

# ASTFM411

## Implement health and safety, environmental and quality standards for facilities management



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### Overview

This unit is for middle managers in the facilities management environment. It is about ensuring that the organisation meets the required standards for health and safety, environmental impact and quality and that this is implemented and communicated to others; standards can be internal or external. It is also about monitoring and improving the organisation's health and safety practices and environmental performance to maintain compliance with organisational, legislative and regulatory requirements.

This unit is applicable to those who deliver facilities management services:

1. within an organisation, and
2. to a client organisation

In this context 'the organisation' can be either your employer or a client.

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### Performance criteria

- You must be able to:*
- P1 identify your, and the organisation's, responsibilities and liabilities under health and safety legislation, environmental and quality standards, and keep yourself up to date with them
  - P2 review health and safety, environmental and quality responsibilities to ensure they are consistent with legal and organisational policy, requirements and expectations
  - P3 communicate to relevant people in the organisation responsibilities and liabilities for meeting legal, regulatory and internal requirements for health and safety, environmental impact and quality
  - P4 assess the resources required to meet health, safety, environmental and quality standards and ensure they are in place
  - P5 ensure the organisation has a written health and safety and environmental policy that aims to minimise risks to others and the environment
  - P6 contribute to the development of quality standards for facilities management which reflect the organisation's needs and expectations
  - P7 implement relevant policies and standards for facilities management and a system for their monitoring and regular review
  - P8 demonstrate that your own actions reinforce the messages in the organisation's health and safety and environmental policy statements
  - P9 ensure appropriate systems and procedures are in place to accurately record breaches in health and safety and environmental requirements and that these are reported as appropriate
  - P10 identify where improvements can be made to health and safety, environmental impact and quality and recommend actions for change

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### Knowledge and understanding

*You need to know and understand:*

- K1 yours and the organisation's responsibilities and liabilities under health and safety and environmental legislation and where to find information on this
- K2 how to check that the responsibilities in your organisation for health and safety and environmental issues are consistent with contracts, legislation and organisational requirements
- K3 the information that the organisation's health and safety and environmental policy should contain, how to access it and communicate it to other staff
- K4 the importance of maintaining compliance with relevant legislation and regulations and organisational procedures
- K5 what quality means to the organisation and how this is communicated
- K6 effective ways of communicating health and safety and environmental responsibilities to staff
- K7 the resources required to meet health and safety and environmental responsibilities
- K8 the importance of maintaining quality in facilities management and the resources that are required to do this
- K9 methods and techniques for implementing the health and safety and environmental policy
- K10 methods for monitoring and reviewing the health and safety and environmental policy, and the frequency with which this should be done
- K11 how quality is measured and evaluated
- K12 how to identify and assess risk in health and safety and environmental performance and how to implement changes
- K13 why it is important to maintain quality in your own work and make this commitment visible to others
- K14 ways of demonstrating a commitment to health and safety and environmental awareness
- K15 what constitutes a breach in health and safety or environmental policy, how to record this and to whom this should be reported
- K16 what the consequences are of failing to maintain quality and how this impacts on the reputation of the organisation

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**Suite** Facilities Management Level 4

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