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Element 2: Dealing with common workplace hazards



- 2.1 General workplace
- 2.2 Work-related violence and aggression
- 2.3 Mental ill-health
- 2.4 Hazardous chemicals and substances
- 2.5 Computers
- 2.6 Substance abuse
- 2.7 Electricity
- 2.8 Fire
- 2.9 Manual handling
- 2.10 Noise and vibration
- 2.11 Work equipment
- 2.12 Work at height
- 2.13 Workplace transport.

Learning outcome:

Inspect the workplace, recognising a range of common hazards, evaluating risks (taking account of current controls), recommending further control measures and assigning actions.

Element 2.1

General workplace



- Workplace access and housekeeping
- Lighting
- Temperature
- Slips, trips and falls (on the same level)
- Welfare
- First aid



Activity



In a work situation have you ever experienced aggression or violence?

Have you ever been in a situation where you feel angry or frustrated?

Work-related violence and aggression



Work-related violence is any incident in which a person is threatened, abused or injured in circumstances relating to their work.

Workers are more likely to be at risk of violence and aggression if they are:

- Working alone
- Handling valuable items, including cash
- Working with people under stress
- In a position of authority
- Working at night
- Working in areas with high crime rates.

Element 2.2

Work-related violence and aggression



Common ways to reduce the risk of violence and aggression:

- Reducing cash handling
- Reducing customer frustration
- Securing doors / employing security staff
- Installing surveillance and alarm systems
- Improving lighting
- Separating staff and customers
- Working in pairs
- Training
- Personal alarms and mobile phones



Element 2.3

Mental ill-health



Mental health is defined by the World Health Organization (WHO) as:

‘a state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community’.

Nearly 1 in 7 people in the world live with a mental disorder. (World Health Organization)

1 in 4 people in the UK experience mental health problems each year. (UK Health and Safety Executive)

Common mental health conditions that may be present in the workplace

Panic attacks

Depression

Post-traumatic stress disorder (PTSD)

‘For people with mental health conditions, decent work can contribute to recovery and inclusion, improve confidence and social functioning’ (World Health Organization).

- Most people with mental ill-health can continue to work effectively in the workplace.
- A worker suffering from mental ill-health can continue to be effective at work if given the right level of support by their employer.

Activity



What steps could an employer take to support workers with mental health conditions in the workplace?

Work-related stress

Stress is defined as the adverse reaction people have to excessive pressures or other types of work demand put on them when they feel unable to cope with such pressure or demands.

Effects of work-related stress:

- Behavioural changes
- Physical illnesses
- Psychological or emotional problems
- Poor work performance.

Element 2.3

Mental ill-health



Activity



Complete the HSE Stress questionnaire.

Measures to address work-related stress

Manageable workloads

The right skills and training to do the work

Workers are clear on what is expected of them

Freedom to plan and organise own work

Involving workers in decisions that could affect them

Providing support