Welcome to the Healthy Working Lives Bronze Award portfolio.

Congratulations on taking the first step towards developing a planned and integrated approach to improving health, safety and wellbeing at work. Indeed, you may already fulfil some of the criteria and be well on your way to qualifying for the award.

The Healthy Working Lives Programme awards achievement at three levels: Bronze, Silver and Gold.

By participating in the Award Programme, you will enjoy all the benefits of developing a coordinated, custom-designed programme meeting the needs of your organisation. You will also receive support from our network of expert Healthy Working Lives Advisers.

It is important that you:

- are aware of the overall framework of the Bronze Award
- are aware of the resources available to support you in undertaking each criterion – remember our advice is free and confidential
- have a clear understanding of what you must do to successfully fulfil each criterion. Your Adviser will explain what is required when you are ready for assessment.

Once you have achieved the Bronze Award, we hope you will progress to the Silver Award, then to Gold. If you choose to progress to Silver, you must maintain the standards you achieved for Bronze.

In this portfolio you’ll find all sorts of helpful information about how to go for the Bronze Award – you’ll learn about the resources available, how to show you have met the criteria and much more.

But before you begin, let us start by telling you about the role of the Scottish Centre for Healthy Working Lives (SCHWL) in creating and managing the Award Programme, and how we will use the information you submit. Please read the following pages carefully.
Bronze, Silver and Gold at a glance

Bronze

The principal outcome from Bronze is knowing that everyone in your organisation has become more aware of how their health, safety and wellbeing affects their work. From an employer’s perspective, you will find the principal outcome is the importance of ensuring that the work employees undertake will not adversely affect their health and indeed can improve their mental, physical and social health. By achieving Bronze everyone in your organisation recognises the role of health and safety, and health improvement, and how an organisation can support its employees. Through the employee engagement and consultation it has identified the issues relevant to your employees and that you are starting to address them.

Silver

The overall outcome of Silver is that it enables you to demonstrate that your organisation has put in place the policies, procedures and practices which allow everyone to become engaged in protecting and improving their health, safety and wellbeing.

At Silver you can begin to see:

* employees absences and turnover fall – they feel better supported in getting back to work
* health and safety standards getting better, the number of accidents and near misses coming down
* managers beginning to identify issues and prevent sickness absences occurring – they are confident in tackling stress and anxiety at work
* tackling issues and concerns that have been brought to light through the employee engagement and consultation.

Gold

Demonstrates long-term commitment to improving health, safety and wellbeing both within the workplace and in the wider community. It builds on the good practice developed at Bronze and Silver. In achieving Gold your organisation can evidence that a health, safety and wellbeing culture exists and positive employee behaviour changes are evident.
Supporters

The Healthy Working Lives Awards are supported and endorsed by:

Together we are improving health, safety and wellbeing at work.
About the role of the Scottish Centre for Healthy Working Lives

Please read the following carefully.

Submitting your registration and participating in the Bronze Award will constitute acceptance of this disclaimer without modification or amendment.

As part of NHS Health Scotland, Scotland’s national agency for health improvement, the SCHWL has a key role to play in helping those individuals whose health is not improving as much or as rapidly as it is for the population as a whole.

More specifically, SCHWL’s work focuses on the workplace and as such we support employers by raising awareness and understanding of the benefits of a healthy workforce and provide advice and support through a range of services. In tackling the widening gap between those individuals with the best and worst health, it is critical that employers ensure all employees have equal access to policies and practices in the workplace allowing everyone to experience and benefit from good work. This may mean focusing more resources on those employees who are harder to reach and may experience difficulty accessing services because, for example, of the type of job they do, the hours they work, or they are disadvantaged because of low pay, a disability, their ethnicity, gender or sexual orientation.

In summary, SCHWL provides advice and services for employers in implementing health, safety and wellbeing policies and practices. And, it helps employers understand how best to engage with their workforce and make greatest impact in protecting and improving their health, safety and wellbeing.

SCHWL is not a certifying body or part of, or affiliated with, a certifying body. Possession of a Healthy Working Lives Award means that the participant meets, at the time of the award being given, certain criteria set by SCHWL for the purposes of the Healthy Working Lives Award Programme. It does not constitute certification that the participant complies with the law (including the relevant employment, health and safety legislation). Participation in the programme does not remove, replace, or qualify to any extent the participant’s obligation to comply with the law (including employment, health and safety legislation).
All advice provided by SCHWL is based on the information that the participant has provided about the circumstances of his or her organisation. Even though SCHWL will make every effort to ensure the adequacy, completeness and suitability of its recommendations and reviews for the purposes of the Healthy Working Lives Award Programme, the participant understands and accepts that such recommendations and reviews do not constitute legal advice, and that SCHWL and its officers, employees and Advisers shall not be responsible for the adequacy or adequate implementation of such recommendations and reviews.

Therefore no recommendation or review provided will in any circumstances constitute a warranty, representation or undertaking by SCHWL as to the adequacy or adequate implementation of such recommendation and review, for the purposes of compliance with the law, including employment, health and safety legislation.

SCHWL and its officers, employees and Advisers shall not in any event be held liable for any loss or damage that may be suffered, whether directly or indirectly, by the participant and/or any third party as a result of the participant acting upon such recommendation or review.
Awards participation

To achieve an award you need to provide evidence and show how you’ve progressed and met the criterion impacts for each level. You will be required to build a portfolio to be assessed. The collection, use and disclosure of information provided to SCHWL is outlined below.

By completing the registration form you have consented to SCHWL holding and using the information you submit. We will use this information to process your registration and administer any services we offer to you as part of Healthy Working Lives (HWL).

The information you provide will be processed by SCHWL and will be passed on to Advisers for the purposes of the Award Programme. We will keep that information confidential and we will not disclose it to any third parties, unless we are required to do so by law.

SCHWL may, from time-to-time, further process any data you submit in order to remove personally identifiable information. In such circumstances, we may make further use of such ‘anonymised’ data for statistical, training or national purposes.

You have the right at any time to change your registration details or cancel your registration by contacting SCHWL. You also have the right at any time to request a copy of the information we hold on you and your organisation (provided it has not in the meantime been destroyed or deleted from our records), for which we may charge a reasonable fee. Our more detailed Privacy Policy is available from NHS Health Scotland (www.healthyworkinglives.com/privacy).

Please note in certain circumstances it may be appropriate for SCHWL to suspend the participation of an organisation in the Healthy Working Lives Award Programme, for example, pending the outcome of an enquiry into an accident in the organisation.

Likewise, it may under certain circumstances be appropriate to withdraw an award (for example, where it has been established that the standard of safety in the organisation in question has fallen well below an acceptable standard) or postpone the presentation of an award (for example, pending full implementation of partially implemented recommendations issued by SCHWL).

Accordingly, SCHWL may, at its absolute discretion, suspend the participation of an organisation in the Award Programme, withdraw an award, or postpone the presentation of an award.
Getting started

So, you’re interested in starting your own Healthy Working Lives Programme and working towards the Bronze Award? Congratulations, you’re about to take your first step towards developing a planned and integrated approach to improving health, safety and wellbeing at work.

First of all you need to complete the HWL Organisation Profile. Your Adviser will help you with this.

It is also important that you are already addressing the minimum health and safety requirements for your organisation. To ensure this, we ask you to complete and submit the Checklist (see p15) and give your Adviser supporting evidence that can be reviewed ahead of the assessment.

Bronze Award criteria

The Bronze programme has four criteria. You must meet all four criteria to achieve Bronze.

1. **Address Healthy Working Lives in the organisation** and ensure employees are given key roles and responsibilities within the workforce for taking forward the Healthy Working Lives agenda.

2. **Address health, safety and wellbeing needs** in the organisation which includes employee consultation and training, supporting employee attendance and avoiding accidents in the organisation.

3. **Promote and raise awareness of occupational health, safety and wellbeing** topics that have been identified by employees and managers/employers.

4. **Implement a smoking policy** for employees over and above the legislative requirements, i.e. participating in campaigns which encourage employees to quit as well as providing information on smoking cessation advice and services.
Before you start working towards Bronze you must complete the HWL Organisation Profile (the ‘Profile’).

The HWL Checklist (the ‘Checklist’) must also be completed at the start. This will then be updated and signed off prior to your assessment.

You must clearly demonstrate that you have achieved the criteria. Record sheets must be completed to show how you have met each criterion.

In some cases the same evidence may be used to fulfil more than one criterion. Your Adviser will guide you. However, all outputs must be addressed in order to evidence the impacts.

We have provided a glossary of useful words and terms, and their definitions. You will find this at the back of the publication.

An Adviser will check your progress and you will have Adviser-led annual reviews.

All award levels will be assessed.

Once Bronze is achieved, it is essential to maintain standards (see below) as you work towards Silver. Progressing to Gold further embeds the benefits of Bronze and Silver. Once you have achieved Gold, we ask you to maintain this standard by meeting an additional criterion as part of your annual review.

The aim is to maintain all criteria on a yearly basis. To maintain Bronze you need to provide information campaigns and activities for employees to benefit from, as follows:

- 3 x health, safety and wellbeing information campaigns
- 2 x health, safety and wellbeing activities
- 1 x activity based on the topic of mental health
- 1 x information campaign to raise awareness of the smoking policy.
Organisations about to embark on the Bronze Award journey must complete the HWL Organisation Profile (the ‘Profile’).

It gives a snapshot of your organisation at a specific point in time and can be used as a benchmark to measure improvement.

An Adviser will work through the questions with you. We will send you the form in advance to help you prepare for this discussion. This may mean requesting information from colleagues or inviting a member of management to attend the discussion with you.

Completing this Profile will help identify the key issues that need to be addressed and provide an objective picture of your current status. The findings will be used to develop a tailored action plan and inform future consultation with your employees. This will also help you mark progress and measure the impact as you work through the Award Programme.

All of your answers will remain completely confidential. Some information will be used to report performance nationally but this will remain anonymous. These questions will be highlighted with an asterisk (*).

It is essential that you complete the form within your Adviser’s first two visits. The Profile provides an accurate record of your ‘starting position’ and therefore any delay is best avoided.

The Profile has the following sections (A–F):

A. About your organisation.
B. The organisation.
C. Health and safety.
D. Performance indicators.
E. Health and wellbeing.
F. Success.

The Profile must be signed by the Adviser and the person responsible for completing it on behalf of the organisation.

Useful HWL resources
HWL Organisation Profile.
HWL Checklist

You must complete the HWL Checklist (the ‘Checklist’) before you finish the Bronze programme and are assessed.

The Checklist is evidence that every organisation being assessed is aware of basic occupational health and safety requirements. Many parts of the Award Programme take organisations beyond the legal requirements, so it is important to have a broad understanding of what is required before being encouraged to develop specific areas.

The Checklist must be completed at the start and updated and signed prior to assessment. The assessment cannot be undertaken until it has been submitted. In addition, if there are outstanding health and safety enforcement action(s) (this will include those under appeal) against the organisation (or section of the organisation) the assessment cannot be completed until the enforcement action(s) are resolved.

Your Adviser will either observe compliance or review the evidence for each item on the Checklist.

All being well you will be signed off and can continue onto the next stage.

From the enclosed Checklist (see p15) you will see it has sections as follows:

The first column has the questions to be answered.

In the second column you must provide answers – either ‘Yes’ or ‘Exempt’. No blank responses are permitted.

In the third column, a short explanation for each question is given with pointers for extra help. For every question, more assistance can be obtained from an Adviser and/or the Healthy Working Lives Adviceline on 0800 019 2211.

The fourth column sets out the evidence that must be shown to your Adviser to support the answer.

By the time of your assessment, all the relevant boxes in the second column must be ticked and your Adviser must have ticked or signed the appropriate boxes in the ‘for official use only’ column.
The completed Checklist needs to be signed by the person who has ultimate responsibility for occupational health and safety (for the site registered) immediately prior to portfolio submission. The Checklist should then be submitted for approval as part of your award portfolio.

If you are unsure about how to answer the questions, or cannot confidently tick ‘Yes’ or ‘Exempt’, extra support is available. Call the Adviceline on 0800 019 2211 or visit www.healthyworkinglives.com
### Checklist

<table>
<thead>
<tr>
<th>Question</th>
<th>What do we mean?</th>
<th>Supporting evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have Employers’ Liability Compulsory Insurance?</td>
<td>Yes If you employ staff you require Employers’ Liability Compulsory Insurance (ELCI). The certificate must be displayed in your workplace where all of your employees can see it; for example on a noticeboard or electronically on an intranet site or other accessible place. The certificate is valid for one year and must be current at the time of submission. Certain government organisations and some family businesses are exempt from ELCI. More information is available from the Health and Safety Executive (HSE) website at: <a href="http://www.hse.gov.uk/pubns/hse39.pdf">www.hse.gov.uk/pubns/hse39.pdf</a></td>
<td>1. Adviser has viewed either ELCI certificate displayed in an area where employees can see it, or it is available electronically or Copy of certificate sent as evidence plus 2. The certificate must be valid, for example it relates to the organisation concerned and is less than one year old</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Do you display a health and safety law poster or provide pocket cards to employees?</td>
<td>Yes Employers and employees have duties under health and safety legislation. Information on these duties is available on a health and safety law poster. If you have employees you must display the health and safety law poster or provide workers with a pocket card showing the same information. The poster has information boxes showing who is responsible for health and safety and where to get help. These boxes must be filled in correctly. The poster can be purchased from the HSE website: <a href="http://www.hse.gov.uk/pubns/books/lawposter.htm">http://www.hse.gov.uk/pubns/books/lawposter.htm</a> The pocket card can be downloaded from the HSE website: <a href="http://www.hse.gov.uk/pubns/law.pdf">www.hse.gov.uk/pubns/law.pdf</a></td>
<td>Adviser has viewed poster and boxes correctly filled in or Evidence submitted that pocket cards are given to each employee (usually as part of induction)</td>
</tr>
<tr>
<td></td>
<td>No</td>
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</tr>
<tr>
<td>Do you display a ‘No Smoking’ sign in your workplace?</td>
<td>Yes Since the law in Scotland changed, it is now an offence to allow smoking in an enclosed workplace. All workplaces must display a statutory ‘No smoking’ sign at the entrance to their premises. Samples of ‘No smoking’ signs can be downloaded from: <a href="http://www.clearingtheairscotland.com">www.clearingtheairscotland.com</a></td>
<td>Adviser has viewed statutory ‘No smoking’ sign displayed or Evidence submitted that statutory ‘No smoking’ signs are displayed in the workplace</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>What do we mean?</td>
<td>Supporting evidence</td>
</tr>
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<td>------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Do you have a written health and safety policy?</td>
<td>All organisations striving to achieve a HWL Award must have a written policy. A written health and safety policy helps show that the organisation has thought about how it will manage its safety issues and has nominated individuals with responsibility for taking this process forward. Leaflets on policy development and examples can be downloaded from the HSE website at: <a href="http://www.hse.gov.uk/simple-health-safety/write.htm">www.hse.gov.uk/simple-health-safety/write.htm</a></td>
<td>Adviser has viewed a copy of current health and safety policy and Policy is signed by a director and dated and There are named individuals with responsibility for aspects of safety and Policy states there is a review process, and is revised as necessary and If policy is old, there is evidence of review</td>
</tr>
<tr>
<td>Do you have access to competent advice on health and safety?</td>
<td>All organisations are required to have access to competent advice on health and safety. This can be workers from your organisation who have the correct skills and knowledge, external consultants/Advisers or a combination of these. Many organisations offer advice and assistance. Some will charge for their help.</td>
<td>Adviser has reviewed a letter of engagement with an external consultant or Name and qualifications of internal appointment or Supporting documentation on how the organisation has addressed the need for competent advice</td>
</tr>
<tr>
<td>Do you carry out consultation on health and safety with your employees?</td>
<td>Regulations require organisations to consult with employees on issues that could affect their health or safety at work, for example, the introduction of new equipment or working practices. There are many suitable ways of doing this, from using noticeboards or having formal workplace reps to liaise with employees, to direct discussion or communication on a one-to-one or group basis. Leaflets on consultation can be downloaded from the HSE website at: <a href="http://www.hse.gov.uk/pubns/indg232.pdf">www.hse.gov.uk/pubns/indg232.pdf</a></td>
<td>Adviser has viewed examples of consultation methodology, e.g. noticeboards, minutes or Methods of consultation outlined in policy of procedure</td>
</tr>
<tr>
<td>Question</td>
<td>What do we mean?</td>
<td>Supporting evidence</td>
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<tr>
<td>-------------------------------------------------------------------------</td>
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<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Do you carry out induction training with new employees?</strong></td>
<td>Yes: Training your employees is critical to ensure that they know what hazards and risks they may face at work and how to deal with them. You must provide free health and safety training for your employees. At this stage we are looking for evidence of the training you provide to all new employees when they join your organisation. This must include procedures for fire, first aid and accident reporting.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No:</td>
<td>Adviser has reviewed evidence of content of training relating to fire, first-aid information and accident reporting and The organisation has provided evidence/records of employee training.</td>
</tr>
<tr>
<td><strong>Do you keep records of accidents and incidents and report to the enforcing authority where necessary?</strong></td>
<td>Yes: If you are an employer, self-employed or in control of work premises, you must report some (more serious) work-related accidents, diseases and dangerous occurrences to the enforcing authorities. It is also good practice to keep a record of less serious accidents and incidents within your workplace. Most organisations do this with an accident book or internal accident reporting system and inform employees of this procedure at induction training. The current HSE accident books comply with the Data Protection Act, as should any internal system adopted. Leaflets on accident reporting/investigation and RIDDOR can be downloaded from the HSE website. <a href="http://www.hse.gov.uk/pubns/priced/l73.pdf">www.hse.gov.uk/pubns/priced/l73.pdf</a></td>
<td>Adviser has seen a written accident reporting system, for example, on a noticeboard or A written statement of how reporting is carried out plus a copy of a blank accident form or cover of current report form booklet.</td>
</tr>
<tr>
<td></td>
<td>No:</td>
<td></td>
</tr>
<tr>
<td><strong>Do you carry out risk assessments?</strong></td>
<td>Yes: Risk assessments are the most basic way of identifying where there are dangers in your workplace, to employees or others. They also provide a record that you have identified these and are working to make any necessary changes. Risk assessments should include consideration of fire risk, general workplace hazards and specific risks to certain employees, such as manual handling, stress or use of display screen equipment. Leaflets on risk assessment can be downloaded from the HSE website at: <a href="http://www.hse.gov.uk/risk">www.hse.gov.uk/risk</a></td>
<td>Adviser has viewed information on named persons who carry out risk assessments and Information on the training or experience of these individuals to perform risk assessments and Evidence of a process of risk assessment, e.g. a sample of a complete risk assessment following the 5-steps format – leaflet available from the HSE website and Documentation on how the findings of assessments are disseminated to employees.</td>
</tr>
<tr>
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</table>
This Checklist has been prepared for the specific purposes of the Healthy Working Lives Award Programme. Prior to assessment for the Healthy Working Lives Bronze Award, organisations are required to complete it to demonstrate that they meet the minimum health and safety requirements.

The acceptance of the Checklist by SCHWL does not constitute certification or warranty by SCHWL of the organisation’s compliance with health and safety legislation.

The organisation understands and accepts that, while SCHWL and its Advisers may identify issues which need to be addressed and may offer guidance on the development of a health and safety policy to assist the participant in meeting the requirements of health and safety law, SCHWL cannot and does not certify adequate implementation of such a policy.

<table>
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<th>Question</th>
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<tbody>
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<td>Do your employees have access to suitable welfare facilities?</td>
<td>Yes</td>
<td>Adviser has viewed welfare facilities and considers that they are adequate for the site visited</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>Declaration that arrangements are in place for peripatetic workers</td>
</tr>
</tbody>
</table>

Basic welfare facilities need to be provided for all employees, regardless of their work location. Companies should make arrangements to ensure that all employees have access to toilets, hot and cold water, clothes storage (if needed) plus washing facilities, clean facilities to eat and drinking water. Leaflet on welfare standards can be downloaded from the HSE website at: [www.hse.gov.uk/pubns/indg244.pdf](http://www.hse.gov.uk/pubns/indg244.pdf)

SCHWL and its Advisers therefore disclaim, to the fullest extent permitted by law, all liability for their recommendations, because such recommendations do not necessarily guarantee compliance by the participant with health and safety legislation. The organisation will have to satisfy itself as to the steps to be taken to ensure compliance with health and safety law and any recommendations made by the Advisers should not be used as a substitute of legal advice.

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Adviser has viewed welfare facilities and considers that they are adequate for the site visited and Declaration that arrangements are in place for peripatetic workers.
Declaration

On completion of all sections of the Award Checklist, the person responsible for ensuring health and safety within the organisation should sign off the Checklist. This signature indicates that the person undersigned is, to the best of their knowledge, satisfied that the organisation has completed the Checklist accurately and that there are no unresolved health and safety enforcement actions (this includes those under appeal) against the section of the organisation that is going forward for assessment.

Name

Position in organisation

Date

Signed

Signed by Healthy Working Lives Advisers

Name

Date

Signed

Name

Date

Signed

Name

Date

Signed
Address Healthy Working Lives in the organisation

We address Healthy Working Lives in our organisation and ensure our employees are given key roles and responsibilities within the workforce for taking forward the Healthy Working Lives agenda.

This criterion marks the beginning of the journey towards achieving a Healthy Working Lives Award. There are three outputs that combine to establish a foundation for taking Healthy Working Lives forward.

Central to success is identifying a group responsible for implementing all aspects of the Award Programme. You must also ensure that employees with specific duties in relation to Healthy Working Lives are supported in their roles.

Outputs

Establish a working group for Healthy Working Lives that represents employees from all levels of your organisation. This group should include representation and appropriate support from management, occupational health and safety, human resources or employees who are responsible for these areas. Where relevant, a union representative should also be included.

OR

Demonstrate that an existing group within your organisation has been given responsibility to coordinate all aspects of Healthy Working Lives.

AND

Identify and support employees with roles and responsibilities for health, safety and wellbeing in the organisation.

Put in place a system to enable employees to get involved and encourage two-way communication which will facilitate the implementation of the HWL Programme.
Impacts

Management recognises and supports the importance of working towards becoming a HWL organisation.

The health, safety and wellbeing of employees is included within your planning processes.

Portfolio evidence

The following evidence must be included in the portfolio prior to assessment:

- Agenda and minutes of the previous three to six meetings.
- Evidence of communication between the group and employees.

Useful HWL resources

- Bronze Award record sheet – criterion 1 (see p23). To be completed prior to assessment. The attached form can be completed electronically. Please ask your Adviser for a copy.
Address Healthy Working Lives in the organisation: record sheet

Briefly describe the working group’s role within the organisation. If there is an alternative, provide details and explain why it is appropriate to the organisation.

<table>
<thead>
<tr>
<th>Role Description</th>
<th>Details</th>
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</table>

Who sits on the group? List with name, area of work and what grade (including management).

<table>
<thead>
<tr>
<th>Name</th>
<th>Area of Work</th>
<th>Grade</th>
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In addition to minutes and agenda supplied as evidence, outline in brief what the group has been doing in the past three to six months.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Details</th>
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How does the working group communicate with employees? (Describe the process briefly.)

<table>
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<tr>
<th>Communication Method</th>
<th>Details</th>
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How are the roles and responsibilities for Healthy Working Lives designated? (Outline briefly.)

<table>
<thead>
<tr>
<th>Role Description</th>
<th>Details</th>
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Healthy Working Lives Award Programme
Now thinking about other roles and responsibilities in the organisation that relate to health, safety and wellbeing that can support the work of Healthy Working Lives, please provide details below outlining the areas of responsibility that individuals have, e.g. catering, maintenance, health and safety, human resources, occupational health.

<table>
<thead>
<tr>
<th>Area of Responsibility</th>
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<tbody>
<tr>
<td>Catering</td>
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<tr>
<td>Maintenance</td>
</tr>
<tr>
<td>Health and Safety</td>
</tr>
<tr>
<td>Human Resources</td>
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<tr>
<td>Occupational Health</td>
</tr>
</tbody>
</table>

Briefly describe how these responsibilities are discussed and supported by line managers. How are these roles fulfilled?

<table>
<thead>
<tr>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Discussion</td>
</tr>
<tr>
<td>Support</td>
</tr>
<tr>
<td>Fulfillment</td>
</tr>
</tbody>
</table>

What assistance does the organisation provide to support these roles, i.e. mentoring, coaching, funding, time? (Provide any supporting documents as outlined in the criteria.)

<table>
<thead>
<tr>
<th>Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mentoring</td>
</tr>
<tr>
<td>Coaching</td>
</tr>
<tr>
<td>Funding</td>
</tr>
<tr>
<td>Time</td>
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</tbody>
</table>

How do you know that you have support and commitment from management?

<table>
<thead>
<tr>
<th>Support from Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commitment</td>
</tr>
</tbody>
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Signature (Organisation) ....................................................................................
Signature (Adviser) ............................................................................................
Date .................................................................................................................
Address health, safety and wellbeing needs in the organisation

We address health, safety and wellbeing needs in our organisation, which includes employee consultation and training, supporting employee attendance and avoiding accidents.

This criterion seeks to ensure the development of an Award Programme relevant to your employees and organisation. Working practices are developed and implemented that will help to protect and promote the overall health, safety and wellbeing of the workforce.

**Outputs**

Consult with employees at least **every three years**, using an agreed tool or procedure to identify the occupational health, safety and wellbeing issues that are of concern and develop a progressive action plan.

A system or procedure is in place for recording days when employees are absent from work.

A system or procedure is in place for recording accidents, incidents and near misses.

Communication process to raise awareness of the above systems or procedures.

Identify and record the training needs for every role including those employees with specific roles and responsibilities and deliver training/awareness-raising activities as required.

Identify and record individual training requirements, and details of how these are fulfilled.

Employees are trained in all matters relevant to their job.

**Impacts**

All employees are aware of health, safety and wellbeing issues in the workplace. This should include workplace environment, individual lifestyle issues and organisational support and policies, as well as compliance with legislative responsibilities.

Employees are aware and are better supported in attendance management processes.

Employees are aware and are better supported to reduce the risk of accidents, incidents and near misses in the workplace.

Safe working practices developed and implemented that will help to protect and promote the overall health, safety and wellbeing of the workforce.
Employee consultation

To fulfil this part of the criterion, three aspects of health, safety and wellbeing must be covered:

❖ Organisational, e.g. stress, policies, employee support services.

❖ Individual lifestyle behaviours, e.g. smoking, alcohol, healthy eating, mental health.

❖ Workplace environment, e.g. health and safety, welfare facilities.

You can use a number of methods to meet this criterion, including:

❖ The HWL Employee Wellbeing Survey

This is the preferred option. The Survey has questions on workplace environment, individual lifestyle and organisational issues and is designed to meet the HWL Award criterion in full. This survey is a quick way to gather information from a large number of individuals and can be sent to all, or a sample, of employees in the case of a larger organisation. Where a sample is preferred it is essential that the sample is random and representative of all grades and levels. An organisation’s payroll department may be able to provide a stratified sample of employees.

All sections and questions within the questionnaire are core and must not be removed.

❖ A mixture of relevant surveys, reports and audits that have already been carried out in the previous three years as part of ongoing employee consultation.

You may be able to use these if they cover the three aspects of health, safety and wellbeing previously mentioned.

For example, information gathered for a global fitness report may provide an assessment of individual lifestyle issues; environmental issues identified through risk assessments and/or health and safety audit and organisational issues by using Work Positive or Health and Safety Executive Stress Management Standards or stress audit, organisational development surveys.

Organisations with in-house occupational health departments often conduct occupational health medicals or lifestyle assessments with employees. It may be possible to collate information from these consultations to identify health issues of most concern to employees. Relevant issues could include: occupational ill health, health and safety risks, occupational stress and individual lifestyle factors such as diet and physical activity. Employee confidentiality must be ensured in the reporting of results.
Formal consultation/group discussions with a number of employee groups, e.g. health and safety committees and employee/management forums.

This option is more suited to larger organisations where there are a number of established working groups that employees can feed into.

In order to satisfy the criterion, the relevant groups should be asked to consider the three aspects of health, safety and wellbeing previously mentioned. It will be necessary to demonstrate that the employee groups are representative of all employees working within the organisation.

Discussions should take place in an environment where employees feel equal and free to speak openly.

If you decide to fulfil this criterion with a variety of methods rather than one survey seek advice from your Adviser to ensure the requirements will be met.

You are expected to provide feedback to employees on any consultation exercise carried out – although it is accepted that the report to employees may be less comprehensive than the report which management receives.

You must develop an action plan from the results, which will be reviewed on an annual basis. The action plan should include: the identified health, safety and wellbeing issues, issues identified from the Checklist and the Organisation Profile, proposed action, persons responsible and timescales.

The action plan must be communicated to all employees.

Portfolio evidence

The following evidence must be included in the portfolio prior to assessment:

- A copy of the assessment tool(s), e.g. survey, questionnaire or Employee Wellbeing Survey matching tool.
- A summary report.
- The current health, safety and wellbeing action plan (including training) developed from the results. Please include in this action plan any issues identified by the Checklist and Organisation Profile.

It is important to take care to protect individual confidentiality where personal information may be used during the consultation process.

Healthy Working Lives Award Programme
Supporting employee attendance

Where an employee’s health is affected, or made worse by the work they do or the working environment, it is important that organisations are aware of this situation and actively take steps to make improvements. No one wants to be ill, and illness can be a significant burden on both employers and employees.

This part of the criterion is designed to encourage you to identify where, when and why employees are having difficulty attending work, and to have an effective system in place for supporting and promoting good attendance. Organisations should remember that they have a statutory duty to protect their employees and must therefore act to reduce or prevent factors that have led to work-related illness.

There are considerable benefits in taking an active role in promoting good attendance and supporting employees to return to work: improved workplace relations, retention of valued and experienced employees, reduction in the pressure on other employees covering the workload of absent colleagues, maintenance of productivity, and a reduction in sick pay costs.

Absence due to ill health, especially if prolonged, can further affect an individual’s health and recovery prospects and reduce their chances of returning to work. Working in a well-managed organisation can be the best effective treatment for workers recovering from ill health, improving both their physical and mental recovery and adding value to the organisation. Having a supportive employer at a difficult time like this can also be a real morale booster for employees.

To meet this criterion you need to demonstrate that you:

a) Record absence at a basic level. For example, identify who is off, the reason, the length of absence and the condition. The recording system should comply with the Data Protection Act 1998.

b) Have a designated person responsible for gathering and recording attendance figures. This person should have an understanding of the reasons for, and the benefits of, accurate attendance monitoring. This could be through provision of information or basic training.

c) Inform and involve employees in the process for recording absence by raising awareness of:

- the systems in place for recording days when employees cannot work
- who is responsible for recording
- benefits to the employees of accurate recording.

Under the Employment Rights Act 1996, employers are required to provide employees with information on the terms and conditions...
relating to incapacity at work due to ill health or injury, including any provision for sick pay. HM Revenue and Customs requires records to be kept from the fourth day of absence for the purposes of claiming sick pay. This criterion requires absence to be recorded from the first day.

**Portfolio evidence**

The following evidence must be included in the portfolio prior to assessment:

- A copy of the template for recording attendance and sickness absence.
- Evidence of communication to employees.

**Avoid accidents in the organisation**

The results of an accident in the organisation can be traumatic for both employees and the organisation.

For an employee, an injury can affect their family and quality of life.

The organisation can be affected through lost production, time spent on investigations, the impact on colleagues and possibly the cost of legal action.

This part of the criterion aims to reduce the risks of accidents by encouraging you to implement a system for recording and reporting accidents, incidents and near misses.

An accident is not a single event but rather the result of a series of linked events, such as faulty equipment, inattention or not using safety equipment. The Health and Safety Executive has identified that for every major injury, there will be seven minor injuries and 189 incidents with no injury. To put it another way, there will have been 196 opportunities to identify and prevent the situations which led to a major injury.

By implementing an effective system for reporting and recording minor accidents, incidents and near misses, you can identify problems as and when they arise, ensuring appropriate action is taken to prevent recurrence or a major accident.

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), employers are required to report certain work-related accidents, diseases and dangerous occurrences (see the Checklist).
To meet this criterion you need to demonstrate that you:

- record accidents, incidents and near misses. The recording system must comply with the Data Protection Act 1998. In order to fulfil its legal duty to take reasonable care of its workforce, the employer must identify the risks that led to the accidents, incidents or near misses and take reasonable steps to minimise them.

- designate a person or persons responsible for recording accidents, incidents and near misses. This person will have received basic information, instruction and training/guidance in the reasons for, and value of, this recording.

- raise awareness among employees of the process and reasons for reporting accidents, incidents and near misses.

**Portfolio evidence**

The following evidence must be included in the portfolio prior to assessment:

- A copy of the template for recording accidents, incidents and near misses, if applicable.

- Evidence of communication to employees.

- Evidence of the process for reporting accidents, incidents and near misses.

- Supporting certification if achieved.
Employee training

Effective employee training can be seen as an investment in the future of your organisation, regardless of whether it is used to improve skills, make use of the latest technology, give employees greater job satisfaction, or to ensure the development of safe working practices and a safety culture. This part of the criterion looks beyond the basic induction training required in the Checklist and addresses job-specific and ongoing training, ensuring that employees are competent to carry out their work activities safely.

Effective training helps to:

- develop a positive occupational health and safety culture
- ensure employees, their colleagues and others are not injured or made ill by work
- demonstrate how occupational health and safety could be better managed to ensure employers continue to work to protect the health, safety and welfare of their employees.

As part of this criterion, you must have identified the training requirements of all your employees and indicated how these are being addressed.

With all training, whether health-related or safety-based, delivered internally or externally, you must take steps to ensure that the provider is competent to deliver what is required.

Where successful training results in certification, this should be recorded and copies of documentation retained.

Portfolio evidence

The following evidence must be included in the portfolio prior to assessment:

- A current training plan included in the overall action plan above, developed or reviewed in the last 12 months, outlining the organisational priorities.
- Documentation, i.e. example of risk assessments that shows training needs can be traced to delivery.
- Samples of training records including refresher training, e.g. training matrix, depersonalised training records.
- Supporting certification if achieved.
Useful HWL resources

✧ Bronze Award record sheet – criterion 2 (see p33). To be completed prior to assessment. The attached form can be completed electronically. Please ask your Adviser for a copy.

✧ Employee wellbeing survey.

✧ Employee Wellbeing Survey matching tool.

✧ HWL Sickness Absence Management tool.

✧ Health Profits pack.
Address health, safety and wellbeing needs in the organisation: record sheet

Employee consultation

Briefly describe the method used to identify employee health, safety and wellbeing needs (e.g. employee wellbeing survey; combination of surveys, reports and audits; or group discussions). If you carried out a survey please give details of the response rate and sample size.

What were the main results and priorities? (Detail is not required if a report of the results is provided as evidence.)

How was information and the results fed back to employees? How did employees respond to the consultation and the results? (Outline briefly.)

What is the process for reporting updates and information to management and employees? (Describe the process briefly.)
Supporting employee attendance

Briefly describe the system or procedure for recording absence from work.

Who is responsible for gathering the data?

Give details of any training or information they have been given to gain an understanding of the reasons and benefits of recording attendance?

How are employees made aware of the system or procedure and the benefits?
Avoiding accidents in the organisation

How are accidents, incidents and near misses recorded? (Describe the process briefly.)

Who is responsible for recording accidents, incidents and near misses?

Give details of any training or information employees have been given to gain an understanding of the reasons and benefits of recording accidents, incidents and near misses?

How have you raised awareness amongst employees of the process and reasons for reporting accidents, incidents and near misses?
Employee training

How do you identify training needs for each role and for employees with specific roles and responsibilities? (Describe the process briefly.)

How are individual training requirements recorded? (Provide details of what is recorded, such as topic, date, method and duration.)

How often are training needs reviewed and evaluated? How does your organisation ensure that training needs are identified in line with changes to roles or activities?

Overall, how do you know that employees are aware of health, safety and wellbeing issues? Outline briefly.

Signature (Organisation) .................................................................................................
Signature (Adviser) ...........................................................................................................
Date ....................................................................................................................................

Healthy Working Lives Award Programme
Raise awareness of Healthy Working Lives

We promote and raise awareness of the occupational health, safety and wellbeing topics that have been identified by employees and managers/employers.

This criterion seeks to ensure that you use a range of approaches to raise awareness about health, safety and wellbeing topics relevant to your employees. The topics addressed may have been identified in the employee consultation conducted under Criterion 2, such as physical activity, mental health or noise. You can also address other issues that have been raised through, for example, employee suggestions or occupational health and safety statistics.

The information campaigns or activities should be accessible to all employees and must have been delivered within 12 months of assessment.

Information campaigns and activities targeted towards a specific group of employees, for example, sun awareness for outdoor workers, are acceptable as long as all employees have the same access to the information. If in doubt contact your Adviser for clarification.

Outputs

Provide one mental health awareness activity per year.

Use a range of approaches to raise awareness and provide information on a range of occupational health, safety and wellbeing topics: a minimum of two activities and three information campaigns per year.

Example topics could include:

- Physical activity
- Respiratory
- Cancer awareness
- Noise
- Debt management
- Breastfeeding
- Workstation awareness
- Vibration
- Alcohol, drugs and tobacco misuse
- Heart health
- Healthy eating
- Diabetes
- Manual handling
- Lifestyle checks
- Green workplace
- Personal protective equipment awareness

Monitor and evaluate the uptake of activities or information campaigns.
Impact

Employees are aware of occupational health, safety and wellbeing issues related to their lifestyle and the environment.

Portfolio evidence

The following evidence must be included in the portfolio prior to assessment:

- Details of the topics covered and rationale behind their selection.
- Any supporting material or information relating to the campaigns and activities.
- Supporting certification if achieved.

Useful HWL resources

- Bronze Award record sheet – criterion 3 (see p39). To be completed prior to assessment. The attached form can be completed electronically. Please ask your Adviser for a copy.
Raise awareness of Healthy Working Lives: record sheet

Information campaigns

Give details of three health, safety and wellbeing information campaigns used as part of the evidence for criterion 3.

<table>
<thead>
<tr>
<th>Health, safety and wellbeing topics covered</th>
<th>Date of information campaigns</th>
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Why were these particular topics chosen?

How was the information communicated? (Briefly describe the process.)

How accessible was the information to all employees?
Where was the information obtained from? (Detail is not required if a copy of the source is provided as evidence.)

How did you monitor the success of the information campaigns?

How do you know that employees are aware of these health, safety and wellbeing topics?

**Activities**
Give details of a mental health activity used as part of the evidence for criterion 3.

Date of activity: 

Give brief details of the event. Outline the content/format.

Who was involved in planning, contributing to and attending the event? How was the event promoted to employees?
Roughly how many employees attended the event?

How was the event evaluated? Outline any feedback or comment from employees. How are the results going to be used?

How do you know that employees are aware of mental health?

Give details of two health, safety and wellbeing activities used as part of the evidence for criterion 3.

<table>
<thead>
<tr>
<th>Health, safety and wellbeing topics chosen</th>
<th>Date of activities</th>
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Give brief details of the events. How were these topics and activities chosen?
Who was involved in planning, contributing to and attending the events?

How were the events promoted to employees?

Roughly how many employees attended the events?

How were the events evaluated? Outline any feedback or comments from employees. How are the results going to be used?

How do you know that employees are aware of these topics?

Signature (Organisation) ....................................................................................

Signature (Adviser) ..............................................................................................

Date ....................................................................................................................

Healthy Working Lives Award Programme
Smoking policy

We implement a policy on smoking over and above the legislative requirements. We participate in campaigns which encourage our employees to quit as well as providing information on smoking cessation advice and services. The policy also provides clear guidance around smoking in the organisation vehicles, in uniform and also in grounds/doorways within work time.

Smoking policies state the rules and procedures in relation to smoking and secondhand smoke in a workplace. The policy should protect employees from secondhand smoke while at work, provide support for employees who wish to give up smoking, and contribute to a healthier environment where not smoking is the norm.

The Smoking Health and Social Care (Scotland) Act 2005 requires that employers, employees, customers, visitors and contractors are not allowed to smoke in wholly or substantially enclosed areas of premises. Substantially enclosed areas of premises are those that have a roof, and walls on at least 50% of their perimeter.

There are a few exemptions, mainly on humanitarian grounds. The exemptions are: residential accommodation, designated rooms in adult care homes, adult hospices, designated rooms in psychiatric hospitals and units, designated hotel bedrooms, designated detention or interview rooms, designated rooms in offender accommodation premises, offshore installations, private vehicles, certain laboratory rooms, submarines and refuelling vessels.

Outputs

Develop and implement a smoking policy over and above the legislative requirements that meets the essential elements of the policy assessment tool.

Provide information to all employees, including contractors and visitors, on the smoking policy.

Regular communication and participation in campaigns that encourage no smoking (can be cross referenced with criterion 3), e.g. national No Smoking Day.

Provide information on smoking cessation support services for employees where appropriate.

Impacts

Employer proactively limits the opportunity for smoking in and around the workplace.

Employer actively encourages and supports smoking cessation.
**Portfolio evidence**

The following evidence must be included in the portfolio prior to assessment:

- A signed copy of the HWL smoking policy assessment tool (completed by your Adviser).
- Evidence of communication to all employees.
- Any supporting evidence relating to the points above.

**Useful HWL resources**

- Bronze Award record sheet criterion 4 (see p45). To be completed prior to assessment. The attached form can be completed electronically. Please ask your Adviser for a copy.
- HWL smoking policy assessment tool.
What is the process for monitoring and reviewing the smoking policy within your organisation?

Outline in brief how all employees, contractors and visitors are made aware of the policy.

How is smoking cessation support provided in your organisation?
What type of support are employees offered and how are they informed?

How have you encouraged smokers (if you have any) to stop smoking?
What local or national campaign have you participated in? (Include details of campaign.)

How have you proactively limited the opportunity for smoking in and around the workplace, including organisation vehicles and employees in uniform?

Signature (Organisation) .................................................................................................
Signature (Adviser) ........................................................................................................
Date ..................................................................................................................................
Glossary of terms

**Accident** – any unplanned event where someone is injured or suffers ill health as a result, or where organisations suffer damage or loss.

**Activity** – involves both an event and an information campaign designed to encourage employee, participation and engagement, e.g. health fairs, taster sessions, competitions.

**Annual review** – completion of an electronic annual review form by organisation to show retrospective impact and future planning.

**Assessment** – a way of verifying the award achievement. This will be either a visit from an assessor or an Adviser-supported self-assessment, depending on the level of award.

**Employee** – a person in employment or engaged as a volunteer.

**Health risk** – the likelihood that a person will be exposed to one or more hazards at work that may cause damage to their health, e.g. exposure to noise at work that is above the recommended safe levels can cause hearing loss that is permanent and disabling. In some cases people develop tinnitus (ringing, whistling, buzzing or humming in their ears), a distressing condition which can lead to disturbed sleep.

**Healthy Working Lives Adviser** – an employee from the local Health Board who will support and guide organisations through the award journey and Healthy Working Lives services.

**Healthy Working Lives Assessor** – this is an NHS approved assessor.

**Impact** – a marked difference with employees and/or the organisation.

**Incident** – an event or occurrence that may cause harm, distress, trauma or injury.

**Information campaign** – the availability and distribution of health information through various distribution channels including leaflets, posters, the use of the intranet and other media.

**Near miss** – occurs when someone could have been hurt (or loss or damage could have occurred) if the circumstances had been slightly different.

**Organisation** – the overarching term for the business or company.

**Output** – the result of an action or process.

**Safety risk** – the likelihood that a person will be exposed to one or more hazards at work that may cause a physical injury, e.g. exposure to moving parts of a machine can cause lacerations. In more severe cases this can lead to the loss of fingers or limbs and in the extreme a fatality.

**Topic** – a subject which reflects the wider agenda of Healthy Working Lives. It may be health promotion, health and safety, environment or community health. The topic can be promoted via information campaigns and activities.

**Workplace** – physical location where employees work/carry out duties.