Safety document

This document comprises instructions provided by the Finnish Safety and Chemicals Agency (Tukes) for preparing a safety document in accordance with section 7 of the Consumer Safety Act (920/2011). These instructions are intended to help providers of consumer services to prepare a safety document. The content of these instructions correspond to the requirements laid down in the Government decree on safety documents (1110/2011).

A safety document is a written description prepared by the service provider on how the safety of the service in question has been ensured. The safety document describes the risks associated with the service and the measures required to control associated risks and prepare for emergencies. The safety document brings all service-related safety issues together and helps the service provider to continuously improve safety.

The safety document is first and foremost the service provider’s own tool – not a document written for the authorities. This document template can be edited freely as necessary. **Texts in Italics are intended to help to prepare a safety document, and they can be deleted from the final document.**

If required, the safety document can be merged with other safety plans, such as a rescue plan. The safety document only needs to be delivered to Tukes if Tukes specifically requests it.

**Service provider:** The name of the service provider

**Services:** The services that the safety document concerns

Location: The municipality or location where the service is provided

Contact information: Contact information

Authors: The names of the authors

**Date:** Date

# 1. PERSONS RESPONSIBLE FOR SAFETY: *Who is/are responsible for the safety of the service?*

Enter the name of the person responsible for safety. If the person is not present in the location where the service is provided, enter the name of a responsible person who is. Also describe who are responsible for safety practices and what their tasks are.

# 2. IDENTIFYING HAZARDS: *What are the risks and hazards that are characteristic to the service in question and that customers may face when using the service?*

Identify the hazards and risks that are characteristic to the service in question and their potential consequences. Use forms and tables provided by Tukes, different risk analysis methods, expert help or other ways to ensure that hazards and risk are assessed comprehensively and accurately. The assessment must cover all service phases. The higher the risks are, the more detailed the assessment of risks and hazards must be. Also try to identify hazards that have not yet materialised but that are possible when using the service. The risks and hazards identified can also be listed in a separate file or be attached to this document. In that case, describe from where more detailed information can be found.

# 3. MEASURES TO PREVENT ANY HAZARDOUS SITUATIONS: *How have the aforementioned hazards been prevented or eliminated so far? Describe what to do in case of an accident or near-miss incident. What needs to be done to improve safety?*

Describe what measures have already been taken to eliminate and control the aforementioned risks and hazards. Describe what to do in case of a possible accident. Also describe future plans for the continuous improvement of safety.

# 4. DAILY FACTORS AFFECTING THE SERVICE: *How are the daily status of safety and any changes in the service environment monitored regarding the service?*

Identify what changing factors and conditions need to continuously be considered in the safe provision of the service. These include new customer groups, any irregular service locations, unexpected customer behaviour and changing weather conditions. Describe how the status is monitored and how any changes are responded to in practice. The monitoring of the daily safety status can also be called dynamic risk management.

# 5. PROFESSIONAL AND SAFETY SKILLS OF EMPLOYEES: *What training or competence requirements have been set for employees and partners?*

Define what training and competence requirements have been set for employees. Identify how training, repeated courses, drills and other acquired skills are recorded. Describe the induction process for new employees and how the professional and safety skills of employees are maintained, especially regarding customer safety. Define what safety level or competence is required from subcontractors that act as service providers. Subcontractors should be requested to provide a safety document regarding the service they provide.

# 6. SAFETY IN THE SERVICE ENVIRONMENT: *How is it ensured that the facilities, tools, devices and equipment used in the provision of the service are continuously in a safe state?*

Identify how the safety of the facilities, tools, devices and equipment used in the provision of the service has been ensured and how their inspection, servicing and maintenance have been arranged. Identify how the applicability of the facilities, tools, devices and equipment to the provision of the service has been ensured and indicated. If necessary, identify how safety in other parts of the service environment has been ensured (e.g. destinations, routes, animals, etc.). Also make a list of the documents, using which safety in the service environment is monitored (e.g. a list of equipment, journal, maintenance records, checklists, etc.).

# 7. INFORMATION PROVIDED FOR CUSTOMERS, INSTRUCTIONS AND CUSTOMER MONITORING: *How will customers be instructed to use the service safely?*

Identify how the information and instructions required to use the service safely are provided for customers. At what stages of the service will instructions be given (before, during or after the use of the service) and how? How is it ensured that customers have understood the instructions given and that they comply with them? How does monitoring prevent and eliminate any hazards?

# 8. SAFE SERVICE CONDITIONS AND ANY RESTRICTIONS ON THE USE OF THE SERVICE: *In what conditions can the service be used safely? When is the service unsafe? What factors may prevent customers from using the service?*

Identify what requirements or restrictions have been set for the use of the service (e.g. age, height, weight, necessary skills). What factors can change or cancel the provision of the service (e.g. weather conditions, maximum capacity, shortage of personnel)? How are changes in conditions monitored? What will be done if service conditions are unsafe? How can the service be interrupted safely? Who decides on service interruptions? How can the service be closed safely (e.g. during exceptional circumstances, at the end of the season or when the provision of the service ends)?

# 9. THE NUMBER OF CUSTOMERS: *How does the number of customers affect the safety of the service?*

Identify the regular number of customers and the maximum and potentially minimum capacity considering safety. How many customers can use the service at the same time or, for example, during one day? How can the safety of the service be ensured when it is used by customer groups of different sizes? How is the number of customers monitored and how can it be prevented that the maximum capacity is not exceeded?

# 10. HAZARDS ARISING TO OUTSIDERS FROM THE SERVICE: *How has it been ensured that the service does not present any risks or hazards to anyone other than customers? How have any hazards arising from the service been communicated to outsiders?*

Identify what risks or hazards can the service potentially present to people in the vicinity of the service location or to their property. Outsiders include spectators, escorts of customers, neighbours and passers-by. Describe the measures that have been taken to prevent any hazards and to communicate potential hazards to people in the vicinity of the service location.

# 11. ACCIDENT RECORDS: *How are accidents and near-miss incidents recorded and investigated, and how are these records used to improve the safety of the service?*

Identify how accidents are recorded and where the records are saved. How are the causes of accidents investigated? Describe how accident information is reviewed annually, for example, and what can be learned from accidents.

# 12. REPORTING SERIOUS ACCIDENTS AND NEAR-MISS INCIDENTS TO TUKES: *How are serious accidents and near-miss incidents reported to Tukes?*

Identify what kinds of accidents and near-miss incidents are reported to Tukes, how they are reported and who is responsible for reporting. Accidents and near-miss incidents can be reported online at <https://marek.tukes.fi/ilmoitus.aspx> or by emailing [kirjaamo@tukes.fi](mailto:kirjaamo@tukes.fi).

# 13. MAINTAINING THE SAFETY DOCUMENT: *How is the safety document updated and how is it used in safety activities?*

Identify how the safety document is reviewed with the personnel and how it is updated. A good practice is to define a date, by which the safety document needs to be updated. The safety document may also need to be updated after serious accidents, in conjunction with the launch of new services and during changes in personnel and other changes.

# ATTACHMENTS: *What documents, software or other sources include information that supplements this safety document?*

Make a list of the documents, files, software, function-specific safety instructions and other sources that supplement the content of the safety document. Possible attachments include a risk assessment form, a training register, instructions provided for customers or employees, a list of equipment, maintenance documents, an accident register, etc.