



OCCUPATIONAL HEALTH POLICY

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AMENDMENTS

Issue	Date	Description	Prepared & Checked By	Checked by	Approved By (As applicable)	
					MSM	Operations Director
1.0	01/08/14	New Policy	J Dennis	J Cousins		
1.1	15/01/15	Section 2.1 – pre-employment health assessments became on-line from January 2015. Eye Test information added in section 11	J Dennis	J Cousins		

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0.2 - SCOPE AND OBJECTIVES

This document sets out Exeter and Devon Airport Ltd's (EDAL – 'the Company') policy on occupational health. In the event that an injury, illness or major incident occurs, the Company is committed to a policy of ensuring the well being of all employees is provided for and fully supported. Management of staff wellbeing is essential to ensure the company is operating with the required compliment of fit, able, committed and focused staff, thus ensuring that the level of service provided to all clients is at the appropriate level.

Related Policies and Procedures

Other information related to this policy can be viewed in:

- Safety Manual
- OSHENS Manual
- SMT H&S Tours
- Managing Sickness Absence Policy
- Drugs & Alcohol Policy

All employees should familiarise themselves with these documents. If further assistance or guidance is required please contact the Human Resources department.

0.3 – DOCUMENT CHANGE AND CONTROL

Exeter Airport Limited undertakes all document changes and controls in line with the Document Management Governance Document CIMS/GT/01 which describes how all users prepare, reviews and issues procedural documentation that forms part of Exeter Airports CIMS.

0.4 - RESPONSIBILITIES

The Human Resources Manager is responsible for:

- The development and upkeep of this policy.
- Ensuring this policy and subsequent updates are communicated to relevant departments and personnel.

All managers, and in particular the Human Resources Manager, are responsible for the proper application of this policy.

OCCUPATIONAL HEALTH POLICY PROCEDURES

1.0 Policy statement

This policy seeks to ensure that staff are aware of the provisions and procedures in place to support and protect their welfare whilst at work. In the unfortunate event that illness, injury or major incident occurs, this policy provides guidance and advice on the correct procedures to follow, who to ask for advice/support, and what types of services and support are available.

2.0 Occupational Health

The company occupational health service provides access to medical professionals, with knowledge and understanding of the airport and its associated working environment and demands. They have knowledge of the types of roles performed and the shift patterns that employees are required to work. The aim of this service is to assess employees and provide managers with constructive advice on how and when an employee may return to work after illness, or any adjustments that may be required following injury. The service offers support to both the employee and the employer.

2.1 Pre-employment health assessments (all employees)

All new starters are required to complete an on line pre-placement health assessment so that an accurate assessment can be made of an employee's medical suitability for the job applied for. Details of this process will be emailed to individuals along with instructions of how to log on and complete the process. Existing employees are also required to complete this process when transferring department or changing job role.

2.2 Referral process

When a referral is required for existing staff, for example, due to long term sickness, managers will complete an OH2 (CIMS/HR/S/1.9) referrals form. The employee will be made aware of the referral and the reason for it, and they will have the opportunity to view the questions either prior to the referral with their manager before the form is sent off, or with the medical assessor at the time of the appointment. The aim of the referral is provide advice and support to both the employer and the employee on a specific medical condition, and to determine how soon an employee can return to work, or full duties/hours whilst ensuring that there is no detriment to their condition. HR will process the request for treatment.

On receipt of the referral form the occupational health provider will contact the employee directly to arrange a suitable time and location for the assessment to take place. Following the assessment a report will be compiled by either the Occupational Health Advisor (OHA) or Occupational Health Physician (OHP) – dependant on who carries out the assessment, and this will be forwarded to the employee, their line manager and the HR department.

If you are unable to attend an agreed appointment you must inform your line manager, giving as much notice as possible. Failure to attend agreed appointments may result in disciplinary action. Any costs incurred by EDAL due to missed appointments may be passed to the employee.

Medical appointments will be cancelled by managers or HR personnel only. Staff are not permitted to cancel appointments.

2.2.1 Implementation of guidance received from Occupational Health

After assessment has taken place, managers are responsible for considering details contained within reports received and deciding whether any suggested amendments etc. can be implemented, and for what duration. If amendments are implemented, managers are responsible for monitoring progress and ensuring an employee returns to full duties/hours as soon as possible. As a general rule any phased return would be for a maximum period of four weeks.

2.2.2 Employee Responsibilities

Employees are expected to follow correct working practises at all times to ensure that their safety, along with that of colleagues and passengers is considered at all times.

2.3 Noise Risk

The company is committed to reducing the exposure of its employees to high noise levels and will ensure that all employees who work in such areas are provided with suitable hearing protection.

The company has a noise risk assessment in support of the statements in the company Safety Manual and additionally an assessment has been undertaken by a third party.

For more detail please refer to the Safety Manual (CIMS/EX/S/1.0), Noise at Work section, pages 96-98. This document can be found in the CIMS section of the intranet.

2.4 Immunisation

Any immunisations that may be deemed necessary should be discussed with your manager. Please refer to the Safety Manual (CIMS/EX/S/1.0) page 71 – section 2.1 ‘Vaccination for those at Risk’. This document can be found in the CIMS section of the intranet.

3.0 Chiropractor Service

The company chiropractic service provides access to medical professionals who will assess, support and sustain the neuromusculoskeletal health of EDAL current and potential employees.

3.1 Pre-employment health assessments

Employees commencing work in Airport Services (ground crew), fire and motor transport are required to undergo a chiropractic assessment. The relevant forms CC1 (CIMS/HR/R/1.18) and CC2 (CIMS/HR/S/1.16) will be issued to an employee along with the offer letter and other related forms.

On receipt of the forms the chiropractic service will contact the employee directly to arrange a suitable time for the assessment to take place. Following the assessment the chiropractor will inform the company of the individuals' fitness for the proposed employment.

If you are unable to attend an agreed appointment you must inform your line manager, or the Human Resources Department, giving as much notice as possible. Failure to attend agreed appointments may result in disciplinary action. Any costs incurred by EDAL due to missed appointments may be passed to the employee.

Medical appointments will be cancelled by managers or HR personnel only. Staff are not permitted to cancel appointments.

3.2 Chiropractic Referrals for existing staff

When a referral is required for existing staff – i.e. due to an underlying medical issue, or injury, the manager and employee will discuss the issue and complete a CC2 patient consent form (CIMS/HR/S/1.16) and CC3 request for treatment form (CIMS/HR/S/1.17). The completed forms are then sent to HR who will process the request for treatment. On receipt of the forms the chiropractic service will contact the employee directly to arrange a suitable time for the assessments to take place.

The company will fund an initial consultation and four treatments, if required. If additional treatments are deemed necessary, this will be reviewed on an individual basis.

3.2.1 Implementation of guidance received from the Chiropractor

After assessment has taken place, managers are responsible for considering details contained within reports received and deciding whether any suggested amendments etc. can be implemented, and for what duration. If amendments are implemented, managers are responsible for monitoring progress and ensuring an employee returns to full duties/hours as soon as possible. As a general rule any phased return would be for a maximum period of four weeks.

3.2.2 Employee Responsibilities

Employees are expected to follow correct working practises at all times to ensure that their safety, along with that of colleagues and passengers is considered at all times.

4.0 Absence Reporting

Any illness or injury, which results in an absence from work, must be reported accurately using the correct forms and procedures. All employees have a responsibility to inform their manager if they have any injury or illness that prevents them from performing any aspect of their role. If an injury has occurred at work it is essential that the department manager is made aware and it is reported correctly on OSHENS – see section 10.1.

4.1 Completion of Return to Work interviews following sickness absence

Managers are responsible for ensuring that a Return to Work Form (CIMS/HR/S/1.4) is completed with an employee immediately upon their return to work, and passed to the HR Department. The employee is required to complete section 1 and sections 2 and 3 are to be completed by both manager and employee.

4.2 Correct levels of communication with department manager/supervisor when absent from work

Effective communication is essential. Please refer to section 1.0 of the Managing Sickness Absence Policy (GT/S/10.1) for more details.

5.0 Counselling Service/Critical Incident Counselling

5.1 Counselling Service

Through our occupational health service the company can provide a counselling service to employees. This service provides access to trained counsellors and is completely confidential. The company will fund a set number of sessions. This service is confidential, so employees should contact them directly on 01392 383277.

5.2 Support Procedures (diffusion) following Major Incidents

The company will provide support to individuals who have witnessed a major incident or have been traumatised by an incident at work. Please refer to the Airport Emergency Response Plan (CIMS/RCA/F1/013) for more detail. This document can be found in the CIMS section of the intranet.

6.0 Stress Management

The company culture is to try and prevent/minimise stress occurring in the working environment thus ensuring that employees are not absent as a result of stress.

Employers are required to meet legal obligations under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 (SI 1999/3242) to assess the risk of stress-related ill health arising from work activities and to take measures to control that risk. To assist in this the Stress Management Standards issued by the Health & Safety Executive (HSE) consider six key aspects of work that, with a lack of proper

management, can cause stress. The aim is to help employers measure their performance as far as managing work-related stress is concerned.

The management standards are:

- **Demands** – this includes issues such as workload, work patterns and the work environment.
- **Control** – how much say the person has in the way they do their work.
- **Support** – this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.
- **Relationships** – this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour.
- **Role** – whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles.
- **Change** – how organisational change (large or small) is managed and communicated in the organisation.

The HR Department will provide support where necessary and will be responsible for ensuring management standards are adhered to by encouraging all departments to complete an appropriate risk assessment.

For more information on stress management please refer to the Safety Manual (CIMS/EX/S/1.0), Work Related Stress section, pages 121 – 126, and the following website:- www.hse.gov.uk/stress/standards/

7.0 CAA registered Medical Examiner

The airport uses on-site CAA (Civil Aviation Authority) approved medical examiners for carrying out job specific medicals. These medical examiners are qualified in line with CAA requirements to perform these medicals and assess suitability for individuals working in an aviation environment, in line with CAA guidelines. Department managers are responsible for overseeing the process of arranging referrals/medicals in the time frames required.

8.0 Management of Sickness Absence

Please refer to the Managing Sickness Absence Policy (GT/S/10.1) for more detail. This document can be found in the HR section of the intranet.

9.0 Drugs & Alcohol

Please refer to the Drugs & Alcohol Policy (GT/D&A/10.1) for more detail. This document can be found in the HR section of the intranet.

10.0 Health & Safety

Please refer to the Safety Manual (CIMS/EX/S/1.0) for more detail. This document can be found in the CIMS section of the intranet.

10.1 OSHENS

EDAL uses a system named OSHENS - Occupational, Safety, Health and Environmental Notification System to manage occurrences, risk assessments, management audits and workplace inspections, along with other areas of safety management. Please refer to the OSHENS Manual (CIMS/RCA/S/2.0) for more details. This document can be found in the CIMS section of the intranet.

11.0 Eye Tests

If an employee uses a VDU (including flat screens) as a significant part of their normal work they are entitled to receive a free eye examination and eyesight test by the company's nominated provider. To request this, please contact your line manager who will then instruct HR to oversee the process and provide the required documentation.

If the optician recommends that an employee requires spectacles solely and specifically for VDU use, the company will contribute a set amount towards the cost of new spectacles.