

OFFICE HEALTH, SAFETY AND WELLBEING GUIDANCE

CONTENTS

1. INTRODUCTION	3
1.1 Purpose.....	3
1.2 Scope	3
1.3 Roles and responsibilities.....	3
2. OFFICE ARRANGEMENTS	5
2.1 Selecting a new office.....	5
2.2 Office risk assessments	5
2.3 Third Party Premises Risk Assessment	5
2.4 Considerations of individual risk assessments.....	5
2.5 Contractor management.....	6
2.6 Risk and controls.....	7
2.7 Maintenance and Inspection of plant and equipment ...	29
2.8 House keeping	29
2.9 Defect reporting.....	29
2.10 Observations, incidents and near misses	29
2.11 Audits and inspections	29

1. INTRODUCTION

1.1 Purpose

The purpose of this document is to provide guidance for Health, Safety and Wellbeing (HSW) in Mace offices globally. It also sets the expectations for Mace managed offices and acts as a point of reference for providing guidance for offices managed by a client.

1.2 Scope

This applies to all Mace offices globally, irrespective of whether they are managed directly by Mace, by a landlord or facilities manager.

1.3 Roles and responsibilities

Table 1 below defines the roles and responsibilities for managing health, safety and wellbeing in Mace offices.

Role	Responsibility
Mace Office Manager/FM	<ul style="list-style-type: none"> • Confirming that the Mace office they are responsible for is complying with statutory and regulatory requirements, including appropriate inspection and testing regimes are in place and completed. • Undertake Office Risk Assessment with input from relevant stakeholders including senior management, employees, HSW Manager, landlord etc. • Coordinate/arrange completion of a Fire Risk Assessment by a competent person (Mace or third party) or confirm that an adequate Fire Risk Assessment is in place by the client or landlord. This needs to be in line with requirements of the HSW Minimum Standard - Safety. • Appointment of local Fire Wardens and First aiders. • Define the frequency of PAT Testing required based on guidance provided in Table 3. • Completing or coordinating relevant audits and inspections in Yellow Jacket, in line with risk profile. • Arrange for the office to be set up as a commission on Yellowjacket. • Review and address any feedback or complaints in relation to office HSW. • Communicating HSW risks and associated controls to Mace employees, contractors, and visitors. • Support employees on any reasonable adjustments required based on their personal needs, Personal Risk Assessment or DSE assessments in relation to the office environment. Reasonable adjustments must be made with HR Business Partner. • Coordinate maintenance activities that Mace is responsible for to meet legal requirements and this guidance or other aspects of the HSW Management system e.g. legionella procedure, fire standard etc. • Keep and maintain up to date Personal Emergency Evacuation Plans (PEEP's). • Establish process for managing visitors to site, this should include how visitor adjustments should be requested and communicated prior to visitors attending site. • Establish a response process for the activation of emergency alarms e.g. pull cord alarms/panic alarms including liaison with landlord etc if required.

Table 1: Roles and responsibilities

1. INTRODUCTION

Role	Responsibility
First Aiders	<ul style="list-style-type: none"> • Provide local first aid in the event of an incident and complete incident report in line with the Mace Incident Reporting and Investigation Procedure. • First aid box checks to keep the contents of first aid kit fully stocked and within date.
Security / Front of House	<ul style="list-style-type: none"> • Issue visitor passes. • Prevent unauthorised persons entering the premises. • Report any incidents and near misses on YellowJacket. • Support with any visitor adjustment required when notified.
Fire Warden	<ul style="list-style-type: none"> • Completion of a Fire Risk Assessment (if competent and requested) or confirm that an adequate Fire Risk Assessment is in place by the client or landlord. This needs to be in line with requirements of the Mace Fire Standard. • Liaise with security/front desk on hearing the emergency alarm. • Coordinate evacuations on hearing emergency alarm. • Liaise with emergency services, as required. • Undertake Fire Safety Inspections on YellowJacket. • Assess fire risks. • Assist persons in difficulty on hearing alarm. • Guide people to muster point. • Confirm safe evacuation in the event of a fire.
Mace Line Manager	<ul style="list-style-type: none"> • Confirm that any non-Mace office locations/3rd party premises (Contractor, Client,) where Mace employees are located meet the requirements of this guide and is tracked in the Project Execution Plan and individuals Personal Risk Assessments.
All employees	<ul style="list-style-type: none"> • Report hazards or defects to Office Manager/ FM. • Report any incidents and near misses in Yellow Jacket. • Comply with building specific controls, rules and signage. • Keep Personal Risk Assessments and their PEEP/reasonable adjustment requirements are up to date & that they are clear on what support they will need in the event of evacuation. • Notify Front of House/ Security for any visitor requirements or adjustments prior to attendance.

Table 1: Roles and responsibilities

2. OFFICE ARRANGEMENTS

2.1 Selecting a new office

Prior to negotiating a new lease for a new property, advice should be sought from the HSW Team to confirm the premises meets HSW expectations/legal requirements. The HSW Team should also be consulted prior to occupation of new premises.

A [site access and inclusion checklist](#) is available when designing and or selecting a new Mace office. The guide provides information on requirements to be considered for a fully inclusive office.

2.2 Office risk assessments

The [Office Risk Assessment](#) must be used for assessing hazards, calculating risks and developing control measures for various Mace workplaces and the people who work within them.

The Office Risk Assessment is designed for general Mace operated or part operated offices (we lease and occupy a floor in a building).

Client and contractor risk assessments must be reviewed to confirm that they align with the requirements.

2.3 Third Party Premises Risk Assessment

The [Third Party Premises Risk Assessment](#) must be used for assessing hazards, calculating risks and developing control measures for various Mace workplaces and the people who work within them.

A Third Party premises relates to any location a Mace employee may be based at that is not under the full control of Mace - such as a project office at a Client site or a client location being visited for the purpose of an audit or survey.

2.4 Considerations of individual risk assessments

The office risk assessment and Third Party Premises risk assessment may need to consider and/or accommodate controls or reasonable adjustments that are requested based on individual's risk assessments noted below:

- Personal Risk Assessments.
- Pre Employment Screening.
- Display screen equipment (emailed direct from Mace DSE provider).
- Workers with disabilities/Young persons/ New and expectant mothers/birth parent.
- PEEP.

2. OFFICE ARRANGEMENTS

2.5 Contractor management

When using contractors to undertake maintenance activities within an office environment it is important all risks are identified and managed.

As a minimum the following controls should be in place:

- Pre-qualification of all contractors in line with the Mace processes i.e., SCM or Approved supplier for services on S2C Proactis system for Operate.
- Clear identification of the Mace and contractor role in line with the H&S at Work Regulations (UK only) or other regional equivalents.
- Confirmation of identification of workers, including checking any necessary competency cards prior to commencing any works.
- Induction prior to commencing any works, which includes a familiarisation of the area and relevant Mace processes/standards i.e., first aid arrangements, any planned fire drills/alarms, permit requirements.
- Sign in process.
- A SSoW (safe system of work) which may include permit to work/risk assessment/method statement, which has been accepted in line with the [Mace Risk Standard](#). This requires acceptance by the FM or local office/project manager before works may commence.
- Confirmation of what permits or authorisations to proceed are required in line with the relevant Engine Permit and Authorisation to Proceed Procedure.
- All equipment used by contractors must be in full/safe working order and electrical appliances and transformers must hold current safety test records.
- Contractor working areas needs to be clearly delineated with visible barriers appropriate to the task and risk i.e. signage (cleaning in progress), barriers for lift working etc
- Use of PPE which is appropriate to the task and also aligns with the relevant Engine PPE Standards.

2. OFFICE ARRANGEMENTS

2.6 Risk and controls

Table 2 below provides recommended controls for various office risks. As part of this it is important to determine the responsibility of Mace and other 3rd parties eg. Landlord. The lease for the office can be used to determine areas of responsibility.

This is not an exhaustive list and other controls may need to be considered when completing the Office Risk Assessment. It is also important to meet local legal requirements and relevant legislation as detailed in local legal registers. Details for UK projects and premises can be found [here](#). When operating outside the UK, then local, regional legal requirements and industry guidance must also be applied. Operate legal registers see [Enhesa](#) or contact your local HSW Manager.

Considerations	Risk Category	Potential Impact	Controls
Personal safety and security	Security	Intruders	<ul style="list-style-type: none"> • Access control/swipe card system. • Lost/ stolen passes restricted. • If there is no access control system in place, a sign in and out process should be established. • Reception/security personnel at building entrances. • Visitor badges and escorts.
	Employee Safety	Lone working	Where an office does not have 24-hour security arrangements in place, then the need for lone working needs to be clearly identified and managed in line with the Lone Working Procedure .

Table 2 Office Risk and recommended controls

Considerations	Risk Category	Potential Impact	Controls
Personal safety and security	Provision of signage and information		<ul style="list-style-type: none"> • Staff and Visitor inductions provided (inc. specific local arrangements, including fire and emergency procedures, first aid arrangements, DSE arrangements and specific risks relating to their activities). • Information notices should be displayed and where possible, be visually based. In addition, if the workforce includes individuals where English is not their first language, then languages of the workforce. Signage to be clear in terms of colour, contrast, font size and symbols. • Notices that must be displayed are: <ul style="list-style-type: none"> • Mace HSW Policy. • Employers' liability insurance certificate (available on Infomace). • Fire Action notices, Fire Wardens and First Aid details. • Fire plan indicating fire points, escape routes and exits, muster points. • Stair safety signage – to include “Please hold handrail”. • Maximum occupancy in lifts. • HSE information poster (UK only). • Relevant signage should be displayed in the offices where hazards have been identified from risk assessments. Signs should be clearly visible and use pictograms as well as text. They should be placed in the line of sight to the access point of vicinity to the hazard. The type of signs will be dependant on the action required: <ul style="list-style-type: none"> • Prohibition signs i.e., no smoking, no unauthorised access etc. • Mandatory signs i.e., PPE for plant rooms or roof access, etc. • Safe condition signs i.e., first aid, emergency evacuation routes. • Fire Safety Signs – Alarm point, fire equipment signs, etc.
Office goods (stationary, deliveries, etc.)	Manual handling	Muscular skeletal injury	<ul style="list-style-type: none"> • Identify activities and individuals that are involved in manual handling. Eliminate or reduce need for this activity where possible. Provide training to individuals. Refer to the Mace HSW Minumum Standards - Occupational Health.

Table 2 Office Risk and recommended controls

Considerations	Risk Category	Potential Impact	Controls
Office Layout and flooring	Personal Injury	Slips, trips, falls.	<ul style="list-style-type: none"> • Level flooring with any elevations clearly visible and signposted. • Non-slip floors. • Mats in entrances from outside to absorb rain. • Storage for umbrellas. • Signage where there are any wet or unsafe conditions.
		Slips, trips, falls from cleaning	<ul style="list-style-type: none"> • Cleaning regime to be conducted at low footfall times or section cleaning. • Limit trailing cables where possible i.e. wireless hoovers. • Cleaning methods for mopping applied. • Use the correct amount of the right cleaning product. • Give detergents enough time to work on greasy floors. • Maintain cleaning equipment so it remains effective. • Using a dry mop or squeegee on wet floors will reduce floor-drying time, but whilst the floor is damp there is still a slip risk. • Spot clean where possible. • Signage to highlight access restrictions if floor is wet/unsafe.

Table 2 Office Risk and recommended controls

Considerations	Risk Category	Potential Impact	Controls
Office Layout and flooring	Office mobility	Accessibility of all employees i.e. wheelchair users etc	<p>Offices</p> <ul style="list-style-type: none"> • Width adjustments to walkways and doors. • Ramps where required. • Flooring defects/uneven flooring addressed. • Walkways free of obstacles, such as litter bins. • Door handles within reachable distance. • Door closers fitted (delayed, or slow-action closure mechanism). • Disabled access toilets (with minimum 1.5x1.5m space). <p>Stairs</p> <ul style="list-style-type: none"> • Level treads with contrasting colour to stair riser and noser. • Handrails on both sides with appropriate landing areas. • Visual warning at the top of each flight. • Each floor level clearly identifiable.

Table 2 Office Risk and recommended controls

Considerations	Risk Category	Potential Impact	Controls
Office Layout and flooring	Access and Egress – Reception and entrance	Accessibility of all employees i.e. wheelchair users etc	<ul style="list-style-type: none"> • Permanent or portable ramp installed. Consider gradient, length, and handrail either side should be available at the main entrance where any steps are present to access the building. As a guide, the slope should be 1:12 is <2m long, 1:15 2-5m and 1:20 >5m with a maximum length of 10m. The ramp width should be 1.5m with a rest/turning horizontal section of 1.5x1.8m • Steps are visible and properly marked with handrail(s) provided. • Entrance door affords visibility to users. • Wide opening doors (including push button operation) and wide corridors. • Induction Loop provided in reception area. • Force required to open a door/automatic opening has been considered. • Provision made for people unable to use turnstiles. • Reception desk height is suited to wheelchair users. • Noticeboard installed showing people, policies, and procedures. • Suggestion box provided. • Seats provided in waiting areas. • Diffused lighting installed.
	Occupancy and space requirements	Insufficient floor area, height and unoccupied space affecting health safety and welfare	<ul style="list-style-type: none"> • Location of furniture and equipment should not impede the space allocated per person. Note: UK standards suggest an average of 11 cubic metres, or 5 square meters, as the minimum space required per person in an office (with 2.785m² per hot-desk including furniture or of 2m²/p free space which is excluding furniture).

Table 2 Office Risk and recommended controls

Considerations	Risk Category	Potential Impact	Controls
Temperature and Ventilation	Health and Wellbeing	Thermal comfort	<ul style="list-style-type: none"> Maintain temperatures within office, as a guide, the average temperature in occupied offices should range between 20-23.5°C (68-75°F) during heating season (i.e. winter or dry season) and between 23-26°C (73-79°F) during the cooling season (i.e. summer or wet season). CO2 concentration of <1000 ppm. Humidity guide between 40-60% where AirCon systems are used. In event of excessive heat, windows must be easily, and safely opened, fans and air-conditioning made available, and blinds must be present to shade workers from the sun. Changes in office layouts should not affect configuration of AC.
	Health	Allergies and asthma due to build-up of bacteria in ventilation systems	<ul style="list-style-type: none"> AC maintenance regime applied including filter changes. CO2 concentration of <1000 ppm which can be ensured with adequate fresh air ventilation of minimum 10litres/person/second in normally occupied areas (and/or openable windows).
Falls from heights	Personal injury	<ul style="list-style-type: none"> Untrained staff using furniture or equipment to reach higher than ground level. Contractors fall from unsafe ladders/ equipment or activities. Eg. falls from height during external window cleaning, falls from heights when replacing lamps etc 	<ul style="list-style-type: none"> Prevent working at height where possible. Plan and manage Working at Height in line with the HSW Minimum Standards - Safety. Maintenance and inspection regime for equipment, i.e. eyebolts, latch way systems, ladders etc. Use of trained and competent contractors.

Table 2 Office Risk and recommended controls

Considerations	Risk Category	Potential Impact	Controls
Lighting	Health	Eye strain	<ul style="list-style-type: none"> • Where possible natural light should be available. • Minimum lux levels are listed below for general office areas however if detailed working is undertaken in the office i.e. drawing, then a greater lux may be required: <ul style="list-style-type: none"> • Open plan and individual offices and training rooms: 400 lux measured at 0.70m above floor. • Other areas as follows (guidelines): Meeting rooms 300 lux, Corridors 200 lux, lobbies 300-400 lux. • Reception areas 200-300 lux (although additional task lighting will be needed for the reception desk). • Food preparation areas (restaurant/kitchens) 700 lux. • When reconfiguring an office layout i.e. adding partitions lighting should be reviewed to minimise impact on existing lighting levels.
Pest control	Health	<ul style="list-style-type: none"> • Allergic reactions from bites • Exposure to droppings and waste 	<ul style="list-style-type: none"> • Implement a pest control regime to prevent insects, rodents and birds contaminating food, operational equipment, and work surfaces. The need for a pest control routine should be determined by external factors and location of the office, i.e., an office in a built-up area may be more prone to rats and mice. The activities within the office should also be considered i.e. if a canteen is on site.
Office equipment/machinery	Personal injury	Unauthorised repairs or servicing from an untrained person	<ul style="list-style-type: none"> • Office staff should only carry out basic functions recommended by the machine supplier, such as changing toner cartridges, unless properly trained. • Clear guidance to employees on how to report faults. • Maintenance regime for key equipment including Portable Appliance Testing (PAT).

Table 2 Office Risk and recommended controls

Considerations	Risk Category	Potential Impact	Controls
High risk areas (Roof Access Maintenance rooms / electrical switchrooms, UPS Rooms, risers and plantrooms)	Personal injury	Unauthorised access	<ul style="list-style-type: none"> • Clear and visible signage in high-risk areas. • Controlled or restricted access through access control/locked areas and Control of Access Permit as per Section 2.5 Contactor Management. • SSoW/RAMs as per Section 2.5 Contactor Management. • All works managed and controlled in line with the Mace Risk Standard.
Water Systems	Health	Legionella	<ul style="list-style-type: none"> • Water risk assessment appropriate to the complexity of the water system, inline with the HSW Minimum Standards - Occupational Health. • Water Hygiene Management plan to manage risks identified in the risk Assessment. • Appointed persons for relevant roles. • Maintenance, sampling and inspection routines in place and records kept.
Hazardous Equipment / Rotating equipment (may require machine guarding e.g., pumps, lift motors, etc.).	Personal Injury	<ul style="list-style-type: none"> • Unsafe acts by contractors • Missing guards causing access to moving parts • Radiation exposure and burns from access to internal workings of printers 	<ul style="list-style-type: none"> • Access to risk areas restricted. • Permits in place. • Suitable Guarding that is checked and maintained.

Table 2 Office Risk and recommended controls

Considerations	Risk Category	Potential Impact	Controls
Environmental & Waste	Environmental and ill health	F Gas (Fluorinated gas) Exposure	<ul style="list-style-type: none"> F Gas regulations (applies within the EU and other countries who are signatories of the Montreal Convention). It is applicable to Mace where we have installed and/or maintained any air conditioning). For air conditioning and heat pumps >5tonnes CO2 equivalent (GWP global warming potential) following requirements must be met. <ul style="list-style-type: none"> Prevent leakage, and repair any leaks as soon as possible. Arrange proper refrigerant recovery by certified personnel during servicing and disposal. Carry out leak checks as per recommended legislative requirements. Only use certified competent personnel to carry out leakage checks. Maintain records of refrigerants and of servicing.
		<ul style="list-style-type: none"> Accumulation of rubbish impeding access and in, increasing risk of fire spread Exposure to hazardous waste (flourescent bulbs) Increase of pests due to accumulation of rubbish Breach of legislation due to incorrect disposal of waste 	<ul style="list-style-type: none"> Waste storage facilities areas should consider the following: <ul style="list-style-type: none"> Location of storage – does not impede fire exit routes. Containers for storage – suitable for the waste being held and secure to prevent pests. Storage of hazardous waste is secure and appropriate i.e. flourescent tubes coffins (stored horizontally), secured boxes for batteries. Use of sharps bins (needles, syringes, lancets with fingers pricking) where required for medical conditions i.e., diabetes. Only specifically made sharps bins should be used. Guidance and signage for use and disposal is required. Disposal of waste by registered waste contractor. Record keeping of waste carriers certificates and waste transfer notes.

Table 2 recommended controls for various office risks

Considerations	Risk Category	Potential Impact	Controls
Welfare Facilities	Health & Wellbeing	Inaccessible and insufficient sanitary conveniences and washing facilities for employees and visitors	<ul style="list-style-type: none"> Hot and cold running water and handwash/soap. Recycled paper towels or hand dryers. A supply of toilet paper, and for female employees, a means of disposing of sanitary dressings. Sufficient number of toilets according to the office occupancy, for example in the UK the average is 1 per 20 staff (1:18 women, 1:22 men, and adequate number of non-gendered facilities & accessible toilets for all staff with appropriate number of washbasins and urinals. Lockable toilet doors and grabrails to help people with limited movement, balance or grip. Floor surfaces are non-slip. Outward opening doors. Consider squat toilets to support cultural preferences. Separate shower and changing facilities for M/F, consider non-gendered facilities.
		Drinking water	<ul style="list-style-type: none"> Hot and cold drinking water must be provided. Where mains are used this must be clearly identified at taps with a label "Drinking Water".
		Drug and Alcohol Testing	<ul style="list-style-type: none"> Adequate facilities should be made available for drug and alcohol testing when required in line with Drug and Alcohol Policy. This should consist of an office with a lockable door close to toilet facilities.
		Wellbeing	New and expectant mothers/ birth parents
	Contemplation/Prayer room		<ul style="list-style-type: none"> Quiet and secluded room, with privacy considered. Storage for shoes and items and washing facilities nearby. List of nearby faith locations available e.g. churches, mosques etc. Booking system for users.

Table 2 recommended controls for various office risks

Considerations	Risk Category	Potential Impact	Controls
Staff Kitchenettes	Health	Food contamination	<ul style="list-style-type: none"> • All equipment and other items which comes into contact with food must be kept clean and well maintained and installed in such a way as to allow adequate cleaning of the surrounding area. • Food waste must not be allowed to accumulate and, be kept in closed containers which are easy to clean and disinfect. If possible, arrangements should be made for the food waste to be recycled for example by composting. • Surface and floors must be easy to clean and cleaned regularly. • Spillages cleaned up immediately. • There must be an adequate supply of drinking water. Generally, this water supply should be used to make sure that food is not contaminated, and any ice should be made from it. • Hand washing facilities are provided with anti-bacterial soap. • Hot and cold-water facilities available - Water management plan for control of legionella is in place. • Cleaning chemicals must not be stored in areas where food is handled. • A cleaning regime is in place.
	Personal Injury	Scalding	<ul style="list-style-type: none"> • Zip taps if used, should be fitted with safety devices to prevent scalding and regularly maintained as part of a water hygiene management plan.
	Fire	Incorrect fire suppression equipment	<ul style="list-style-type: none"> • Fire equipment provided should be suitable for the fire hazard present i.e., oils, etc.

Table 2 recommended controls for various office risks

Considerations	Risk Category	Potential Impact	Controls
Staff Canteen	Health	Food contamination	<p>All requirements for Staff Kitchenettes above should be followed in addition to the following:</p> <ul style="list-style-type: none"> • For canteens registered with the Local Authorities, appropriate hygiene ratings to be displayed if available. • Everyone working with food must maintain a high level of personal hygiene and cleanliness. • Staff suffering from illness must not work in a food handling area and report illness straight away to the FM team on site. • Good hand washing facilities and handwashing routines are maintained. • All staff handling food must receive training and hold the correct training certification required by local legislation. • Food must be cooked, re-heated, stored, and served at a temperature to make them safe to eat: <ul style="list-style-type: none"> • Cook/Reheat - 75°C. • Hot hold - 63°C. • Chilled – at or below 8°C, ideally between 0°C - 5°C. • Frozen – at or below -18°C. • Food prepared or sold on site must be labelled and state any allergens present in an obvious way i.e. bold writing and display “best before”/”use by dates”. A sign should be displayed to tell staff/customers how they can find allergy information. • Raw and ready to eat food should be stored apart. • Consider using local provider for food provision with healthy choices and food available for dietary and cultural needs.

Table 2 recommended controls for various office risks

Considerations	Risk Category	Potential Impact	Controls
Chemical storage areas (Cleaning cupboards, maintenance rooms)	Health	Exposure to Hazardous Substances	<ul style="list-style-type: none"> • Eliminate use of chemicals - natural products should be used where possible or the least harmful product. • Inventory of all substances being stored for use at the office. • Obtain suppliers chemical information – Data sheets should be obtained from the chemical manufacturer containing information on the hazardous properties of the substance, any health effects associated with its use, how likely it is to get into the air or onto the skin, and what risk reduction measures you should use to control exposure to an acceptable level. • Assess the risk of exposure generated by the specific activities to be performed and identify control measures. • Users of the substance must be provided with simple instructions on what products to use in which areas and how to prevent cross contamination of facilities. All instruction risk assessments and data sheets must always be retained and accessible. • Spill kits should be available close to where the substance is used and/or stored. • Training records for using the spill kits should be available for staff expected to respond or manage the spill.
	Environmental	Storage of Hazardous substances	<ul style="list-style-type: none"> • All hazardous products should be stored in a locked cupboard with chemical data sheet and COSHH assessment – see HSW Minimum Standards - Occupational Health. • Install flammables cabinets for storage of a large number of flammable products e.g. aerosol cans, solvents, lubrication oils, where the number stored is more than a single can/bottle of each item or total volume of multiple items is greater than 5L. Where Local regulations are more stringent, then these should be met. • Suitable bunding/ drip trays. • Spill kits should be available close to where the substance is used and/or stored. • Training records for using the spill kits should be available for staff expected to respond or manage the spill.

Table 2 recommended controls for various office risks

Considerations	Risk Category	Potential Impact	Controls
Emergency Arrangements	Fire	Inadequate emergency management and escape routes	<ul style="list-style-type: none"> • Fire risk assessment and Fire Plan indicating fire points, escape routes and exits, muster points in line with the Mace HSW Minimum Standards - Safety • Fire warden in place and clearly identified on notice boards. • Fire plan requirements in place including fire action notices, signage, training, fire extinguishers, fire suppression, muster points, rendezvous point, grab bag etc. • Incorporate requirements for individual PEEPs into emergency response plan inc refuge area / evac chair, audible alarms supplemented by visual alarms. • Consider guest evacuation requirements (GEEP) for visitors and events. • Fire equipment provided should be suitable for the fire hazard present i.e., oils etc in kitchens. • Monthly fire safety inspection (unless it is a high risk office with high occupancy), which will be carried out either by FM or by the Fire Warden depending on local arrangements. Results will be recorded on YellowJacket. For 3rd party premises (client/contractor) employees are required to comply with the 3rd Party requirements. • Regular fire evacuation drills and evacuations (minimum 1 every 6 months or shorter if local legislation requires). • Actions and findings from testing must be documented and tracked on Yellow Jacket. • All emergency exit/egress routes must have a clear width of minimum 1.12m and any exit doors with a clear width of minimum 0.81m (clear width must take into consideration any restriction posed by the door and any push-bars/handles that may protrude in the fully-open position). • Other secondary routes between desks that feed into this primary route should be at least 0.712m wide (28 inches). • Furniture can be included in the 11m³/p but there is another rule/guide of 2m²/p free space which is excluding furniture and recommended minimum 1.22m for any routes designated as egress for wheelchair users.

Table 2 recommended controls for various office risks

Considerations	Risk Category	Potential Impact	Controls
Emergency Arrangements	Fire	Inadequate detection and notification	<ul style="list-style-type: none"> • Fire alarm/smoke detection system and equipment serviced and tested. • Manual Break glass units (red fire alarm call-point or “pull station” in some regions) should be installed next to all emergency exit doors into staircases designed for emergency egress and exit doors that exit the floor externally. • Fire Alarm sirens must be installed throughout facility such that noise level is a minimum of 65dB in all areas where people may normally be expected to be present (inc toilets, kitchens, server rooms etc) This level should be measured with all doors closed. Levels should comply with the following: <ul style="list-style-type: none"> • A) 15Db above maximum ambient sound level (whichever greater). • B) Maximum 120dB sound pressure at any point where a person can be located. • As good practice, consideration should be given to combined sounders-smoke detector combinations to allow correct noise levels are met. • Flashing lights/strobes installed as a minimum in the following areas: <ul style="list-style-type: none"> • A) All rooms where operating noise level can be above 80dB (A) when equipment is operating and is therefore subject to mandatory hearing protection (e.g. plant rooms with generators). • B) All rooms where the 15dB(A) peak criteria can not be met (i.e. server rooms due to a/c). • C) Disabled toilets (and are recommended in all toilets).

Table 2 recommended controls for various office risks

Considerations	Risk Category	Potential Impact	Controls
Emergency Arrangements	Fire	Slips, trips and falls due to dimmed lighting or loss of power or fire	<ul style="list-style-type: none"> Emergency lighting should be installed to maintain safety in the event of a failure of artificial light. The lux requirement and type of emergency light should be determined in the fire risk assessment. For normal offices it is recommended that the level is 1lux at floor level along egress routes, 0.5lux in all areas normally occupied and 5 lux at 1m height by emergency exits and emergency equipment. The emergency lighting should provide at least 60 mins of continuous illumination (unless local regulation specifies longer). Areas that should have this should include the following areas: <ul style="list-style-type: none"> All corridors, aisles, stairs, stairwells and designated escape/egress routes. (Egress/Escape lighting should come on within five seconds of the failure of normal lighting) Safety/emergency equipment (exit doors, fire extinguishers, fire hoses, electrical circuit breakers). Occupied areas and individual offices, toilets but not cubicles, kitchens etc.). Emergency lighting should be labelled as emergency lighting, tested and maintained with records kept. Emergency lighting should be fitted with LED indicator lamps to show when these are functioning properly. All emergency lighting circuits (including emergency exit fittings) should have the ability to be tested without the need to open the distribution boards e.g via key switches
	Other emergencies (Specific to location) <ul style="list-style-type: none"> Natural disasters Severe weather Terrorist attack Spillage (leak of hazardous substances) 	Inadequate emergency management	<ul style="list-style-type: none"> Emergency response plan which covers other potential emergency situations i.e. flooding, terrorist threat, explosion etc. Escalation process for emergencies in line with the Mace Continuity Process. Incorporate requirements for individual PEEPs into emergency response plan. Regular emergency response drills and evacuations (minimum 1 per year). Actions from finding of testing documented and tracked on Yellow Jacket.

Table 2 recommended controls for various office risks

Considerations	Risk Category	Potential Impact	Controls
First Aid	Personal injury	Inadequate emergency management	<ul style="list-style-type: none"> • Offices must carry out a first aid needs assessment (and review at least annually or when there is a change to the considerations listed below) to determine how many first aiders are required which should consider the following: <ul style="list-style-type: none"> • the nature of the work and hazards and/or risks, • the number of people employed at the site and experience of workers, • employees with disabilities / accessibility needs or health problems, • employees with the characteristics of groups at higher risk from health conditions, • previous accidents or records of ill health and recurring injuries or illness, • employee shift patterns or out of hours work, • the layout of the workplace (for example, one level or split over several floors?), • the proximity of the workplace to emergency services, • first aider absences (for example, through sickness or annual leave) and provision of cover, • access to your site by non-employees (for example, visiting members of the public), • Need for defibrillators on site - Every Mace project and office location should consider having at least one defibrillator – see Defibrillators page on Infomace, • The guidance below should be followed for numbers of trained personnel (inc defibrillator training) with valid in date first aid certificates: <ul style="list-style-type: none"> • All Mace offices – minimum two first aider (Mace or 3rd Party provided) to cover absence) Where there is multiple floor occupancy, then one first aider per floor. • For 100+ persons – one additional first aider per 100 people. Details of first aiders should be displayed on the notice boards around the office. (UK only, local legislation for each country may differ).

Table 2 recommended controls for various office risks

Considerations	Risk Category	Potential Impact	Controls
First aid (continued)	Personal injury	Inadequate emergency management	<ul style="list-style-type: none"> • Portable first aid kits shall be located so that they are easy to find and quick to use. These will typically be in the form of a first aid box and automated external defibrillators (AED's). • The contents and number of a first aid kits should be based on the size of the workplace so that there are enough supplies for the number of people required. They should be kept fully stocked and expired items disposed of and replaced when required. • Dependant on the size of the location, a designated first aid room should be available. The room should be clearly identified and signposted and provide for the following: <ul style="list-style-type: none"> • First aid signs clearly identifying designated first aiders and contact details so the first aider can be contacted when necessary. • A sink that has both hot and cold running water, paper towels and soap. • Storage for medication. • Drinking water together with disposable cups. • Somewhere to store first aid items, ideally a cabinet. • Refuse containers that can be operated by foot. Inside the containers should be yellow, clinical and disposable waste bags. Alternatively, a container that is appropriate for clinical waste to be safely disposed of will also be suitable. • A couch appropriate for medical/examination purposes should have clean pillows and have waterproof protection. As long as it's changed when treating different casualties, a paper couch roll can also be used. • Agree methods of communication, i.e. a telephone, mobile, handsets etc.

Table 2 recommended controls for various office risks

Considerations	Risk Category	Potential Impact	Controls
Pressure systems	Equipment failure	<ul style="list-style-type: none"> Blast of an explosion or release of compressed liquid or gas. Flying debris. Released liquid or gas, such as steam. Fire resulting from the escape of flammable liquids or gases. 	<ul style="list-style-type: none"> Provide safe and suitable equipment. Know the operating limits. Suitable protective devices fitted and confirmation that they work properly. Carry out suitable maintenance – based on age, usage, and environment. Trained and competent person operates, maintains, inspects, and tests system. Have a “written scheme of examination” by a competent person.
Boilers	Equipment failure	<ul style="list-style-type: none"> Released gas Fire resulting from the escape of gases. 	<ul style="list-style-type: none"> Boiler repairs and servicing to confirm boiler is in safe working order. Service any gas appliances with the frequency required by the manufacturer. Annual gas safety check conducted by a gas safe engineer to show it is safe.
Electrical Equipment	Electrical Safety	<ul style="list-style-type: none"> Electrical Fire Electric shock causing death or injury 	<ul style="list-style-type: none"> PAT test equipment, to include User Checks, Formal Visual Inspections and the Combined Inspection and Test. Following a successfully Combined Inspection and Test, each piece of equipment must display a pass label indicating the date of the test and the due date of the next test. Prohibit use of open element heaters due to risk of overheating if covered by mistake.

Considerations	Risk Category	Potential Impact	Controls
Fixed electrical installations	Electrical Safety	<ul style="list-style-type: none"> • Electrical Fire • Electric shock causing death or injury 	<ul style="list-style-type: none"> • All electrical systems must be maintained to be always safe and not give rise to danger during either normal operation or under fault conditions. • Appropriate electrical permits i.e permit to work, limitation of access and meet the requirements of the relevant Engine Permit and Authorisation to Proceed Procedure • Switch gear maintained in accordance with HSG230 (Keeping electrical switchgear safe) or regional equivalent. • Duty holders are responsible for setting up adequate maintenance programmes and must assess the needs and frequency requirement of testing, maintaining, and monitoring electrical systems and equipment. • Fixed wiring typically should be inspected every 5 years to meet local electrical safety regulations (or commonly inspect 20% per year on rotating basis).
Asbestos	Health	Asbestos exposure	<ul style="list-style-type: none"> • An asbestos survey should be arranged or requested from the landlord for the areas within Mace demise if the building was constructed before 2000 . If it is confirmed the asbestos exists within the Mace demise, then an asbestos management plan should be put in place to cover the following: <ul style="list-style-type: none"> • Location of the asbestos. • Monitoring activities to confirm the asbestos does not become damaged/exposed. • Communication methods to contractors working in the vicinity. • Only competent contractors approved to inspect or remove and dispose of asbestos should be used for any monitoring or removal. • See Mace HSW Mimum Standards - Occupational Health.

Considerations	Risk Category	Potential Impact	Controls
Noise	Occupational health and wellbeing	Music and ambient noise levels during activities exceeded affecting health a	<ul style="list-style-type: none"> Noise risk assessment. The maximum average background noise level within normally occupied office areas should be <50dB(A) with peak level <60dB(A) with a target level of maximum average at 45 dB(A). Equipment situated in office areas (e.g. HVAC units) should meet a design level of below NR38dB. The noise levels outside the office at ground level in publicly accessible areas (as a result of the equipment installed as part of the fit-out project) shall not exceed 55dB(A). This should include HVAC equipment, air extracts, generators etc. installed in plant room and on the roof.
Events	Personal injury and wellbeing	Panic and stress from lack of direction, causing physical and/or mental injury	<ul style="list-style-type: none"> Appropriate venue suitable for number of attendees. Potential revised working hours to staff involved. Sufficient number staff to support events. Communication for emergency response. Accessibility for all attendees i.e. PEEP or GEEPS may be required. If food is provided, allow for allergy and cultural requirements.

Considerations	Risk Category	Potential Impact	Controls
Lifts and escalators	Equipment failure	<ul style="list-style-type: none"> Trapped persons Falls from heights 	<ul style="list-style-type: none"> Maintaining lifts so that they are safe to use. Appointment a competent contractor. Planned statutory inspections of lifts (typically every 6 months for passenger lifts, but could be annual or quarterly in some jurisdictions). Communication to contractor of any changes in the lift operating conditions which may affect the risk assessment. Making relevant documentation available to the contractor, e.g., manufacturer's instructions and maintenance records. Emergency contact procedure in case of lift entrapment e.g. audible lift alarm for security to hear, intercom connected to 24/7 service, or emergency contact number for 24/7 response. Acting promptly to remedy any defects. Check and confirm all documentation complies with the Regulations. Record keeping.
	Access/egress	Accessibility of all employees i.e. wheelchair users etc	<ul style="list-style-type: none"> Audible guidance and warnings. Controls and doors accessible.
Biological Exposure (blood and airborne pathogens e.g. Covid-19, Hep-B etc)	Occupational health	<ul style="list-style-type: none"> Infection & illness from Hepatitis, etc from contact with bodily fluids Infection and illness from covid etc from breathing 	<p>Blood Pathogens</p> <ul style="list-style-type: none"> Use of Sharps bins. Designated bins in locations where required i.e. first aid rooms. Sanitary disposal units in toilets. Certified waste disposal company. Cleaning regimes. <p>Airborne Pathogens</p> <ul style="list-style-type: none"> Pandemic risk assessment i.e. covid risk assessment- in line with local legal requirements.

2. OFFICE ARRANGEMENTS

2.7 Maintenance and Inspection of plant and equipment

Inspections and planned maintenance should be undertaken on various plant and equipment to test and confirm they are safe for use.

Frequency must be defined in accordance with

- Manufacturer's instructions
- Local legislation
- Insurance requirements

See table 3 below for minimum plant and equipment that should have inspections and maintenance routines in place. If the responsibility for the maintenance falls to the landlord, records should be inspected and recorded to verify compliance. All records for inspections and test records should be maintained and stored within the project/office filing structure.

2.8 House keeping

The workplace should be kept in a clean and tidy condition. The following basic rules should be adhered to:

- No trailing leads or cables.
- Spillages are cleared up immediately.
- Any mats or floor coverings are secured and do not have curling edges.
- Use handrails on stairways.
- Areas are well lit.
- Do not block any passageways, corridors, or doorway.
- Rubbish should not accumulate.
- Cleaning cupboard and equipment safely stored and secured.
- Prohibited areas kept locked or access restricted.
- A suitable pest control regime should be in place.
- Defects in floors should be reported.

2.9 Defect reporting

Abnormal results and/or defects identified from inspection and monitoring activities should be recorded along with the action taken to remedy the situation.

2.10 Observations, incidents and near misses

All accidents, incidents and near misses must be reported regardless of severity and records must be retained on the [YellowJacket system](#).

Where a first aider has been involved, they will aid in the completion of the accident report.

2.11 Audits and inspections

An audit and inspection schedule should be put in place inline with the risk profile for the office.

This should include but not be limited to:

- Fire Safety Inspection -Monthly fire safety inspection (unless it is a high risk office with high occupancy)
- Office safety inspection - Quarterly

If the landlord is responsible for any of the elements included in this guidance, an annual Landlord review should be conducted.

The checklist for document to be requested from the Landlord can be found in the 'Building Document checklist' tab of the Office Risk Assessment.

2. OFFICE ARRANGEMENTS

What	Inspection/Check	Frequency
Air conditioning	F Gas Checks - applications with 5 tonnes of CO2 equivalent or more of F-gases (mass of the refrigerant in kg x global warming potential).	Annually.
	F Gas Checks - for applications with 50 tonnes of CO2 equivalent or more of F-gases	6 months
	F Gas Checks - for applications with 500 tonnes of CO2 equivalent or more of F-gases (Leakage detection systems must be installed on applications with 300 kg or more of F-gases, and when these are in place checking requirements are halved).	3 months
	F Gas Checks – following a repair to a leak	1 month after repair.
	Filter Cleaning / Changing.	As per manufacturers instructions (typically every 3 months for clean office areas with low level dust).
	TM44 energy efficiency inspections for Aircon units >12KW power rating.	every 5 years (from 2008) in UK and some European countries - varies country to country and may depend on age of unit.
Pressure systems	Written scheme of examinations	Before initial operation then annually.
	Maintenance inspections.	As recommended in accordance with the written scheme of examination.
Heating systems	Gas certificate	Annually
Electrical Systems	Electrical equipment - PAT Test.	<p>The following checks should be in place for all office equipment:</p> <ul style="list-style-type: none"> • User Checks (six monthly). • Formal Visual Inspection (annually). • Combined Inspection and Test (every two years). <p>For kitchens and kitchenette the following should apply:</p> <ul style="list-style-type: none"> • User Checks (monthly). • Formal Visual Inspection (6 monthly). • Combined Inspection and Test (Annually).
	Fixed electrical installation -(including switchgear	<ul style="list-style-type: none"> • Routine checks - Annually • Installation Condition Report - 5years

Table 3 Plant and equipment maintenance and inspections

What	Inspection/Check	Frequency
Water systems	Water risk assessment	Every 2 years
	Temperature readings	Monthly, weekly for little used outlets
	Water system flushing	As indicated in Water Hygiene Management Plan
	Water sampling	As indicated in Water Hygiene Management Plan
	Inspections	As indicated in Water Hygiene Management Plan
Asbestos	Asbestos checks (if present)	As indicated in Asbestos Management Plan (typically annually)
Lifts and escalators	Thorough Examination	6 months for lifts carrying people, or more frequent if examination scheme requires. If lift or escalator suffers damage or failures this should be brought forward
	Maintenance routines	As recommended by thorough examination scheme
Fire equipment	Fire risk assessment	Annual review recommended by HSW internally. Or after any significant building changes (renovations, layout changes etc.) If no significant building changes have taken place recommend to engage external fire assessor every 3 years.
	Fire alarm test	Weekly
	Emergency lighting	Maintenance must be carried out in accordance with regional guidance (typically: monthly function tests, annual full discharge tests for minimum 1 hour).
	Fire Extinguishers	Annually or if discharged (some countries require quarterly so check local regs)
	Fire Safety Inspections	6 monthly

Table 3 Plant and equipment maintenance and inspections

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