



SUBJECT: General Reception Safety

RECIPIENTS: All Council Services (including schools)









ISSUE DATE: REF:

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HSB04

To remind managers and employees of the existing Health & Safety policies, procedures and guidance currently in place aimed at trying to reduce and manage the risks posed by working in receptions and dealing with customers/service users.




General Reception Safety

- G2 [General Office Hazards – Summary](#) 
- G2.1 [The Workplace \(Health, Safety & Welfare\) Regulations 1992 – A short guide for managers](#) 
- G36.2 [Inspection of Ladders & Stepladders – Managers guidance](#) 
- POEL39 [Safe use of step ladders](#) 
- G18 [Electrical Safety – Summary](#) 
- POEL38 [Electrical Safety – employee guidance](#) 
- G3 & G3.3 [First Aid – Summary](#)  & [First Aid- Guidance Notes](#) 


Display Screen Equipment (DSE)

- G13.1 [DSE – Managers guidance & Definition of “User”](#) 
- POEL 9 [DSE – Employees Handbook](#) 

Violence Guidance

- G15 [Violence at Work – Summary](#) 
- G15.1 [Violence at Work – Management Guideline](#) 
- POEL18 [Violence at Work – Employee Leaflet](#) 

Reporting Incidents

- G4 [Instruction for the Reporting of Injuries, Diseases, Dangerous Occurr’s & Other Incidents – Summary](#) 
- G4.1 [Instruction for the Reporting of Injuries, Diseases, Dangerous Occurr’s & Other Incidents – Manager’s guide](#) 
- G4.4 [PO3 flowchart](#)  (link to the on-line PO3 system )

In addition to this LCC will be putting on several training courses on “Conflict Management” aimed at front line Reception Staff who deal with member of public on a regular basis i.e. Main office (s), library staff, etc. Please click [here](#) to complete a Mouchel Event Booking form and indicate whether you want to attend the AM or PM course. Places will be limited.

	Location	Event Code	Date & Time
1	Sleaford – Solo Club	HSC011-AM	12 th Aug 2011 10.00am – 12.00pm
2	Sleaford – Solo Club	HSC011-PM	12 th Aug 2011 1.00pm – 3.00pm

If you require further assistance or clarification on the subject please contact:
Your Mouchel Safety Adviser or Corporate Safety Team