

Chapter 15 – Continuity and Resilience (Business Continuity) and Health & Safety

Introduction

1. As a Jobcentre Customer Service Manager, you are responsible for site management, which includes:

- making sure health and safety procedures are in place and followed, and undertake premises liaison with Sodexo/G4S
- undertaking the actions and responsibilities of the 'Nominated Manager' in respect of unacceptable customer behaviour (UCB) procedures (or delegating these responsibilities in line with guidance), in conjunction with planning and risk management within the district
- carrying out facilities management of the building, including information technology (IT)
- making sure all staff are aware of the appropriate emergency procedures, particularly the site business continuity plan and
- managing the handling of all incidents affecting staff and claimants in accordance with the appropriate procedures and the local incident management plan

2. You are also responsible for the management of the front of house functions in the jobcentre. A Site Manager Portal has been developed to help you in this role. The purpose of the site is to bring together DWP H&S guidance, useful information and good practice into one space.

Business Continuity

3. As Jobcentre Customer Service Manager you are responsible for ensuring your jobcentre has a robust Business Continuity Plan (BCP) that is reviewed at least quarterly. The BCP must also be exercised at least once a year unless it is tested by being invoked for an actual disruption.

Business Continuity Management

4. Business Continuity Management is a basic principle that identifies potential impacts that threaten an organisation and the possible measures to take to mitigate the effects. It provides both a framework for building resilience and safeguards the interest of key stakeholders, reputation and brand. It presents an ongoing opportunity to continuously review the organisation's processes, improve procedures and practices and increase resilience to interruption and loss.

5. The main focus for jobcentres is to achieve performance results whilst delivering a high standard of customer service. Part of our responsibility is to be prepared for any major disruption to operations. It is easier to deal with, and recover from, disruption if we are all well prepared.

6. The DWP Business Continuity Policy is mandatory across DWP, providing policy, advice and guidance that will help you to implement Business Continuity arrangements and good practice.

7. Further information on business continuity is available via the DWP Continuity and Resilience homepage. Jobcentre Customer Service Manager can find details guidance to support their activities within the Business Continuity Templates and Forms and Products and Guidance pages.

8. The Continuity and Resilience Northern and Southern Hub teams are available to support jobcentre sites with business continuity issues or questions. The Northern Hub

covers jobcentres based in the North East, North West and Scotland Groups and can be contacted on [REDACTED] Southern Hub covers jobcentres based in the Southern, London & the Home Counties, Central and Wales Groups and can be contacted on [REDACTED]

Health and Safety

9. As a Jobcentre Customer Service Manager, you are responsible for:

- ensuring Health and Safety (H&S) arrangements for the site (for example, evacuation procedures) are in place and operating effectively;
- ensuring structures are in place to manage and give assurance on H&S performance;
- ensuring the H&S of all staff on site is considered;
- ensuring the front of house area is managed effectively and all control measures are implemented;
- ensuring data on H&S performance is collated and recorded on the Management Information Systems Programme (MISP); and
- ensuring reports are completed for all incidents on site, passed to the UCB nominated manager and sent to the District office for recording on the Accident and Assaults Database.

10. You will also be involved in site risk assessments and be responsible for ensuring the implementation of any resulting control measures.

11. The Jobcentre Customer Service Manager (or their deputy) is responsible for health and safety issues on their site and is supported by the Health & Safety Business Partner within the Group.

12. Jobcentre Customer Service Manager (and all line managers) have a legal and moral responsibility to keep staff and claimants safe both on and off site (for example, claimants attending programmes or training courses) and must make sure they undertake the necessary Health and Safety Learning to ensure they have the competence to do so.

13. Employees have responsibilities placed on them under the Health and Safety at Work etc Act 1974. These duties do not reduce the responsibility of managers at all levels to comply with duties under these regulations. In particular, line managers need to make sure that their staff receive adequate instruction and training to enable them to comply with their duties under this regulation.

Health & Safety Risk management including Risk Assessments

14. It is the responsibility of Sodexo to undertake most risk assessments, including site and off-site risk assessments, on behalf of and in consultation with the Department.

15. Local managers must be actively involved in reviewing the risk assessments, in conjunction with Sodexo and TU Safety representatives. The Site Manager's Control Checklist lists these and gives more details of how often they should be reviewed.

16. Line managers are also responsible for ensuring that personal risk assessments are carried out and any recommendations acted upon. Further information and guidance can be found on the Risk Assessments site.

Training including Display Screen Equipment

17. All line managers must undertake the necessary Health and Safety Responsibilities for DWP Managers to ensure they understand their responsibilities. They must also make sure that their staff undertake:

- Personal Health and Safety (e Learning)
- Display Screen Equipment (DSE) (e Learning)
- Manual Handling (where appropriate) and

- DWP Keeping Safe -Travelling and Working Off Site (where appropriate)

Incidents (including verbal and fast track incidents)

18. It is important that incidents are reported and properly recorded to enable management to identify problems and implement control measures to ensure the safety of staff. Each site must have a local incident management plan and review it quarterly and after any serious incident.

19. All incidents should be managed in accordance with our policies and processes – further advice can be found in the unacceptable customer behaviour (UCB) guidance.

Accidents

20. Line managers are responsible for ensuring that all accidents and near misses involving their staff are reported and recorded. Site Managers must ensure that all accidents that result in injury to other people on site are managed in accordance with procedures outlined in the Reporting and investigation of Accidents, Near Misses/Dangerous Occurrences and Workplace Health Issues guidance.

Quarterly Site Inspections

21. The quarterly site inspections form an important part of the proactive monitoring of the premises that is required throughout Jobcentre Plus and will be used by managers at all levels to assist in the overall assurance and accountability for health and safety.

22. Sodexo is responsible for planning and undertaking quarterly site inspections in consultation with local Trade Union Appointed Safety Representatives and the Site Manager.

23. For more information, please see the Quarterly Inspections Guidance.

First Aid

24. Sodexo will undertake a first aid risk assessment, in conjunction with the site manager, to ascertain the number of first aiders required for a specific site. Sodexo will make sure there are sufficient first aid personnel on site, adequately trained and holding recognised qualifications to meet the requirements of the first aid risk assessment.

25. Site Managers are responsible for obtaining sufficient numbers of volunteers to become first aiders and for ensuring that line managers arrange first aid training for those staff who have volunteered.

26. For further guidance, see the First Aid guidance.

Emergency Planning and Evacuation including Fire and Bomb

27. Site Managers must be aware of their responsibilities in the event of an emergency and be familiar with the evacuation procedures provided by Sodexo.

28. Further information on fire or bomb threats and general advice for staff can be found in the Emergency Planning and Evacuation Procedures guidance.

Health & Safety Management Information and the MaSH Toolkit

29. The Management Information System Programme (MISP) is used to collect Health & Safety data across the DWP, including Jobcentre Plus. Within Jobcentre Plus, this data is input locally onto MISP at the beginning of each month.

30. It is then used within Jobcentre Plus to generate site, district, group and national Health & Safety Management Information (MI) reports.

31. The Managing Safety and Health (MaSH) Toolkit is an Excel spreadsheet that is used to capture and store Site/Command Health & Safety Information. Site Managers must be aware of their responsibilities in relation to the completion of the MaSH toolkit and the monthly inputting of data onto MISP.

Health and Safety Business Partners

32. The role of Health & Safety Business Partners is to provide advice and support to Operational Performance and Line Managers in the delivery of Health & Safety arrangements in their Group/Country. Your H&S Business Partner will be able to provide help and advice on all Health and Safety matters.

33. Health & Safety Business Partners also have responsibility to provide expert support and advice on particular national business areas, products or issues.

34. Jobcentre Plus specific Health & Safety Guidance is available. Wider departmental policies and guidance can be found on the DWP Health & Safety Division site.

Good Practice – Health and Safety

35. Use the health and safety self-assessment check lists to benchmark you and your people's position on health and safety issues.

- [Line Manager checklist](#)
- [Individual checklist](#)
- [Site Manager checklist](#)

Self-Assessment Checklist: Health and Safety

All line managers should complete the following assurance checklist and return it to their Business Delivery Manager.

JOBCENTRE PLUS HEALTH & SAFETY Checklist For Line Managers			
Name:			
Section / Team Unit:			
Training (has been delivered to all of my staff)	Yes	No	
Induction training that includes Display Screen Equipment (DSE) usage and Personal Health and Safety Training (PHST)	<input type="checkbox"/>	<input type="checkbox"/>	
H&S Refresher training? (completed on a 3-yearly rolling cycle)	<input type="checkbox"/>	<input type="checkbox"/>	

Keeping Safe training? (ALL staff with claimant facing duties)	<input type="checkbox"/>	<input type="checkbox"/>
Other training, as required? (Manual handling, Fire Warden or First Aid, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Risk Assessments and Control Measures	Yes	No
My staff know what Risk Assessments Trillium perform and where these are held	<input type="checkbox"/>	<input type="checkbox"/>
I know when to request a Risk Assessment from Trillium	<input type="checkbox"/>	<input type="checkbox"/>
Where appropriate I have requested risk assessments for my staff when they are:		
A young person of 16 or 17 years?	<input type="checkbox"/>	<input type="checkbox"/>
A new or expectant mother?	<input type="checkbox"/>	<input type="checkbox"/>
A lone worker and or home worker?	<input type="checkbox"/>	<input type="checkbox"/>
Lifting heavy or bulky loads as part of their duties?	<input type="checkbox"/>	<input type="checkbox"/>
Moved to a new workstation?	<input type="checkbox"/>	<input type="checkbox"/>
Complaining of physical discomfort at their workstation?	<input type="checkbox"/>	<input type="checkbox"/>
Working off site?	<input type="checkbox"/>	<input type="checkbox"/>
Travelling to meetings or conducting visits?	<input type="checkbox"/>	<input type="checkbox"/>
If you have answered NO to any of the above please give additional information of remedial		

action taken to address this issue

DSE Assessments and Record Keeping	Yes	No
My staff have been offered an eye test before starting work at their workstation	<input type="checkbox"/>	<input type="checkbox"/>
I have completed and review DSE training records for all of my staff	<input type="checkbox"/>	<input type="checkbox"/>
I have ensured that a DSE Risk Assessment is undertaken on my staff when they:		
Move to a new workstation	<input type="checkbox"/>	<input type="checkbox"/>
Have a change of job or duties	<input type="checkbox"/>	<input type="checkbox"/>
Have a significant change to the workstation	<input type="checkbox"/>	<input type="checkbox"/>
Complain of physical discomfort at their workstation or have a disability	<input type="checkbox"/>	<input type="checkbox"/>
Are pregnant or a new mother	<input type="checkbox"/>	<input type="checkbox"/>
Haven't had a DSE risk assessment for three years	<input type="checkbox"/>	<input type="checkbox"/>
If you have answered NO to any of the above please give additional information of remedial action taken to address this issue ...		
Reporting incidents and hazards	Yes	No
All of my staff are fully aware of the information contained in the Local Incident Management Plan (LIMP) and it is reviewed at a minimum 3-monthly	<input type="checkbox"/>	<input type="checkbox"/>

All of my staff know what to do in the event of an incident	<input type="checkbox"/>	<input type="checkbox"/>
I ensure that my staff report all incidents:		
On time	<input type="checkbox"/>	<input type="checkbox"/>
On the correct form	<input type="checkbox"/>	<input type="checkbox"/>
Within all timescales outlined within our LIMP and UCB guidance	<input type="checkbox"/>	<input type="checkbox"/>
Any of my staff involved in an incident are always given time away from their normal duties to complete incident report forms, i.e. IF1, IF2 etc...	<input type="checkbox"/>	<input type="checkbox"/>
I understand the definition of a Fast Track Incident and the action to take if one occurs as outlined within departmental guidance	<input type="checkbox"/>	<input type="checkbox"/>
I regularly inspect my work area for hazards	<input type="checkbox"/>	<input type="checkbox"/>
If I discover a hazard I immediately notify the Trillium Customer Service Centre	<input type="checkbox"/>	<input type="checkbox"/>
If I discover a hazard I take action to promptly inform my staff	<input type="checkbox"/>	<input type="checkbox"/>
<p>On completion of this assurance checklist please return it to your Business Delivery Manager immediately.</p> <p>All staff must complete this checklist annually in advance of their People Performance end of year appraisal and return it to their line manager. If you answer NO to any of the questions, please consult your line manager and ensure that remedial activities to resolve this learning need are reflected in your PDP.</p>		
Name:	Business Area:	

Signed:

Date:

JOBCENTRE PLUS HEALTH & SAFETY

Checklist For Staff

Name:

Section / Team Unit:

Training

Yes

No

Have you had the following health and safety training?

H&S Induction training that includes Display Screen Equipment (DSE) and Personal Health and Safety Training (PHST)

☐☐

H&S refresher training? (completed on a 3-yearly rolling cycle)

☐☐

Keeping Safe training? (if you have claimant facing duties)

☐☐

Other, specialist training? (i.e. Manual handling, Fire Warden or First Aid, etc.)

☐☐

Risk Assessments and Control Measures

Do you know what risk assessments Trillium conduct?

☐☐

Do you know what to do if you are:

A young person of 16 or 17 years?	<input type="checkbox"/>	<input type="checkbox"/>
A new or expectant mother?	<input type="checkbox"/>	<input type="checkbox"/>
A lone worker and or home worker?	<input type="checkbox"/>	<input type="checkbox"/>
Lifting heavy or bulky loads as part of their duties?	<input type="checkbox"/>	<input type="checkbox"/>
Moved to a new workstation?	<input type="checkbox"/>	<input type="checkbox"/>
Complaining of physical discomfort at their workstation?	<input type="checkbox"/>	<input type="checkbox"/>
Working off site?	<input type="checkbox"/>	<input type="checkbox"/>
Travelling to meetings or conducting visits?	<input type="checkbox"/>	<input type="checkbox"/>
Are you aware of your site-specific risk assessments and control measures for:		
General claimant contact?	<input type="checkbox"/>	<input type="checkbox"/>
Office layout?	<input type="checkbox"/>	<input type="checkbox"/>
Have you received your DSE training?	<input type="checkbox"/>	<input type="checkbox"/>
Working safely at workstations		
Do you receive your refresher H&S training every three years?	<input type="checkbox"/>	<input type="checkbox"/>
Have you had a DSE Risk Assessment when:		

Moving to a new workstation?	<input type="checkbox"/>	<input type="checkbox"/>
Changing your job or duties?	<input type="checkbox"/>	<input type="checkbox"/>
There is a significant change to your workstation?	<input type="checkbox"/>	<input type="checkbox"/>
You complain of physical discomfort at your workstation or have a disability?	<input type="checkbox"/>	<input type="checkbox"/>
You are a new and expectant mother?	<input type="checkbox"/>	<input type="checkbox"/>
You haven't had a DSE risk assessment for three years?	<input type="checkbox"/>	<input type="checkbox"/>
Have you been offered an eye test before you started working at your workstation?	<input type="checkbox"/>	<input type="checkbox"/>

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Reporting incidents

Do you know what is contained in your Local Incident Management Plan?	<input type="checkbox"/>	<input type="checkbox"/>
Do you know what to do in the event of an incident?	<input type="checkbox"/>	<input type="checkbox"/>
Do you ensure that all incidents are reported:		
On time?	<input type="checkbox"/>	<input type="checkbox"/>
On the correct form?	<input type="checkbox"/>	<input type="checkbox"/>
Within all timescales outlined within your LIMP and UCB guidance?	<input type="checkbox"/>	<input type="checkbox"/>

Do you get time away from your normal duties to complete incident report forms?	<input type="checkbox"/>	<input type="checkbox"/>
Do you understand the definition of a Fast Track Incident and the action to take if one occurs, as outlined within departmental guidance?	<input type="checkbox"/>	<input type="checkbox"/>
Do you regularly inspect your work area for hazards?	<input type="checkbox"/>	<input type="checkbox"/>
Do you notify your line manager of any hazards that you spot?	<input type="checkbox"/>	<input type="checkbox"/>
Do you know how to notify the Trillium Customer Service Centre of hazards that you spot?	<input type="checkbox"/>	<input type="checkbox"/>
On completion of this assurance checklist please return it to your Line Manager immediately.		
Name:	Section:	
Signed:	Date:	

Site Managers Control Checklist

The following checklist can be used as a control document or reminder for Health and Safety issues in your office. Business Managers with site responsibility for their office can complete the following assurance checklist.

JOBCENTREPLUS HEALTH & SAFETY Site Managers Control Checklist Site / Business Unit: Period Ending:							
Sodexo Customer Service Centre Call: XXXXXXXXXX							
H&S	Owner	Review	Validation	Revi	Date	Additio	

Issue		Status		ew Yes No	of Revie w	nal Notes
Accidents	Site Business Manager, Sodexo & District H&S Committee	Monthly meetings with BSM/Quarterly as part of H&S inspection/ and District H&S Committee meetings	Site Business Manager to ensure that staff are aware of on line accident reporting procedure (SOLAR). Sodexo to investigate all accidents, analyse accident reports and supply trend analysis which are monitored by the District H&S Committee. Sodexo BSM will also supply site reports for the monthly site meeting with the site manager.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Asbestos Register	Sodexo	Annually or as necessary for works on site	Register to be maintained. Document to be held on	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		

			<p>site.</p> <p>Site Business Manager to be aware of document.</p>			
Bomb Drill	Sodexo & Site Business Manager	Every 6 Months.	<p>Exercise conducted in partnership with Sodexo and reviewed at a meeting.</p> <p>Report of fire/bomb drill produced by BSM and any recommendations to be actioned within the agreed timescale.</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
COSHH Register Sheets	Sodexo	Annually with other Risk assessment reviews	Records retained and reviewed for all Hazardous Substances.	<input type="checkbox"/> <input type="checkbox"/>		
	Site Business Manager	Annually with other Risk assessment reviews	Managers to ensure any Substances brought onto their site have been approved by	<input type="checkbox"/> <input type="checkbox"/>		

			Sodexo and have been COSHH assessed			
DSE Control (Display Screen equipment)	Site Business Manager	Every 6 months	Line Managers assurance received confirming that all staff have had necessary DSE training i.e. at induction, H&S Refresher every 3 years. This is now completed on line via RM.	<input type="checkbox"/> <input type="checkbox"/>		
	Site Business Manager	Every 6 months	Line Managers assurance received confirming that DSE Control Records are held for all staff	<input type="checkbox"/> <input type="checkbox"/>		
	Site Business Manager	Every 6 months	Line Managers assurance received confirming that DSE	<input type="checkbox"/> <input type="checkbox"/>		

			Work Station assessments have been completed for all staff			
	Sodexo & Line Manager	Annually	<p>Sodexo to sign off all DSE Risk Assessments</p> <p>10% full Risk Assessment Check to be performed.</p> <p>Sodexo also to perform an individual Risk Assessment if a Line Manager cannot resolve 'corrective action adjustments' issues.</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Electrical Safety PAT Testing (Portable Appliance Testing)	Sodexo (Sodexo to notify SBMs to ensure access is available for all appropriate equipment)	Annually	All portable electrical equipment tested in last 12 months.	<input type="checkbox"/> <input type="checkbox"/>		
		Every 4 Years	IT Leads maintained and tested	<input type="checkbox"/> <input type="checkbox"/>		

	t)					
Emergency Evacuation Instructions	Sodexo, Site Business Manager, Delivery Managers	Annually	Instructions written and maintained by Sodexo. Copy of procedures to be retained on the H & S Information Notice Board.	<input type="checkbox"/> <input type="checkbox"/>		
		Every 6 months	A copy of the evacuation instructions MUST be circulated to ALL staff in an auditable manner, i.e. signed / dated	<input type="checkbox"/> <input type="checkbox"/>		
Evacuation Chair Training	Sodexo Line Managers , Site manager	Annually / As Required	Total number of staff requiring evacuation chair training based on the number identified for the site which is obtained in consultation	<input type="checkbox"/> <input type="checkbox"/>		

			with Sodexo.			
Evacuation Plans (Personal)	Sodexo/Line managers /Site managers	Annually / as required	<p>The needs of any member of staff who has a disability, health condition or other special need that may affect their ability to leave the building during an emergency has been met through a Personal Evacuation Plan.</p> <p>This is carried out by Trillium, but must be booked as a job, usually by the Line Manager</p>	<input type="checkbox"/> <input type="checkbox"/>		
Fire & Bomb Alarms	Sodexo	Weekly	Alarms tested weekly and maintained within Sodexo Monthly Maintenance Schedule	<input type="checkbox"/> <input type="checkbox"/>		

Fire Drills	Sodexo & Site Business Manager	Every 6 Months	Exercise conducted in partnership with Sodexo and reviewed. Written report of fire/bomb drill produced by BSM on PRIME sites and any recommendations to be actioned within the agreed timescale.	<input type="checkbox"/> <input type="checkbox"/>		
Fire Fighting Equipment	Sodexo	Annually	Maintained and tested yearly *can be confirmed during quarterly site inspections	<input type="checkbox"/> <input type="checkbox"/>		
Fire Warden Training	Site Business Manager, Line Manager & Sodexo	Annually (Should also be reviewed after each quarterly site inspection)	1 Fire Warden and 1 deputy per floor. All staff acting as Fire Wardens have received Fire Warden Training. Fire	<input type="checkbox"/> <input type="checkbox"/>		

			<p>Wardens named on site H&S Information Board.</p> <p>(The movement of Fire Wardens within / or off site to be notified to Sodexo Claimant Service Centre immediately by line manager.)</p>			
First Aiders	Site Business Manager, Line Managers & Sodexo	Annually (Should also be reviewed after each quarterly site inspection)	<p>There is an up to date First Aid risk Assessment on site. (This is carried out by Sodexo & the required number of First Aiders and appointed persons is to be found in the site First Aid Risk Assessment).</p> <p>Name of First Aiders/Appointed person is up to date</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		

			and is displayed on site H&S Information Notice Board. (The movement of First Aiders within / or off site to be notified to Sodexo Claimant Service Centre immediately by line manager.)			
Health & Safety Site Inspections	Sodexo & Site Business Managers	Quarterly	Quarterly Inspection performed and recommendations actioned within agreed timescale (Sodexo will provide a schedule of inspection dates to Site Managers who will notify TU Appointed H&S rep and invite them to attend)	<input type="checkbox"/> <input type="checkbox"/>		

<p>JPRRA - Jobcentre Plus Review Risk Assessme nt (Claimant facing)</p>	<p>Site Business Manager</p>	<p>JPRRA annually</p>	<p>Risk Assessment document fully reviewed with Site Business Manager and TU Appointed H&S rep. Recommend ations to be discussed with all key stakeholders and actioned. ALL staff to be made aware of the contents of this document.</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>		
<p>LIMP (Local Incident Managem ent Plan)</p>	<p>Site Business Manager</p>	<p>Walk through every 3 months Drill to be performed every 6 months</p>	<p>Plan to be reviewed with TU Appointed H&S rep and staff and corrective action taken. ALL staff to be made aware of contents Staged Incident drill to be performed by staff on</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>		

			<p>site.</p> <p>Exercise to be reviewed following drill.</p>			
<p>MISP (Management Information System Programme)</p>	<p>Site Business Manager</p>	<p>As per DWP/ Jobcentre Plus Guidance</p>	<p>The relevant data is summarised from locally held control records and submitting via MISP to the nominated contacts in Jobcentre Plus</p>	<p><input type="checkbox"/> <input type="checkbox"/></p>		
<p>Personal Health & Safety Training (PH&ST)</p>	<p>Site Business Manager</p>	<p>Every 6 months</p>	<p>Line Managers assurance received confirming that all staff have had Personal Health and Safety Training (PHST) at induction & H&S Refresher every 3 years. This is now completed on line via RM.</p>	<p><input type="checkbox"/> <input type="checkbox"/></p>		

Risk Assessments Miscellaneous	Site Business Manager (possibly carried out by Sodexo)	As per Risk Assessment Guidance	<p>Line Managers to make sure a documented record of Risk Assessment is performed, maintained and reviewed as identified / appropriate.</p> <p>In other words: Off-Site Worker, Manual Handling, New or Expectant Mother, Young Person etc...</p> <p>Staff are made aware of any hazards and control measures</p>	<input type="checkbox"/> <input type="checkbox"/>		
Training	Site Business Manager	As per DWP and Jobcentre Plus Guidance	<p>All staff have had relevant training</p> <p>(for example keeping safe, manual handling, manager's health & safety</p>	<input type="checkbox"/> <input type="checkbox"/>		

			training, evacuation chair training, personal health & safety training etc)			
Name:			Site/Business Unit			
Signed:			Date			
Click here for an Excel version of the checklist:						