and the public from risk of injury or ill health and to avoid damage to property.

The primary responsibility for safety and the prevention of accidents rests with line management. We all, however,

have an individual responsibility for our own health and safety, and for that of our colleagues.

Everyone must be adequately trained, equipped and instructed to perform their duties in a safe and effective way. We must all work together to maintain and improve safety standards.

I am determined that BT should achieve a world-class safety record of which we can all be proud and I look to everyone to take a personal role in reaching that goal.

A handwritten signature in black ink, appearing to read 'M. Bett'.

**Michael Bett**  
BT plc Board Director  
responsible for safety.

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*Distribution*  
One copy to every  
person employed

Issue No. 2

*Issue Date*  
July 1991

*Product Code Number*  
A8297

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# *Introduction*

*The Health and Safety Policy is produced in this booklet to ensure that every BT person is aware of their legal responsibilities and those of the Company.*

To assist you, this is your personal guide to the Policy. It contains essential information, compiled to help BT people work safely and without risk to others. As it is Company Policy that the booklet must be kept by everyone, you should sign the tear off receipt slip and give it to your line manager.

The guide does not replace formal instructions from managers but

comprises general safety information which is relevant to everyone regardless of their job.

Almost all that you do at work will have a safety instruction or procedure for you to follow. You must make sure that you are aware of these. And if in any doubt – ask your line manager.

*For your own safety please read on.*



# BT's health & safety policy

*The Health & Safety at Work etc Act (1974) and in Northern Ireland, the Health and Safety at Work (NI) Order (1978), apply to everyone at work giving responsibilities to both employers and employees. They also protect other people who might be connected to work operations such as contractors or members of the public.*

All people in our Company have been provided with this information so that everyone is aware of their personal responsibilities and the arrangements made for health and safety.

BT aims to act as a good employer in all matters relating to your health and safety in all work activities. It also accepts responsibility for seeing that the conduct of its affairs is not harmful to the health and safety of employees or any other people affected by its actions.

This undertaking is carried out by the Company through managers at all levels. In order to assist them

in the discharge of these responsibilities and to help and advise all BT people, an occupational health service and safety organisation is maintained. Both have specialist advisers and draw upon other professional support as necessary. They work closely with each other and the welfare services.



**The notice outlines the Company's arrangements for Health and Safety.**



The Company recognises that it cannot achieve its aims and responsibilities by management involvement alone. Therefore, regular consultation with the appropriate trade unions through safety committees at national and local levels will be maintained and developed as necessary

Ultimately, everyone in BT has a personal responsibility. Under the law duties are imposed on all employees to:

- take reasonable care for their own health and safety at work;
- co-operate with any action their employer must take to comply with the Act;

- avoid placing other people at risk;
- not misuse items which have been provided in the interests of health and safety.

In BT there are local arrangements in place to provide advice on the implementation of our policy. These are listed on the Health and Safety Notice (A8293 - Issue 4 June 91).

If you are in any doubt contact your line manager.



# The law

*The Health and Safety at Work etc. Act (1974) and in Northern Ireland, the Health and Safety at Work (NI) Order (1978) are the laws which determine everyone's health and safety responsibility at work. The Act and Order cover all places of work and aim to minimise every hazard so that employees and the public are protected from dangers arising from work.*

## **Your responsibilities**

You have a responsibility for your own safety at work and therefore must:

- take reasonable care of yourself and other people who may be affected by what you do or don't do;
- perform any necessary duty which is required by law;
- not misuse anything which is required by law;
- not misuse anything which is provided as a health or safety service.

If you neglect these responsibilities you could be committing a criminal offence.

## **The Company's responsibilities**

All employers have many responsibilities under the laws. In particular they must:

- make sure that the working environment is safe;
- provide and maintain equipment, premises and systems of work which are safe and do not endanger health;

- make sure that the handling, storing and transporting of objects and substances are carried out safely;
- provide safety information, instruction, training and supervision as necessary;
- provide and maintain a safe access and exit to any place of work.

If the Company neglects these responsibilities it may be committing a criminal offence.

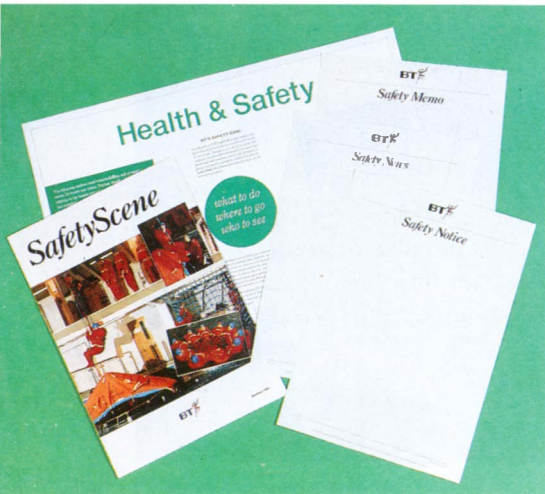


**Everyone has legal responsibilities when they are working.**



## Safety information

*There is a safe way of doing every job carried out by BT people. Most of these safety procedures are documented within the Company's formal instructions so make sure that you know which ones apply to your job. The main instructions are:*



- BT Safety Manual
- ISIS Documents
- Unit Standing Instructions
- Safety Notices and Memos
- Local safety instructions

There are also a number of booklets to guide you whatever your job.

The main one for all people is:  
**Safety Policy and Guide**

and for engineering people:  
**Engineering Safety Guides(ESG)**

- ESG1 General Precautions

**Be familiar with the range of safety information available to you.**

- ESG2 External Work
- ESG3 Internal Work
- ESG4 Gas Precautions
- ESG5 Roadworks Guarding
- ESG6 Not issued
- ESG7 Motor Transport Workshops
- ESG8 Radio Stations (External)
- ESG9 Radio Stations (Internal)

and for all managers:

**Managing for Safety**

It is of utmost importance that you have the right information to carry out your job. Safety publicity is

produced to create awareness or highlight specific hazards. A copy of Safety Scene magazine is produced and home-mailed to every BT person in the summer and winter of each year.

Awareness videos, posters and leaflets are also produced for you. Ask your line manager where these items can be seen or found.



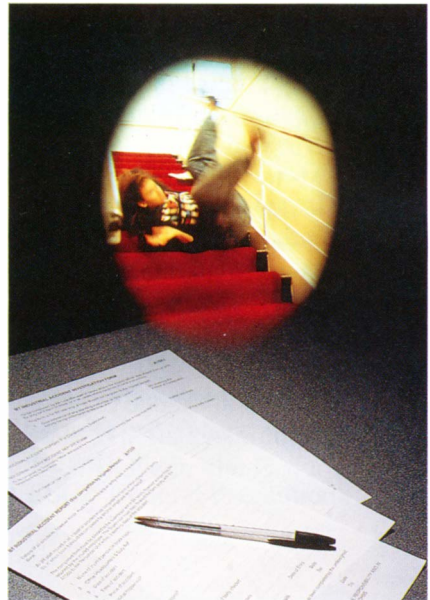
# Accident reporting

*If you have an accident at work, no matter how trivial it seems, you must record it in the accident book. The location of this book is detailed on the Company's Health and Safety Notice. If you do not know where this notice is, ask your line manager.*

Unless the accident occurred whilst driving, it will normally be recorded as an industrial accident which means that you must also complete form A1559 within 24 hours.

If you are unable to do this, it is acceptable for someone else to complete it on your behalf. On receipt of this form, your line manager will fill in an A1560 and investigate the circumstances of the accident. This will be recorded on form A1561.

If an accident is not entered in the accident book or reported to your line manager within 24 hours, the Company will note that an incident has taken place but will not necessarily accept liability for injury.



**Report every accident on the appropriate form.**

# Safety services



*Safety advice is available in all parts of BT and in the subsidiary companies. Full time professionally trained safety officers are employed within the business to promote safety and audit working practices.*

Although your line manager is responsible for your safety, there may be times when you require additional specialist advice, such as monitoring workplace hazards, safe practices and accident investigations. In the event of this safety service teams are situated within personnel services and work across the zones. Make sure you know how to contact your local safety service and enter the details in the useful information section at the end of this booklet.

The contact point for your local safety service can be found on the Health and Safety Notice which is displayed on your local notice board.



**A safety officer audits a gas testing procedure.**



# *Safety representatives*

*Recognised trade unions have the legal right to appoint people to represent their colleagues. They are called union safety representatives (USRs) and will consult with management on matters relating to health and safety.*

USRs are elected annually by their respective union branches and while they do not have specific duties in addition to their jobs, they do have certain tasks which they must carry out for the people they represent.

These include:

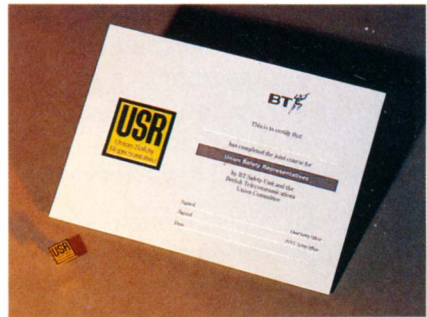
- carrying out regular inspections of the work places;
- investigating accidents, hazards, dangerous occurrences and any complaints received from union members;

- approaching line management in matters of health and safety;
- consulting with statutory inspectors or local authority environmental health officers when required;
- inspecting, as necessary, relevant documents that the Company is legally obliged to keep.

Although USRs are appointed by the unions, they are only recognised if accredited by local personnel units. They are also



required to attend a joint BT/BTUC training course within six months of accreditation. A USR can be recognised by a USR badge and has a certificate signed by BT's Chief Safety Officer and the BTUC Safety Officer. Make sure that you know who your USR is and enter details in the useful information guide at the end of this booklet.



**After training, a USR receives a badge and certificate.**



# Safety committees

*Throughout BT, safety committee meetings are regularly held. Both management and unions are represented at these committees.*

The object of these committees is to encourage managers and their people to work together on all safety related matters so hazards are resolved and accidents reduced.

In particular, safety committees discuss the following:

- accidents having occurred in the area which the committee covers;

It will consider what action should be taken if a type of accident happens repeatedly;

- safety audits and any related action points;



**Safety committees discuss accident prevention.**

- the receipt and analysis of reports which may have been made by statutory inspectors or environmental health officers who are independent of BT;
- reports received from safety officers and union safety representatives;
- the development of local safety rules and safe systems of work;

- the consideration of local safety training;
- the consideration of safety publicity within the work place;
- implications of Group Safety Policy on local activities;
- consideration of local and national accident statistics.



# Safety signs

*All safety signs have to comply with the Safety Signs Regulations of 1980.*

*Signs are produced in one of four colours which are red, meaning 'don't do'; yellow, meaning 'risk of danger'; green, meaning 'the safe way'; or blue, meaning 'must do'. The signs will include a picture and possibly a supplementary notice.*



PROHIBITION  
-must not do



WARNING  
-risk of danger



MANDATORY  
-must do



SAFE CONDITION  
-the safe way

# Officer-in-charge



*Managers or officers-in-charge (OIC) are appointed for each building, collection of buildings, engineering centre, telephone exchange or office. This person must be a line manager who is responsible for the general administration of the building or buildings under their control.*

More specifically the OIC has responsibilities for:

- site operation and management;
- site security;
- fire precautions;
- safety regulations.

Site operation and management duties include ensuring that matters affecting site safety, accommodation and domestic issues are dealt with by the appropriate person.

Make sure that you know the OIC for your building and enter the details at the back of this book in the section on useful information.

In some buildings the person responsible for the fire precautions differs from the OIC.



**OICs have a responsibility to liaise with the emergency services on site.**



## *Fire safety*

*For every building there is a nominated fire precaution officer (FPO) whose responsibility is to ensure fire safety through general fire precautions and good house-keeping. There may also be a deputy FPO to ensure that adequate fire precautions cover is always maintained.*

The name and telephone numbers of the FPO and deputy are to be found at the bottom of the fire notices which are prominently displayed in every building.

The fire notices state what immediate action is to be taken in the event of fire. Additionally, a more detailed fire plan for the building should be prepared by the FPO and circulated to all people in the building.

### **Fire**

Fire is defined as flame, smoke, abnormal or excessive heat. If you discover any of these you should:

- raise the alarm to warn others in the building and to summon help. Shout “FIRE” as loud as possible

before sounding the building fire alarm system, which is done by operating the nearest fire alarm call-point;





- call the fire brigade from a safe position. Do not assume that someone else will do this. It does not matter if the fire brigade receive more than one call about a fire;



- use the appropriate fire extinguisher only if you feel confident enough to attack the fire. But do not enter smoke-filled rooms and never let a fire or smoke get between you and the exit. You must not attempt too much fire fighting and if you feel that a fire is becoming out of control then get out and leave it to the fire brigade.

The label on the extinguisher will state any limitation of use, for example, water extinguishers must not be used on live electrical equipment. The chart shows what colour coded extinguisher should be used on which type of fire. You should be familiar with the various types, their operation and where they are located.

### Which fire extinguisher to use

For fires on	 water	 spray foam	 foam	 BCF	 Powder	 CO <sup>2</sup>	
paper, wood textile & fabric	✓	✓	✓	●	●	●	✓ correct extinguisher, and safe to use.
fats & liquids	✗	✓	✓	✓ <small>note 1</small>	✓ <small>note 1</small>	✓ <small>note 1</small>	✗ incorrect extinguisher, and would be unsafe to use.
live electrical equipment	✗	✗	✗	✓	✓	✓	
vehicles	✗	✓	✓	✓ <small>note 2</small>	●	✓ <small>note 2</small>	● extinguisher is not recommended, but presents no danger to the user.
running liquids	✗	✓ <small>note 1</small>	✓ <small>note 1</small>	✓ <small>note 1</small>	✓	●	

Note 1. for small quantities only

Note 2. extinguisher with flexible hose only

Water extinguishers must always be sited away from electrical hazards or circulation spaces. Always site extinguishers for electrical hazards near electrical equipment.

Spray foam extinguishers are considered safer than water or conventional foam in the vicinity of live electrical equipment. Lime green coloured spray foam fire extinguishers are now available and their distinct colour should avoid any confusion between water and conventional foam models.

### **Fire alarms**

If you hear a fire alarm or someone shouting a fire warning, you must obey it immediately. Some buildings have a '2-stage' electrical fire alarm system which produces

two distinct sounds. When the first warning sound or 'alert' signal is sounded, people should prepare to leave the building and carry out any fire precaution tasks which may have been assigned to them through the fire plan.

If you are disabled leave the building immediately with assistance as necessary.

If the sound changes from the 'alert' to the second 'evacuate' signal or the building only has a 'single-stage' alarm everyone must leave the building immediately. You should go directly to your designated assembly point without returning to your normal place of work and without stopping to collect personal belongings.

Every week the fire alarm system



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Every week the fire alarm system

is tested in your building so it is essential that you know what sort of alarm system you have and are familiar with the sounds.

After the building has been evacuated you should not return until the FPO or the fire brigade instructs you to do so.

### **Fire Precautions**

You should make sure that your work areas have good fire precautions. These include:

- clear escape routes, – free from boxes or rubbish, – with fire doors closed and not obstructed;
- waste or rubbish being promptly cleared and not allowed to accumulate;

- safe storage of potentially hazardous materials and flammable liquids;
- safe connection of electrical equipment to the appropriate mains supply with mains or higher voltage equipment switched off when not in use.

If you are disabled you should take part in all practice fire drills and ensure that there are arrangements for your evacuation in an emergency.

Remember, all fires or conditions which could be potential fire hazards should be brought to the attention of the FPO immediately.

The FPO must report all fires on the appropriate form and send it to BT Safety Unit.



# *Good housekeeping*

*A basic requirement for ensuring the health and safety of BT people is an organised, tidy work place.*

Hazards can be reduced if you keep floors, passages and stairs clear of goods, obstructions and trailing leads. A litter bin, for example, should not be allowed to obstruct an area as it is a potential source of injury.

Everyone should make sure that waste paper is thrown into a bin and not around it. All rubbish must be cleared away regularly. Broken glass or other sharp objects must be disposed of carefully and never left exposed in a wastepaper bin. Particular attention must also be paid to the storage of paper and other combustible materials in the work place.

You should never overload top drawers of filing cabinets or desks. Neither should you open more than one drawer at a time as this may cause the cabinet to tip over.

Drawers of filing cabinets and desks should not be left open as this creates a tripping hazard. You should also ensure that there are no trailing cables and leads from a computer or telephone, for example, which could cause a tripping accident.

Furniture which is broken or in some way unsafe must be immediately taken out of use or effectively repaired.

To gain access to high shelves, you should use 'kick stools' or secure step ladders and never climb on boxes or chairs.

Spilt liquids can cause many accidents. So always clear up spills immediately.

Vision panels in doors should never be obscured as this could cause collision accidents.

If the window sills in your building have ventilation ducts mounted, do not cover them because this action will interfere with the balance of the heating and ventilation systems.

If you notice anything which you think is a potential hazard, you should not assume that someone else is dealing with the problem. Take action by reporting it to your line manager or union safety representative.



**Reduce hazards by clearing rubbish away.**



## *Common areas*

*There are certain areas at work which can present specific hazards as they are in common use.*

### **Corridors, stairs and access routes**

When moving around buildings everyone should always remember to look where they are going and be alert for moving items such as trolleys. On stairways it is important to walk in single file, keeping to the left. Whatever the urgency, no one should ever run along corridors

If you see worn stair treads, missing or damaged handrails, damaged floor coverings or inadequate lighting levels you must report them to your line manager.

You should also make sure that fire exits are not blocked and that fire doors are not wedged open.

### **Lifts**

Everyone must obey the cautionary notices displayed, especially concerning the maximum load level of the lift. You should never obstruct the doors or put your arm through a lattice gate. Nor should you interfere with an out-of-service lift or use a service lift. Always be aware of floor level differences when entering or leaving a lift.

In the event of lift failure use the lift alarm or telephone. Do not attempt to leave the lift car until instructed to do so by the lift engineer or fire brigade.



**Safety Officers check a lift car door.**

### **Car parks**

Everyone must co-operate in keeping parking areas tidy with enough clear space for people and vehicles. You should never obstruct the access to a fire point or obstruct any fire exits.

Vehicles must be parked within marked limits but adequate space should be left for getting in and out of the vehicle safely.



# Environment

*Lighting, noise, temperature and humidity are factors which contribute to a safe working environment. An imbalance in any one of these can reduce people's comfort and lower the standards of safety.*

## **Lighting**

Incorrect levels of lighting at work may result in eye-strain, fatigue and headaches. The natural or artificial lighting provided must be suitable and sufficient for safe operation.

The amount and type of lighting depends on the task being performed, i.e. the detail of the work, plus the background lighting, amount of daylight or reflected illumination, and the brightness of surrounding surfaces.

## **Noise**

Excessive noise can be produced from machinery, traffic, building works, people talking and any manner of work activity. However, the effect of it will largely depend upon its loudness and duration. Low levels can cause annoyance and distraction but prolonged exposure to high levels, usually from machinery, may result in temporary or permanent hearing loss.

There are many ways of reducing the effects of noise at work such as isolating, insulating or silencing the source. Buying less noisy machines could also be considered or suitable ear protection worn when provided.

## Temperature

The Company has a responsibility to ensure that a reasonable temperature is maintained in all buildings. But what temperature is considered reasonable will vary between individuals. It will also be affected by other considerations such as time of year, work activity, background heating, air circulation and clothing.

As a general guide, the temperature of buildings which come under the Factories Act 1961 after one hour of occupation should not be less than 15.5°C. And for those places governed by the Offices, Shops and Railway Premises Act 1963, it should not be less than 16°C.

## Humidity

Humidity is the amount of moisture in the air and will vary upon air temperature and pressure. It is controlled within the work place by the use of heat, ventilation or humidifiers as appropriate.

If you experience any problems in these areas, advice is available from the Occupational Health Service but you should first contact your line manager.



**Ear protection can reduce the effects of noise.**





# Lifting

*Lifting any size of object the wrong way can cause serious back injuries. If your job involves lifting on a regular basis you should be trained in the proper lifting techniques. But if you haven't received formal training there are guidelines for lifting which you must always follow to prevent injury.*

You should never attempt to lift a weight beyond your capacity. Always take into consideration the size, shape of the load, the height at which you will have to lift and your own physique.

Seek help if the load is too heavy or awkward for you to deal with on your own. You must make full and appropriate use of the available lifting and handling aids. Ask your line manager if you are unsure where these are kept.

Before lifting, you should look for protruding sharp edges, notches, grease or anything that may weaken your grip or injure a hand. If possible wear appropriate gloves and avoid the difficulties of

handling heavy items in a cramped space.

Your feet must adjust to a comfortable and well balanced position to provide a firm base for the lift. You should tilt the object to test its weight and enable you to reach the bottom corner. At the point of lifting always raise your head first, to straighten your back and allow your legs to take the strain. The whole movement should be a smooth continuous action. You must never lift when your spine is twisted.



**Always follow  
the correct  
lifting  
procedure.**



# *Hazardous substances*

*You will encounter a variety of hazardous substances whilst at work. All of these items must be assessed to ensure that they comply with the Control of Substances Hazardous to Health Regulations (COSHH).*

Whilst they are at work most people will have cause to use aerosol sprays, correction fluid, solvents and photocopiers which contain chemicals. And anyone using them must be made aware of the hazards involved. The manufacturer's instructions must be followed and items only used for their intended purpose.

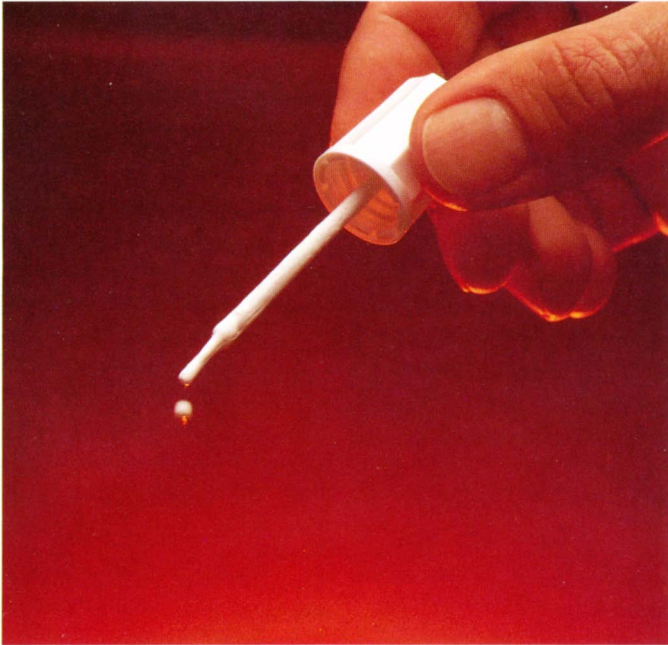
Supplies of substances should have been approved by BT's Occupational Hygiene Group for their stated purpose.

Empty containers or residue should be disposed of as directed in the manufacturer's instructions. You should always read these instructions carefully and only use the substance as directed.

Everyone should take care not to allow chemicals to come into contact with their eyes, skin or clothing. In the event of contamination, use plenty of cold water to wash the area and seek medical advice and treatment without delay.

Only the minimum quantities of solvents or chemicals required should be kept and stored in suitable cabinets. You must always keep them properly labelled and in the containers which the manufacturers supplied.

Everyone should always use an alternative to an aerosol spray if one is available.



**To comply with  
COSHH, even  
correction fluid  
must be  
assessed.**



## *Safe use of electrical equipment*

*The safe and correct use of electrical equipment is vital to prevent the risk of electrical shock or fire. Always ensure you have received adequate training and instruction in the safe use of equipment before attempting to operate it.*

When new electrical equipment is installed it must be properly tested and labelled accordingly before it is used. After this, portable equipment must be tested at least once a year by a qualified person.

Other equipment must be tested periodically but at periods not exceeding five years. If any equipment bears an out of date test label or no label at all, you must inform your line manager so that the equipment can be taken out of use until a test has been carried out.

Multi-way adaptors must not be used as there could be a fire risk from over-loaded sockets. Always place equipment as near as possible to the electrical source.

This reduces the risk of a trailing lead becoming a tripping hazard. The use of extension leads should be discouraged for this reason.

During normal use you must examine equipment to ensure that obvious defects are reported immediately so that repairs can be undertaken. These might include worn or damaged cables, broken switches, plugs or sockets.

Unsafe equipment must be reported to your line manager and taken out of use until it has been repaired.

If electrical equipment develops a fault never attempt to carry out repairs or change fuses yourself but call in a qualified person.

Where possible, electrical equipment must be switched off after use and the plug removed from the socket. Unattended VDUs should always be switched off.

Never stand containers of liquid on or near electrical items and equipment as they could spill over. This could give an electric shock to the person using the equipment. If spills do occur, switch off the equipment immediately at the power socket, clear up the liquid safely and get the equipment checked by a qualified person before further use.

No one is allowed to bring any privately owned electrical appliance to their place of work.

All hired equipment must be examined and tested to ensure that it is to the same safety standard as BT equipment.



**A shredding machine passes a test to ensure an operator's fingers will not be trapped.**



# Computers and office machinery

*All new computing and office equipment should have been passed as safe for use in the Company and should appear in a document known as the Acceptance Register. Copies are held by your local safety services.*

Suppliers of equipment to BT's design specifications must be provided with a copy of the booklet 'Safety Guidelines for Equipment Designers and Suppliers' (A8290). This sets out BT's minimum acceptable standard for equipment safety.

If you are unsure of how to operate any item of machinery, you must not attempt to use it. Seek assistance from your line manager.

Machinery may often consist of moving parts. Therefore, it is important to ensure that loose clothing or jewellery does not become entangled. So, if your work involves use of machinery, make sure that your clothes are suitable. Loosely hanging jewellery, for

example, should be removed or not worn.

If you discover a broken item of equipment you should not attempt to mend it yourself - always use the appropriate repair service.

By law, dangerous moving parts must be guarded. In no circumstances should machines be operated if the guarding has been removed or tampered with. And you should report such an occurrence to your line manager.

Some machinery, even if portable, can be very heavy. No one should attempt to lift any item which is too heavy for them as it could lead to a serious back injury. Therefore, when you need to move a heavy item always seek assistance.

There is an agreed code of practice for the use of Visual Display Units (VDUs) which is incorporated in ISIS PNL/EMP/A085 and has been copied into the instructions of the other divisions. If you work with VDUs, make sure that you read this document.

Even simple office items can cause injury when mishandled. Scissors or knives, for example, should not be used for anything other than their intended purpose. And staples or paper clips are safer than pins for securing papers. Sharp objects such as knives and drawing pins, should be stored safely in drawers when they are not in use.



**All computing and office equipment must be passed as safe for use.**





## *Protective equipment*

*Some parts of your job may require you to use protective clothing and equipment. To operate a safe system of work it is the Company's responsibility to provide such protection where necessary.*

There are certain tasks where use of this protection is compulsory and it is imperative that you always use such items when they have been provided.

A mandatory footwear scheme is in operation for BT people whose work may put their feet at risk. Ask your line manager if you are entitled to this free issue.

If you have any doubt about how to use the clothing or equipment, contact your line manager.



**For certain tasks, the wearing of protective clothing is mandatory.**

# Contractors



*The Company has a legal responsibility for the safety of all contractors they employ.*

If you see contractors carrying out their work in a way that endangers themselves, BT people or members of the general public, you should bring this to the attention of your line manager immediately.

Contractors when working on BT premises must provide the Company with a document commonly known as a method statement. This will identify their safe system of work, training and instructions. All contractors must also be in possession of the booklet 'Safety Guidelines for Contractors Working on BT Premises' (A3153).



**BT must provide all contractors with relevant safety information.**



## *Dealing with violence*

*If you are threatened or attacked by a member of the public whilst working try to keep calm and remember:*

- It is best not to retaliate especially as the law permits only a reasonable amount of force to restrain an attack.
- Always attempt to leave the situation even if this means surrendering cash or equipment. There is certainly no obligation to physically defend BT property.

If you feel vulnerable in your work, discuss the situation with your line manager so that action can be taken to minimise the threat.

If you are assaulted on duty and the incident results in a legal case, you can sometimes obtain legal

assistance from BT. Your line manager should have the details of this.

If you feel anxious or experience other problems after an attack, you should contact your local Occupational Health Unit or local welfare officer for counselling.

BT needs to know of every incident where you suffer violence. The type of incident will usually fall into the following:

### **Physical violence**

- major assault involving injury;
- minor assault with pushing, holding or spitting;
- sexual assault or unwanted physical contact;
- from animals.



### **Non-physical violence**

- verbal abuse including threats of physical violence and of a racist or sexist nature;
- threatening postures and gestures;
- threatening use of animals.

On reporting an incident to your line manager, you will be asked to complete Form A114. Preventative action can only be taken when the Company knows about these incidents.



## *First aid*

*Prompt first aid may save a life or lessen the consequences of injury. Suitable people can become first aiders and free training is available during work time.*

If an injury occurs you should make immediate use of any first aid services available. An ambulance must be called if the injury is serious or if you have any doubts about the person's condition. The ambulance service must be informed if heart failure or gas poisoning is suspected or severe bleeding is present so that they can arrive appropriately prepared.

Do not move a seriously injured person if it can be avoided unless danger threatens or resuscitation is necessary. If the casualty must be moved, be very careful with them, particularly if the victim complains of back pain or when broken bones are suspected.

The casualty should be made comfortable, kept lying down and protected with rugs or coats. These should be placed under and over the patient if it can be done gently.

Unconscious casualties should be placed on their side with the arm drawn clear of the back. This is commonly known as the recovery position and will prevent the tongue from blocking the airway and enable any vomit to escape without choking the patient.

Serious bleeding can be fatal if not treated immediately. If circumstances allow, apply direct pressure over the wound and elevate the affected limb. If a

foreign body or bone is protruding apply direct pressure alongside the wound.

With burns, the affected parts should be cooled with water where possible. This is especially helpful with smaller burns which should be placed under slowly running water for several minutes.

The injured person must **never** be given any fluid to drink. To do so could cause the inhalation of vomit or delay a possible anaesthetic.

Swift action may prevent more serious injuries, so everyone should know where their nearest first aider is. You should enter their name, location and telephone

number in the section on useful information at the end of this book.



**An unconscious casualty has been placed in the recovery position.**

# Useful information

**Safety service** .....

*Tel* .....

**OH nursing adviser** .....

*Tel* .....

**Welfare officer** .....

*Tel* .....

**Officer-in-charge** .....

*Tel* .....

**Fire precautions officer** .....

*Tel* .....

**First aider** .....

*Tel* .....

**Union safety rep** .....

*Tel* .....

**Location of accident book** .....

*Tel* .....





*Overseas offices in  
Africa, the Americas,  
Australasia, the Middle East,  
the Far East and Europe.*

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