
Global Certificate in Soft Services Management in Facilities

Health and Safety Regulations in Facilities Management

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Health and safety regulations in facilities management are a set of rules and guidelines that ensure the well-being of employees, visitors, and the general public within a facility. These regulations are put in place to prevent accidents, injuries, and illnesses by identifying and controlling potential hazards in the workplace.

Asbestos

Asbestos is a naturally occurring mineral that was commonly used in building materials due to its heat resistance and durability. However, prolonged exposure to asbestos fibers can cause serious health issues, including lung cancer and mesothelioma. Facilities managers must ensure that asbestos-containing materials are properly identified, removed, and disposed of according to regulations.

Biological Hazards

Biological hazards refer to hazards that are posed by living organisms, such as bacteria, viruses, and fungi. These hazards can be present in facilities through contaminated water, air, or surfaces. Facilities managers must implement proper cleaning and disinfection procedures to minimize the risk of exposure to biological hazards.

Chemical Hazards

Chemical hazards are substances that have the potential to cause harm to human health or the environment. These hazards can be found in cleaning products, pesticides, and other chemicals used in facilities management. Facilities managers must ensure that proper storage, handling, and disposal procedures are in place to prevent accidents and exposure to chemical hazards.

Emergency Preparedness

Emergency preparedness refers to the planning and procedures put in place to respond to emergencies, such as fires, natural disasters, or medical emergencies. Facilities managers must develop emergency response plans, conduct regular drills, and provide training to employees to ensure a quick and effective response in case of an emergency.

Ergonomics

Ergonomics is the study of designing workspaces, equipment, and tasks to fit the capabilities and limitations of the human body. Facilities managers must consider ergonomic principles when designing workstations, selecting furniture, and implementing work processes to prevent musculoskeletal injuries and improve

employee productivity.

Fire Safety

Fire safety refers to the measures and procedures put in place to prevent fires and protect building occupants in case of a fire. Facilities managers must conduct regular fire risk assessments, install fire detection and suppression systems, and provide fire safety training to employees to ensure a safe working environment.

Hazard Communication

Hazard communication is the process of informing employees about the hazardous chemicals they may be exposed to in the workplace. Facilities managers must provide safety data sheets (SDS), labels, and training on the proper handling and use of chemicals to protect employees from potential health risks.

Indoor Air Quality

Indoor air quality refers to the cleanliness and freshness of the air inside a building. Poor indoor air quality can result from inadequate ventilation, high humidity levels, or the presence of pollutants such as mold or volatile organic compounds (VOCs). Facilities managers must monitor and maintain indoor air quality to promote a healthy and comfortable environment for building occupants.

Lifting and Manual Handling

Lifting and manual handling refer to the tasks of moving objects or people by hand. Improper lifting techniques can lead to musculoskeletal injuries, such as sprains, strains, or back pain. Facilities managers must provide training on safe lifting techniques, use mechanical aids when necessary, and assess the risks associated with manual handling tasks to prevent injuries.

Personal Protective Equipment (PPE)

Personal protective equipment (PPE) is equipment worn to minimize exposure to hazards that can cause injuries or illnesses. Examples of PPE include gloves, safety glasses, hard hats, and respirators. Facilities managers must assess the need for PPE, provide appropriate equipment, and ensure that employees are trained on how to use and maintain their PPE properly.

Slips, Trips, and Falls

Slips, trips, and falls are common accidents that can occur in facilities due to wet floors, cluttered walkways, or uneven surfaces. Facilities managers must implement preventive measures, such as installing non-slip flooring, maintaining clear pathways, and using proper signage to reduce the risk of slips, trips, and falls in the workplace.

Workplace Violence

Workplace violence refers to any act or threat of physical violence, harassment, intimidation, or other disruptive behavior that occurs in the workplace. Facilities managers must develop policies and procedures to prevent and respond to incidents of workplace violence, provide training to employees on conflict resolution and de-escalation techniques, and create a safe and supportive work environment for all

employees.

Regulatory Compliance

Regulatory compliance refers to the process of following laws, regulations, and industry standards that govern health and safety practices in facilities management. Facilities managers must stay up to date with changes in regulations, conduct regular audits to ensure compliance, and take corrective actions to address any non-compliance issues identified.

Occupational Health and Safety Administration (OSHA)

The Occupational Health and Safety Administration (OSHA) is a government agency that sets and enforces health and safety standards to protect workers in the United States. Facilities managers must comply with OSHA regulations, conduct workplace inspections, and report any workplace accidents or violations to ensure a safe and healthy work environment for employees.

Job Hazard Analysis (JHA)

Job hazard analysis (JHA) is a process of identifying and evaluating potential hazards associated with specific job tasks or activities. Facilities managers must conduct JHAs to assess the risks, implement control measures, and communicate safety procedures to employees to prevent work-related injuries and illnesses.

Safety Data Sheets (SDS)

Safety data sheets (SDS) are documents that provide information on the hazards of chemicals, as well as safe handling, storage, and disposal procedures. Facilities managers must maintain SDS for all hazardous chemicals used in the workplace, make them readily accessible to employees, and ensure that employees are trained on how to interpret and use the information provided in SDS.

Occupational Safety and Health (OSH)

Occupational safety and health (OSH) refers to the discipline of protecting the health and safety of employees in the workplace. Facilities managers must prioritize OSH by implementing safety programs, conducting risk assessments, providing training, and promoting a culture of safety to prevent work-related injuries and illnesses.

Root Cause Analysis

Root cause analysis is a methodical process of identifying the underlying causes of incidents or accidents in the workplace. Facilities managers must conduct root cause analysis to determine why an incident occurred, implement corrective actions to address the root causes, and prevent similar incidents from happening in the future.

Workplace Inspections

Workplace inspections are systematic examinations of the workplace to identify hazards, assess risks, and ensure compliance with health and safety regulations. Facilities managers must conduct regular workplace inspections, document findings, and take corrective actions to eliminate hazards and maintain a safe working environment for employees.

Confined Spaces

Confined spaces are areas that are not designed for continuous occupancy and have limited means of entry and exit. Examples of confined spaces include storage tanks, crawl spaces, and ventilation ducts. Facilities managers must identify confined spaces in the workplace, conduct risk assessments, implement control measures, and provide training to employees who work in or around confined spaces to prevent accidents and injuries.

Machine Guarding

Machine guarding refers to the physical barriers, devices, or safety controls installed on machinery to protect operators and other employees from hazards such as moving parts, rotating equipment, or flying debris. Facilities managers must ensure that all machines are properly guarded, maintained, and inspected to prevent accidents and comply with safety regulations.

Noise Control

Noise control is the process of reducing or eliminating excessive noise levels in the workplace to protect employees from hearing loss and other health effects. Facilities managers must assess noise levels, implement engineering controls such as soundproofing or noise barriers, provide hearing protection devices, and establish noise control programs to minimize the risk of noise-induced injuries.

Workplace Ergonomics

Workplace ergonomics is the science of designing workspaces, tools, and tasks to fit the capabilities and limitations of workers to enhance safety, comfort, and productivity. Facilities managers must consider ergonomic principles when designing workstations, selecting equipment, and implementing work processes to reduce musculoskeletal disorders and improve overall employee well-being.

Safe Work Permits

Safe work permits are written authorizations that outline the specific precautions and procedures required to perform hazardous tasks safely. Facilities managers must issue safe work permits for activities such as confined space entry, hot work, or electrical work, ensure that employees follow the permit conditions, and conduct checks to verify that the work is carried out in accordance with the permit requirements.

First Aid and Emergency Response

First aid and emergency response refer to the immediate assistance and care provided to an injured or ill person until professional medical help arrives. Facilities managers must ensure that first aid supplies are readily available, employees are trained in first aid procedures, and emergency response plans are in place to address medical emergencies effectively and prevent further harm.

Pandemic Preparedness

Pandemic preparedness is the planning and procedures put in place to respond to a global outbreak of infectious disease, such as influenza or COVID-19. Facilities managers must develop pandemic response plans, implement infection control measures, provide training on hygiene practices, and communicate

updates to employees to protect their health and safety during a pandemic.

Personal Hygiene

Personal hygiene refers to the practices of maintaining cleanliness and health to prevent the spread of germs and illnesses. Facilities managers must promote personal hygiene in the workplace by providing handwashing stations, hand sanitizers, and hygiene reminders, as well as encouraging employees to follow good hygiene practices to reduce the risk of infection.

Workplace Wellness Programs

Workplace wellness programs are initiatives that promote the physical, mental, and emotional well-being of employees to improve health outcomes, productivity, and job satisfaction. Facilities managers can implement wellness programs that offer fitness classes, health screenings, mental health resources, and stress management tools to support employee wellness and create a positive work environment.

Security and Access Control

Security and access control refer to the measures and systems put in place to protect facilities, assets, and personnel from unauthorized access, theft, or vandalism. Facilities managers must implement security measures such as access badges, surveillance cameras, and security patrols, as well as establish procedures for visitor management and emergency response to maintain a secure and safe environment.

Environmental Sustainability

Environmental sustainability is the practice of conserving resources, reducing waste, and minimizing the environmental impact of facilities operations. Facilities managers can promote sustainability by implementing energy-efficient practices, recycling programs, water conservation measures, and green building initiatives to reduce the carbon footprint of the facility and support environmental stewardship.

Occupant Comfort and Well-being

Occupant comfort and well-being refer to the physical, psychological, and social aspects of the indoor environment that affect the health, satisfaction, and productivity of building occupants. Facilities managers must consider factors such as lighting, temperature, air quality, noise levels, and ergonomic design to create a comfortable, healthy, and supportive work environment that enhances occupant well-being and performance.

Facility Maintenance and Inspections

Facility maintenance and inspections are essential tasks that ensure the proper functioning, safety, and compliance of building systems and equipment. Facilities managers must schedule regular maintenance checks, conduct inspections of critical systems, and address maintenance issues promptly to prevent breakdowns, prolong the lifespan of assets, and maintain a safe and efficient facility for occupants.

Contractor Safety Management

Contractor safety management is the process of ensuring that contractors and subcontractors working on facility projects comply with health and safety regulations and follow safe work practices. Facilities managers

must assess contractor safety performance, provide safety inductions and training, monitor work activities, and enforce safety requirements to mitigate risks and prevent accidents involving contractors on-site.

Incident Reporting and Investigation

Incident reporting and investigation involve documenting and analyzing workplace incidents, near misses, or hazards to identify the causes, implement corrective actions, and prevent future incidents. Facilities managers must establish a reporting system, encourage employees to report incidents, conduct thorough investigations, and develop improvement plans based on the findings to enhance safety and prevent recurrence.

Workplace Training and Education

Workplace training and education are essential for equipping employees with the knowledge, skills, and awareness needed to perform their jobs safely, follow procedures, and respond to emergencies. Facilities managers must provide regular training on health and safety topics, conduct safety drills, offer professional development opportunities, and engage employees in safety initiatives to foster a culture of continuous learning and improvement.

Emergency Evacuation Procedures

Emergency evacuation procedures are the steps and protocols that guide building occupants on how to safely exit a facility during emergencies such as fires, natural disasters, or security threats. Facilities managers must develop evacuation plans, post evacuation routes and assembly points, conduct evacuation drills, and ensure that employees are trained on evacuation procedures to facilitate a swift and orderly evacuation in case of emergency.

Occupational Health Services

Occupational health services are programs that promote and protect the health, safety, and well-being of employees in the workplace. Facilities managers can provide access to occupational health professionals, wellness screenings, vaccinations, and counseling services to support employee health, prevent work-related illnesses, and improve overall well-being in the workplace.

Risk Assessment and Management

Risk assessment and management involve identifying, evaluating, and controlling risks that could impact the health, safety, or operations of a facility. Facilities managers must conduct risk assessments, prioritize risks based on severity and likelihood, implement control measures to mitigate risks, and monitor the effectiveness of risk controls to prevent accidents, financial losses, or regulatory violations.

Occupational Health and Safety Committee

An occupational health and safety committee is a group of employees and management representatives responsible for promoting health and safety in the workplace, identifying hazards, and recommending improvements to the safety program. Facilities managers must establish an occupational health and safety committee, involve members in safety initiatives, and collaborate on safety policies, training, and

communication to enhance employee engagement and participation in safety activities.

Facility Security Risk Assessment

A facility security risk assessment is a systematic evaluation of security vulnerabilities, threats, and protective measures in a facility to identify areas of weakness and develop security strategies. Facilities managers must conduct security risk assessments, analyze security risks, implement security controls, and review security plans regularly to safeguard assets, personnel, and information from security threats and breaches.

Health and Safety Culture

Health and safety culture refers to the values, attitudes, beliefs, and behaviors related to health and safety practices in an organization. Facilities managers play a critical role in fostering a positive health and safety culture by leading by example, promoting open communication, involving employees in safety decisions, and recognizing and rewarding safe behaviors to create a workplace where safety is a top priority and everyone feels responsible for their own safety and the safety of others.

Facility Emergency Response Plan

A facility emergency response plan is a comprehensive document that outlines the procedures, roles, and responsibilities for responding to emergencies and disasters in a facility. Facilities managers must develop emergency response plans, conduct regular drills and exercises, update plans based on lessons learned, and communicate emergency procedures to employees, tenants, and emergency responders to ensure a coordinated and effective response in times of crisis.

Workplace Health Promotion

Workplace health promotion involves creating a supportive environment that encourages healthy behaviors, choices, and lifestyles among employees to improve health outcomes and reduce the risk of chronic diseases. Facilities managers can promote workplace health promotion by offering wellness programs, fitness facilities, healthy eating options, and mental health resources to support employee well-being, productivity, and job satisfaction.

Facility Accessibility and Inclusion

Facility accessibility and inclusion refer to the design and management practices that ensure equal access and participation for individuals of all abilities and backgrounds in a facility. Facilities managers must comply with accessibility standards, provide accommodations for individuals with disabilities, promote diversity and inclusion, and create a welcoming and inclusive environment for all occupants to foster a culture of respect, dignity, and equality.

Remote Work Health and Safety

Remote work health and safety involve addressing health and safety risks for employees who work from home or other remote locations. Facilities managers must provide guidance on ergonomic workstations, mental health support, online safety training, and communication tools to ensure that remote workers maintain a safe and healthy work environment, comply with health and safety regulations, and stay

connected with the organization.

Facility Incident Response Team

A facility incident response team is a group of trained individuals responsible for responding to emergencies, incidents, or crises in a facility. Facilities managers must establish an incident response team, define roles and responsibilities, conduct regular training and drills, and coordinate with emergency services to ensure a timely and effective response to incidents that threaten the safety or security of building occupants and assets.

Facility Sustainability Practices

Facility sustainability practices involve implementing eco-friendly strategies and initiatives to reduce the environmental impact of facility operations, conserve resources, and promote sustainable practices. Facilities managers can adopt sustainability practices such as energy efficiency upgrades, waste reduction programs, water conservation measures, and green building certifications to support environmental stewardship, reduce operating costs, and enhance the reputation of the facility as a sustainable and responsible organization.

Facility Emergency Communication System

A facility emergency communication system is a network of devices and technologies that enable the rapid dissemination of emergency notifications, alerts, and instructions to building occupants during emergencies. Facilities managers must install emergency communication systems, test their functionality regularly, provide training on emergency procedures, and ensure that employees can receive and respond to emergency messages to facilitate a quick and coordinated response to emergencies and ensure the safety of occupants.

Facility Incident Reporting System

A facility incident reporting system is a structured process for employees to report workplace incidents, near misses, hazards, or safety concerns to management for investigation and follow-up. Facilities managers must establish an incident reporting system, encourage employees to report incidents, analyze incident data for trends, and take corrective actions to prevent future incidents and improve safety performance in the facility.

Facility Remote Monitoring and Control

Facility remote monitoring and control involve using technology to monitor, manage, and control building systems and operations from a remote location. Facilities managers can implement remote monitoring systems for HVAC, lighting, security, and energy management to optimize building performance, reduce energy costs, improve operational efficiency, and respond to issues in real-time without the need for on-site intervention.

Facility Emergency Evacuation Drills

Facility emergency evacuation drills are practice exercises that simulate emergency scenarios to test the

effectiveness of evacuation procedures, evaluate occupant response, and identify areas for improvement. Facilities managers must conduct regular evacuation drills, vary scenarios, involve all building occupants, provide feedback on performance, and update evacuation plans based on lessons learned to ensure a safe and efficient evacuation in case of a real emergency.

Facility Pandemic Response Plan

A facility pandemic response plan is a document that outlines the procedures, policies, and resources for preparing, responding to, and recovering from a pandemic outbreak. Facilities managers must develop pandemic response plans, assess the risks of infectious disease transmission, implement infection control measures, provide hygiene supplies, and communicate updates to occupants to protect the health and safety of building occupants during a pandemic event.

Facility Emergency Power Supply

A facility emergency power supply is a backup power system that provides electricity to critical building