



# Health & Safety Matters



TOGETHER  
FOR A SAFER  
WORKPLACE

# Campaign introduction

The Campaign intends to highlight the fantastic work of our Health and Safety Reps by encouraging them to engage the membership to undertake a body mapping exercise in their workplace.

## The Campaign has three main aims:

- To help Health and Safety Reps promote their value to the workforce by highlighting the range of functions they undertake to improve workplace health and safety standards.
- To improve health and safety engagement with the workforce by involving them in a body mapping exercise.
- To consult the employer on your results. Aiming to reduce injuries by finding possible improvements in workplace tasks.

The graphic is a vertical flowchart titled "Health & Safety Matters Campaign Step-by-Step Guide". It features a yellow header with the campaign logo and a yellow footer with the USDAW logo and contact information. The main content consists of six numbered steps, each in a yellow box, connected by downward-pointing arrows. Step 1: Familiarise yourself with the contents of the pack and watch the video that was emailed to you by [healthandsafety@usdaw.org.uk](mailto:healthandsafety@usdaw.org.uk) explaining the materials. Step 2: Set up your stall on the day and encourage staff to complete the *Body Mapping Questionnaire*. Where possible, offer your assistance and expertise. Step 3: Use the *Assessing Manual Handling Tasks* factsheet as a guide when analysing questionnaire responses. Step 4: Work alongside management to suggest how the workplace could be improved and made safer. Step 5: Continually update and inform membership of progress and results. Step 6: Your feedback is key to improving our campaigns. Please fill out the *Rep's Feedback Form* in this pack, or online at: [www.usdaw.org.uk/HSMCfeedback](http://www.usdaw.org.uk/HSMCfeedback). A QR code is provided for online access. The footer includes the website [www.usdaw.org.uk](http://www.usdaw.org.uk), the date "HSMC Guide January 2025", the USDAW logo, and social media icons for Facebook, X, YouTube, LinkedIn, and Instagram.

Health & Safety Matters Campaign Step-by-Step Guide

1. Familiarise yourself with the contents of the pack and watch the video that was emailed to you by [healthandsafety@usdaw.org.uk](mailto:healthandsafety@usdaw.org.uk) explaining the materials.
2. Set up your stall on the day and encourage staff to complete the *Body Mapping Questionnaire*. Where possible, offer your assistance and expertise.
3. Use the *Assessing Manual Handling Tasks* factsheet as a guide when analysing questionnaire responses.
4. Work alongside management to suggest how the workplace could be improved and made safer.
5. Continually update and inform membership of progress and results.
6. Your feedback is key to improving our campaigns. Please fill out the *Rep's Feedback Form* in this pack, or online at: [www.usdaw.org.uk/HSMCfeedback](http://www.usdaw.org.uk/HSMCfeedback)

[www.usdaw.org.uk](http://www.usdaw.org.uk)  
HSMC Guide January 2025

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# What are MSDs?

MSDs stand for musculoskeletal disorders. They include injuries and conditions that affect the back, joints, and limbs. The parts of the body most likely to be affected by MSDs are:

- The lower back
- Neck, shoulders, forearms, wrists, and hands
- The hips, legs, knees, ankles, and feet

MSDs can impair everyday activities and cause long-term pain. They can often be caused by:

- Improper lifting technique or posture
- Significant twisting and turning
- Repetitive tasks, awkward movements, and static postures



## Preventing Manual Handling Injuries

A Guide for Usdaw  
Health and Safety Reps

# Setting up a stall

Decide upon the size of campaign pack you will need. This will depend on the size of your workplace, the number of Reps/members you have, and how much time you have. There are three size packs to choose from and these are:

- Small pack – includes 50 questionnaires
- Medium pack – includes 100 questionnaires
- Large pack – includes 200 questionnaires

Any additional materials can be ordered by contacting the Post and Despatch Department at Head Office.

Once you have decided upon what campaign pack you will need, you should explain to your employer what you will be doing and agree a suitable time and place to hold the campaign. You should ensure to inform the workforce of your upcoming campaign, putting up posters and utilising the notice board. You may also wish to invite your Area Organiser to attend on the day.



# Completing the questionnaire

The Body Mapping Questionnaire is designed to help you identify any concerning trends amongst the workforce. For example, if most of the staff working on the checkouts say they are suffering with aches and pains in their back, then it could be down to scanning many products over extended periods, including the manoeuvring of heavy goods.

It is important to inform staff that their responses to the questionnaire will remain anonymous. This will hopefully encourage staff to complete it.

Remember, the more workers who complete the questionnaire, the more accurate and representative your data sample will be. This, in turn, will increase the importance of the issue with your employer.

**Body Mapping Questionnaire**

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This questionnaire will help identify any common causes of ill health that have occurred as a result of your work. The survey is confidential and is aimed at improving health and safety within your workplace.  
**WHEN THE QUESTIONNAIRE IS COMPLETED, IT MUST BE RETURNED TO YOUR USDAW HEALTH AND SAFETY REP WHO WILL COLLATE THE INFORMATION.**

Any problems or trends can then be discussed with management at a safety committee or other forum and solutions sought.  
Please indicate your answer by ticking the box or entering details in the space provided. Where appropriate, please answer all the questions.

1. What is your job? (checkouts/counters/warehouse/shelf stacker etc)

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2. Your gender:

Female  Male  Non-binary  Prefer not to say

3. Your age:

16-20  21-30  31-40  41-50  51-60  61+

4. Hours worked:

1-8  9-16  17-24  25-32  33-37  37+

5. State your height (cm):

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6. State your weight (kg) (optional):

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7. Do you feel any discomfort whilst working?

Yes  No  Sometimes

8. Do you feel any pain whilst working?

Yes  No  Sometimes

9. Have you consulted your GP about it?

Yes  No  Sometimes


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# Assessing questionnaire responses

Once you have completed your campaign, you then need to analyse your completed questionnaires, paying close attention to any trends. Please use the *Assessing Manual Handling Tasks Factsheet*, which explains the TILEO acronym, to help you with this.

Where necessary, you may wish to discuss your findings with certain areas of the workforce to reinforce or clarify your understanding.

It may also be useful to request the employer's risk assessment (RA) and safe system of work (SSOW) for the specific tasks. This will enable you to gain a better understanding of how the work should be done, which you can then compare to how the work is being done – are they the same? They should be.



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## Assessing Manual Handling Tasks Factsheet

TILEO is the acronym to think of when looking at manual handling tasks. These are the factors to which the employer must have regard, and questions that must be considered when assessing manual handling operations.

**The (T)asks**

Do they involve:

- Holding or manipulating loads at distance from body?
- Unsatisfactory bodily movement or posture, especially:
  - Twisting the body?
  - Stooping?
  - Reaching upwards?
- Excessive movement of loads, especially:
  - Excessive lifting or lowering distances?
  - Excessive carrying distances?
  - Excessive pushing or pulling of loads?
  - Risk of sudden movement of loads?
  - Frequent or prolonged physical effort?
  - Insufficient rest or recovery periods?
  - A rate of work imposed by a process?

**(I)ndividual Capability**

Does the job:

- Require unusual strength, height, etc?
- Create a hazard to those who might reasonably be considered to be pregnant or to have a health problem?
- Require special information or training for its safe performance?

**The (L)oads**

Are they:

- Heavy?
- Bulky or unwieldy?
- Difficult to grasp?
- Unstable, or with contents likely to shift?
- Sharp, hot or otherwise potentially damaging?

**The Working (E)nvironment**

Are there:

- Space constraints preventing good posture?
- Uneven, slippery or unstable floors?
- Variations in level of floors or work surfaces?
- Extremes of temperature or humidity?
- Conditions causing ventilation problems or gusts of wind?
- Poor lighting conditions?

**(O)ther Factors**

- Is movement or posture hindered by personal protective equipment or by clothing?

**A guidance point to consider:**

If the employer states that they are providing information and training alone, this will not ensure safe manual handling. The first objective in reducing the risk of injury should always be to design the manual handling operations to be as safe as reasonably practicable. This will involve improving the task and working environment, and reducing the load weight, as appropriate.

To investigate further, please see the HSE's Manual Handling Operations Regulations 1992: [www.hse.gov.uk/pubns/priceed/t23.pdf](http://www.hse.gov.uk/pubns/priceed/t23.pdf)

If you want to perform a risk assessment for a particular activity, please see HSE's Toolkit for assessing musculoskeletal disorders risk: [www.hse.gov.uk/msd/toolkit.htm](http://www.hse.gov.uk/msd/toolkit.htm)

Remember, as a Health and Safety Rep, any assessment or recommendations you make will not be seen as imposing any duty on you.

See over for further resources...

[www.usdaw.org.uk](http://www.usdaw.org.uk)

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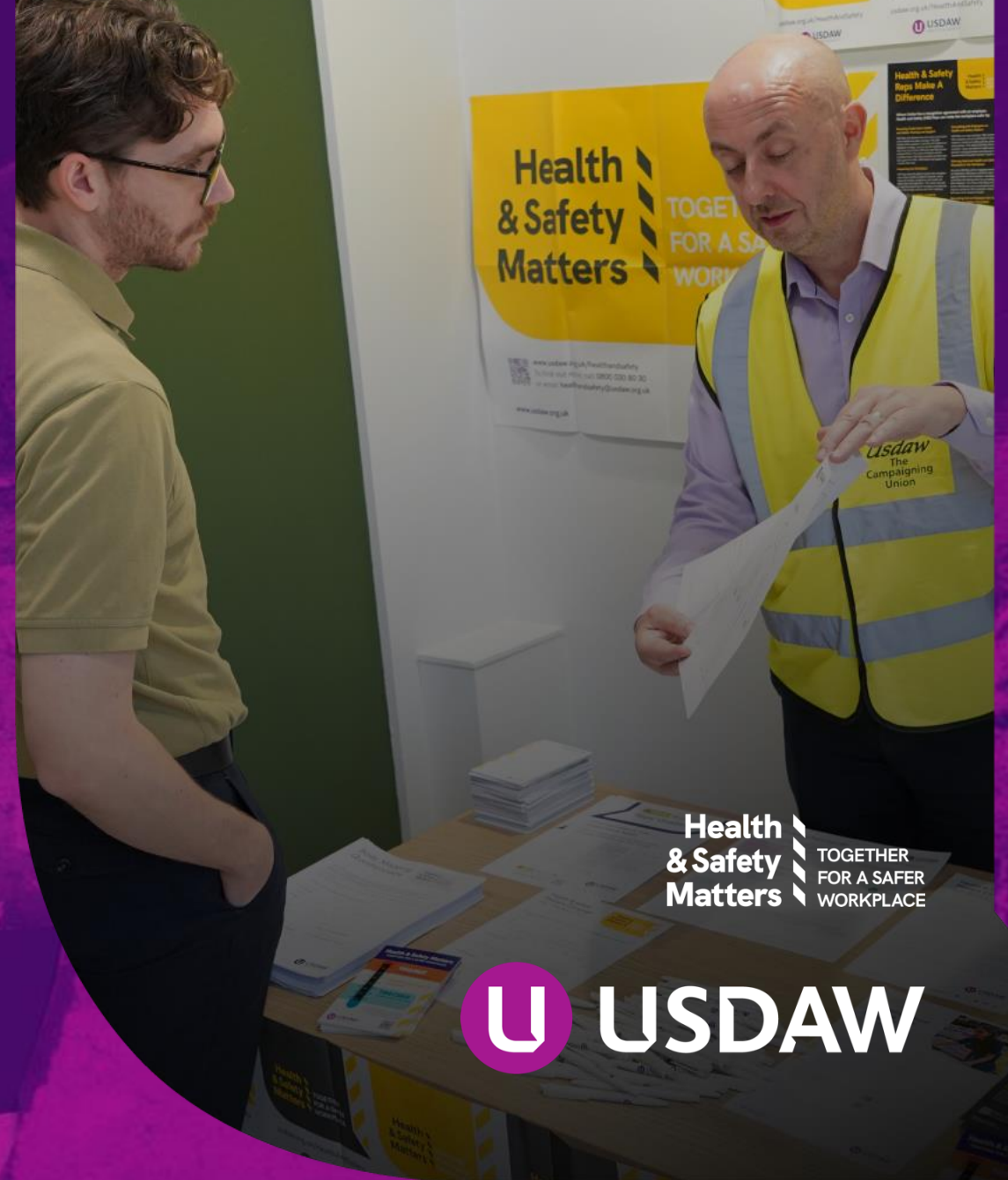
# Work alongside management

Once you have made your conclusions and discussed with the workers possible solutions, then you can present your findings to the employer.

This will ideally involve sitting down and having a discussion with management, giving them suggestions of improvements. For example, if responses showed that checkout workers have been suffering with lower back aches/pains, then the organisation should consider purchasing new checkout chairs with improved lumbar support to reduce the risk.

If you are not satisfied with your employer's responses to your findings then you can contact your Area Organiser for their advice. If they think the employer is being unreasonable, they may advise that you raise a grievance.

Update and inform the workforce/membership of your progress throughout this process.



# FAQs

## Is the Feedback Form also available online?

Yes, [www.usdaw.org.uk/HSMCfeedback](http://www.usdaw.org.uk/HSMCfeedback).

## Who should I contact if I need advice?

For legal advice and assistance contact the Usdaw H&S Section at [healthandsafety@usdaw.org.uk](mailto:healthandsafety@usdaw.org.uk) or **0161 249 2441**. For all other issues, contact your Area Organiser at your local Usdaw office.

## Can I conduct the Campaign at any time?

Yes, the official date of the Campaign is the 26/02, but Reps can conduct the Campaign in their workplace at any convenient time.

## How should I record the data?

For those that have it, Microsoft Excel will likely be easiest to use. For those that don't, traditional pen and paper should work just fine.



# Final Message

1 Complete the H&S online course

2 Engage the workforce

3 Work in partnership with your employer

4 Complete the Feedback Form

Health & Safety Matters Campaign  
Rep's Feedback Form

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We would really appreciate your feedback so that we can continue to improve the service we offer to our members.

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date of Campaign Day: / /

1. On a scale of one to five, how well do you think the H&S Matters campaign went overall?

1 2 3 4 5  
(Not great) (Brilliant)

Comments/suggestions?  
\_\_\_\_\_  
\_\_\_\_\_

2. On a scale of one to five, how engaged were your colleagues with the H&S Matters campaign?

1 2 3 4 5  
(Not very) (Really interested)

Comments/suggestions?  
\_\_\_\_\_  
\_\_\_\_\_

3. On a scale of one to five, how would you rate the materials and merchandise that were sent to you?

1 2 3 4 5  
(Not great) (Brilliant)

Comments/suggestions?  
\_\_\_\_\_  
\_\_\_\_\_

*Continued overleaf...*