

# **Health and Safety Policy**





## **Table of Contents**

Item	Title	Page Number
1	Amendment Record	5
2	Disclaimer	6
3	Management system	6
4	Health and safety policy statement	7
5	Environmental policy statement	8
6	Food safety policy statement	9
7	Safety Management Structure	10
8	Health and Safety Responsibilities Tier 1	11
9	Health and Safety Responsibilities Tier 2	12
10	Accident and near-miss incidents	14
11	Accident and near-miss reporting (RIDDOR)	16
12	Alcohol and drug misuse	16
13	Asbestos	17
14	Compressed gases	21
15	Construction, Design and Management (CDM) General	22
16	Constructions, Design and Management (CDM) Client responsibilities	23
17	Contractors and service agents	24
18	Control of Substances Hazardous to Health	25
19	Dangerous substances and explosive atmospheres	26
20	Design and technology	27
21	Disciplinary rules	28
22	Display Screen Equipment	28
23	Inclusive workplace	29
24	Driving at work	30
25	Dust and dusty environments	31
26	Electricity	32
27	Emergency planning	33
28	Event safety (Internal and external)	34
29	Fire	34
30	Gas safety	35
31	Hand tools	36
32	Health surveillance	37
33	Infection control	38
34	Information, instruction and training	39
35	Legionella	40

36	Lone working	41
37	Manual handling	42
38	Stress and mental wellbeing	43
39	Method statements	43
40	Monitoring, inspection and review	44
41	New and expectant mothers	45
42	Personal protective equipment (including respiratory protective equipment)	46
43	Respiratory infection	48
44	Risk assessment	48
45	Safe Systems of Work and Standard Operating Procedures	50
46	Safe use and handling of flammable liquids	50
47	Safeguarding	51
48	Safety signs	52
49	Smoking in the workplace	53
50	Storage systems	53
51	Violence and aggression	54
52	Visit by an enforcement officer	55
53	Waste disposal	56
54	Welfare	57
55	Work equipment	58
56	Working at height	59
57	Work-related ill health and occupational disease	60
58	Young persons	61

**Amendment Record**

Version	Date	Changed By	Version Comment
1.0	15/12/2024	Joanne Munro	Document Published
2.0	07/09/2025	Ronnie Bruce	Annual Review of Health and Safety policy and handbooks - Handbooks uploaded to new version 1.0

## **Disclaimer**

This Health and Safety Policy has been developed by Uppertunity Limited in conjunction with Citation Ltd to discharge our legal duties and to ensure the well-being and safety of all individuals, who may be affected by our acts or omissions associated with our work activities. We recognise the paramount importance of creating and maintaining a safe and healthy working environment and which meets the requirements of relevant legislation.

We are fully committed to upholding the highest standards of health and safety across all our activities. We expect our employees and others who may work on our behalf to uphold this commitment to protect the health, safety and well-being of all those affected by our operations. This Policy will be communicated to our employees and other interested parties.

In order to ensure the health and safety policy is maintained effectively, it is essential that all references and information are up-to-date and accurate. Where changes occur within our business or enterprise e.g. the introduction of new processes or systems, or where there are organisational changes that impact on the health and safety responsibilities, a nominated representative will notify Citation Ltd to ensure that relevant changes are made.

For us to fulfil our statutory duties, employees are legally required to cooperate with management on all matters pertaining to health, safety, and welfare. We encourage all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document.

While Citation Ltd provides advice aligned with health and safety legislative frameworks, ultimate responsibility and accountability rest with Uppertunity Limited. This includes the identification and implementation of risk control measures, reinforcing our commitment to the health, safety, and welfare of our employees and all those affected by our actions.

## **Health and safety management system**

The law requires that employers have suitable arrangements in place to manage health and safety in their own and every workplace under their control workplaces. To support with this, Uppertunity Limited engaged the services of Citation Ltd.

As part of our commitment to good and effective health and safety management in our business we will regularly review our policy arrangements with our employees and with Citation and will make changes and improvements whenever needed.

This health and safety policy has been designed to be integrated with any formal management system that may be in place (e.g. ISO) and we'll monitor its effectiveness by following the widely recognised cycle of Plan, Do, Check, Act.

More guidance on this and the topics in this policy is available in Atlas, the Citation on-line platform. The "Useful Documents" area and sustainability hub are good places to start when looking for resources and guidance.

## Health and safety policy statement

### Compliance and Commitment

Uppertunity Limited commits to ensuring, as far as reasonably practicable, the health, safety, and welfare of our employees and others affected by our operations. We aim to:

- Control risks from work activities.
- Consult with employees on health and safety matters.
- Provide safe working conditions and equipment.
- Provide necessary training and supervision.
- Prevent accidents and health issues.
- Comply with relevant Health, Safety and Fire legislation.

### Directors Responsibilities:

- Implement and adapt the health and safety policy as needed.
- Ensure sufficient resources are allocated to meet safety objectives.

### Management Responsibilities:

- Prioritise health and safety to prevent injuries and property damage.
- Protect all persons from foreseeable risks.

### Employees Duties and Consultation:

- Employees are informed of their duties under this policy.
- Regular consultation with employees to integrate their feedback and improve safety practices.

### Systematic Safety Management

We have implemented arrangements to support the effective implementation of this health and safety policy and we commit to:

- Identify hazards, assess risks, and determine control measures.
- Ensure all employees understand and follow the necessary safety procedures.
- Prepare emergency procedures, including evacuation in case of fire or other significant incidents, are clearly set out and communicated to all staff.

We view health and safety legislation as a minimum standard to exceed, expecting management to meet their targets without compromising safety.

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Position:

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## Environmental statement

At Uppertunity Limited, we are committed to minimising our impact on the environment through our business operations. Our commitment involves continuously enhancing our environmental performance by embracing sustainable development principles and rigorously complying with environmental laws.

It is our policy to:

- **Comply fully with legal standards:** Adhere strictly to all relevant environmental legislation, regulations, and codes of practice.
- **Integrate environmental protection:** Embed environmental protection into our management systems and decision-making processes.
- **Prevent pollution:** Actively prevent pollution in all its forms and implement measures to protect local ecosystems.
- **Use sustainable resources:** Minimise our use of natural resources, including water and energy, and maximise the efficiency of resource use throughout our operations.
- **Reduce waste and Recycle:** Commit to reducing waste generation through efficient practices and systems. We will promote recycling and reuse, ensuring that all waste disposal is conducted safely and legally.
- **Strive for continuous improvement:** Regularly assess and improve our environmental performance through clear, measurable targets and objectives. This will involve conducting audits and environmental impact assessments to monitor progress.
- **Educate and train:** Provide ongoing training for all our employees to enhance their understanding of environmental issues and practices necessary to mitigate environmental impacts. We will also foster environmental awareness through campaigns and information dissemination.
- **Collaborate with suppliers and partners:** Work closely with our suppliers and business partners to encourage mutual adherence to environmentally friendly practices and to influence broader, positive environmental impacts.
- **Engage with our community:** Engage actively with the community to promote environmental conservation and to encourage public involvement in local environmental initiatives.
- **Prepare for emergencies:** Develop and maintain robust emergency procedures to address environmental incidents, ensuring quick and effective responses to minimise impacts.

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## Food safety policy statement

At Uppertunity Limited, we recognise the critical importance of food safety in our commercial operations. We are committed to upholding the highest standards of food safety, ensuring that our practices meet all regulatory requirements and industry best practices. Our goal is to consistently provide safe, high-quality food products to our customers, thereby protecting public health and maintaining consumer trust.

It is our policy to achieve the following:

- **Compliance with Legislation:** Strictly adhere to all applicable laws, regulations, and guidelines, and maintain appropriate and proportionate due diligence records.
- **Hazard Analysis and Critical Control Points (HACCP):** Implement and maintain an effective documented HACCP system to systematically identify, evaluate, and control food safety hazards.
- **Pre-Requisite Systems:** Establish and maintain essential operational conditions under which foods will be produced and handled, to create an environment favourable to the production of safe food.
- **Allergen Management:** Implement comprehensive allergen control systems to prevent cross-contamination and ensure accurate provision of information, thus protecting consumers with food allergies and intolerances.
- **Continuous Improvement:** Regularly review and improve our food safety management systems to enhance our food safety practices and outcomes.
- **Training and Competence:** Ensure all food handlers are trained to the appropriate standards in food safety procedures. Regular training sessions will be conducted to keep our team informed of the latest food safety protocols and practices.
- **Supplier Standards:** Collaborate only with suppliers and contractors who meet our stringent food safety standards, ensuring that all materials and products entering our supply chain are safe and of high quality.
- **Consumer Information:** Provide clear, accurate, and relevant product information to consumers, enabling them to make informed choices about the food they consume.
- **Incident Management and Traceability:** Develop robust procedures for dealing with food safety incidents, including effective traceability systems to quickly isolate and address potential threats to consumer health.
- **Quality Assurance:** Conduct regular audits and inspections to verify compliance with our food safety policies and to identify areas for improvement.

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Date:

Position:

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## Health and Safety Organisation Chart



## Responsibilities

### Tier 1

The Directors will:

- Take ultimate responsibility for health, safety and fire.
- Ensure the business complies with all applicable health, safety and fire legislation.
- Ensure all work activities are included in our health and safety policies and arrangements.
- Sign off the health and safety policy.
- Establish processes for reviewing the health and safety policy to ensure compliance with health and safety legislation.
- Demonstrate visible leadership and a commitment to health, safety and wellbeing, to ensure health and safety is given equal importance as other objectives.
- Set health and safety targets and objectives in line with our values.
- Ensure competent persons are appointed to advise on health and safety aspects including fire safety.
- Implement arrangements to ensure contractors have the necessary competence and resources to carry out work safely.
- Communicate the importance of health and safety.
- Communicate health and safety performance to drive continuous improvement.
- Ensure communications are provided so that they can be understood by all relevant persons, considering factors such as language, disability and comprehension.
- Monitor and measure compliance against health and safety standards, including that of third parties.
- Undertake consultation with employees and trade unions, when required.
- Establish, implement and monitor health and safety objectives and procedures.
- Make suitable resources available for health and safety controls, including people, processes and technology.
- Ensure relevant persons are provided with sufficient information, instruction and training.
- Provide and monitor the use of necessary personal protective equipment.
- Provide competent occupational health services, where necessary.
- Maintain records of accidents and incidents ensuring legal compliance.

- Manage building safety features including emergency exits.
- Ensure nominated competent persons complete and regularly review risk assessments and maintain records.
- Ensure nominated competent persons complete and regularly review COSHH assessments so that safe handling and use of hazardous substances is practiced.
- Ensure maintenance of equipment and facilities is undertaken.
- Ensure statutory examinations for equipment are completed in line with legislative requirements.
- Ensure suitable first aid provisions are in place e.g. people trained for medical emergencies and first aid supplies.
- Ensure emergency procedures are communicated, practised and followed.
- Demonstrate visible leadership and a commitment to health, safety and wellbeing, by setting the right example for others to follow and displaying the right behaviours.
- Distribute and communicate health and safety information.
- Ensure health and safety issues are discussed, and escalate suggested improvements.
- Check team members have the necessary knowledge, skills and training to be able to do their job safely.
- Take care of your own health and safety and take steps to protect others who may be affected by your actions or failures to act.
- Take action if you see something isn't safe or doesn't look right – contact your line manager to raise potential hazards.
- Cooperate with management and work in accordance with this health and safety policy and any associated training, information or instruction provided.
- Don't intentionally or recklessly interfere with or misuse resources and equipment provided for health and safety.
- Only perform duties you have been authorised and assigned to do.
- Report accidents and near misses in line with our reporting procedures.

## Tier 2

The Manager will:

- Ensure the business complies with all applicable health, safety and fire legislation.
- Ensure all work activities are included in our health and safety policies and arrangements.

- Establish processes for reviewing the health and safety policy to ensure compliance with health and safety legislation.
- Demonstrate visible leadership and a commitment to health, safety and wellbeing, to ensure health and safety is given equal importance as other objectives.
- Set health and safety targets and objectives in line with our values.
- Ensure competent persons are appointed to advise on health and safety aspects including fire safety.
- Implement arrangements to ensure contractors have the necessary competence and resources to carry out work safely.
- Communicate the importance of health and safety.
- Communicate health and safety performance to drive continuous improvement.
- Ensure communications are provided so that they can be understood by all relevant persons, considering factors such as language, disability and comprehension.
- Monitor and measure compliance against health and safety standards, including that of third parties.
- Undertake consultation with employees and trade unions, when required.
- Establish, implement and monitor health and safety objectives and procedures.
- Make suitable resources available for health and safety controls, including people, processes and technology.
- Ensure relevant persons are provided with sufficient information, instruction and training.
- Provide and monitor the use of necessary personal protective equipment.
- Provide competent occupational health services, where necessary.
- Maintain records of accidents and incidents ensuring legal compliance.
- Manage building safety features including emergency exits.
- Ensure nominated competent persons complete and regularly review risk assessments and maintain records.
- Ensure nominated competent persons complete and regularly review COSHH assessments so that safe handling and use of hazardous substances is practiced.
- Ensure maintenance of equipment and facilities is undertaken.
- Ensure statutory examinations for equipment are completed in line with legislative requirements.
- Ensure suitable first aid provisions are in place e.g. people trained for medical emergencies and first aid supplies.
- Ensure emergency procedures are communicated, practised and followed.

- Demonstrate visible leadership and a commitment to health, safety and wellbeing, by setting the right example for others to follow and displaying the right behaviours.
- Distribute and communicate health and safety information.
- Ensure health and safety issues are discussed, and escalate suggested improvements.
- Check team members have the necessary knowledge, skills and training to be able to do their job safely.
- Take care of your own health and safety and take steps to protect others who may be affected by your actions or failures to act.
- Take action if you see something isn't safe or doesn't look right – contact your line manager to raise potential hazards.
- Cooperate with management and work in accordance with this health and safety policy and any associated training, information or instruction provided.
- Don't intentionally or recklessly interfere with or misuse resources and equipment provided for health and safety.
- Only perform duties you have been authorised and assigned to do.
- Report accidents and near misses in line with our reporting procedures.

## **Accident and near-miss incidents**

We're committed to making every effort to reduce risk and prevent injuries and occurrences of ill-health at work. We will ensure that suitable procedural arrangements are made so that, if an accident or near miss does happen on our premises or in association with our activities, they're suitably recorded, investigated, and reported (where required).

### **What is an accident?**

An accident is an unplanned event that results in personal injury or ill-health, or damage to property, plant or equipment.

### **What is a near miss?**

A near miss is an event that didn't cause harm but could have potentially caused injury or ill health.

More information on accidents and near misses can be found online in the Atlas platform, provided by Citation.

### **What we do in the event of an accident or near miss:**

- **Provide first aid/medical attention** - In the event of an accident, immediate first aid and medical attention must be provided.
- **Make the area safe** - When any accident or near miss happens, the area needs to be made safe to prevent further risk of harm and, if appropriate, the scene will be preserved to maintain evidence for investigation.

- **Inform leadership** – Make sure the responsible person is made aware of all accidents and near misses without delay so we can take appropriate action, which could include reporting to the appropriate health and safety authority.
- **Record all accidents** – All accidents, however minor, need to be recorded.

### **Investigating an accident or near miss**

Accidents and near misses will be investigated in proportion to the potential consequences and likelihood of recurrence.

We will review any existing risk assessments, procedures, and safe methods of working, as well as training and competency systems and the safety of equipment.

Findings of the investigation and any required improvement strategies will be recorded, implemented, and communicated to employees to help prevent or minimise occurrences and reduce the risk of harm in the future.

Where required, we will seek advice and support from Citation's Health & Safety advice line.

## **Accident and near-miss reporting**

### **RIDDOR – The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations**

By law, some accidents, incidents and near misses need to be reported to the Health and Safety Executive (HSE) within legally specified timeframes.

This includes (but isn't limited to):

- work-related incidents that result in fatalities
- work-related incidents causing employees to be absent from work for more than 7 days
- specified injuries, like amputations
- certain incidents that cause harm to people other than our employees
- occupational diseases
- specific dangerous occurrences - e.g., the collapse of load-bearing parts of lifting equipment.

We will check if the law requires an incident or near miss to be reported to the HSE, and if so, we will ensure the online reporting form is completed and submitted within the legally specified timeframe.

Fatal accidents and major incidents must be reported immediately to the HSE's Incident Contact Centre on **0345 300 9923**.

Where required, we will seek advice and support from Citation's Health & Safety advice line.

## **Alcohol and drug misuse**

Alcohol and drug misuse can negatively affect the safety and wellbeing of people in the workplace and our operational productivity and effectiveness. That includes using illicit substances and abusing prescription or over-the-counter medication.

Clear guidelines are important to manage these risks effectively, so below we've outlined our commitment and approach to education, testing, and disciplinary measures to protect all employees and our operations.

### **Medication disclosure**

Employees prescribed medication that could impair their work performance must inform management. Everyone must report to work capable of performing their duties safely and effectively.

### **Confidentiality and support**

Disclosures of alcohol or drug misuse will be handled with strict confidentiality, following legal standards and company policies. Employees who are struggling with alcohol or drug misuse will be encouraged to seek assistance through available resources.



### **Drug and alcohol testing**

We reserve the right to perform random drug and alcohol testing to ensure workplace safety. This applies to all employees and anyone undertaking work on our behalf.

### **Disciplinary action**

Where it's identified that an alcohol and/or drug problem has resulted in unacceptable behaviour or performance, it may be dealt with in line with our disciplinary or capability procedures. Depending on the circumstances of the individual case, this may lead to disciplinary action such as dismissal.

We will review and update this policy regularly and as necessary to ensure it remains effective and legally compliant.

## **Asbestos**

Asbestos and almost anything containing it presents a hazard to health, so we commit to protecting our employees and others who may be exposed to it on the premises that we work from.

## **Asbestos management**

### **When we're responsible for maintaining the premises**

For any premises where we're responsible for maintenance, we will manage the risks from any asbestos present, including:

**Assessment:** Carrying out an assessment to identify whether there are, or are likely to be, asbestos-containing materials (ACMs) in the premises. If we think it's unlikely due to the year of construction (e.g. after 2000), we will record that fact.

**Survey:** If ACMs are likely to be present, we'll identify where on the premises they are and their condition by instructing a competent person to carry out a management survey.

**Asbestos register:** If asbestos is present (or presumed to be present), we'll maintain an asbestos register for as long as we're responsible for the premises (including a dated plan of the premises, highlighting the details and location of any asbestos identified as well as any areas not inspected/accessed).

**Management plan:** We will prepare and implement a written management plan detailing how we'll manage the risk, which may include:

- prioritising any actions based on the type of material and how likely it is to be disturbed
- removing it (using competent, licensed contractors) or making it safe (e.g. by encapsulation or other appropriate techniques)
- monitoring the condition regularly, and recording it

- reviewing the management plan whenever needed and at least once a year as a minimum.

**Communication:** Communicate this plan to our employees and anyone at risk of disturbing ACMs – e.g. contractors - and the emergency services if needed. We'll keep records of this communication by requesting that they view and sign the asbestos register.

**Review:** Review asbestos assessments regularly, including whenever there's a significant change in the premises or if the assessment is no longer valid (e.g. if any ACMs are fully removed).

**Refurbishment or demolition:** Arrange for a full refurbishment and demolition survey if we're planning building, refurbishment or demolition works.

**Training:** We will provide asbestos awareness and responsibilities training to our asbestos-risk duty-holders and other relevant employees, as appropriate.

### **When we're not wholly responsible for maintaining the premises**

We'll liaise with those who also have duties to ensure that we're suitably informed and aware of whether asbestos is present and how the risks are being managed.

### **Working safely around asbestos**

Employees should report any damage to known or suspected ACMs at the earliest opportunity to our asbestos-risk duty holder, and work safely following any training, risk assessments, safe systems of work, or permits to work in place to protect the Health & Safety of them and others. Concerns should be reported to us at the earliest opportunity.

## **People who may come into contact with asbestos**

Many buildings - including commercial, industrial, residential, schools, and public buildings constructed or renovated before 2000 - contain asbestos-containing materials (ACMs).

Those involved in maintenance, repair, refurbishment, alteration, or demolition tasks could be exposed to asbestos fibres released from materials like roofing sheets, ceiling tiles, pipe insulation, or lagging. So, we're committed to ensuring that our employees don't accidentally disturb or release asbestos during their work.

### **Before starting work, we will ensure:**

- the duty holder (client) has been identified
- we've determined whether the premises contains asbestos by requesting an asbestos management survey report/plan and/or asbestos refurbishment and demolition survey report
- the work to be carried out is suitably assessed
- control measures are implemented to prevent or reduce potential asbestos exposure

- an emergency plan is developed and communicated in case ACMs are accidentally disturbed
- a detailed method statement is developed on how the work must be carried out, and communicated to relevant persons
- staff are suitably trained in asbestos awareness and procedures to follow if asbestos is suspected or accidentally disturbed.

Our employees won't begin any kind of work without the above provisions. We will rely on our employees to immediately stop work if they suspect ACMs are present or disturbed and report the instance to us or the building controller immediately.

Businesses shouldn't handle or work with asbestos unless they've received specific training and, where relevant, be licensed contractors.

## **Asbestos - Non-licenced work**

In the future, we might need to undertake non-licensed asbestos work, including remedial, removal, and maintenance tasks. Though working with asbestos is generally discouraged, some situations may require it.

### **Criteria for non-licensed work**

This work is deemed non-licensed if it's:

- performed intermittently
- unlikely to elevate asbestos fibre exposure beyond legal limit
- involving materials hard to crumble or turn to dust
- aimed at removing or repairing materials containing asbestos that are in good condition, without intentional damage, ensuring the asbestos remains embedded in the material.

### **Notifiable non-licensable work (NNLW)**

Some non-licensed tasks - particularly short, non-continuous maintenance with non-friable materials - must be notified to the Health and Safety Executive (HSE), excluding specific exemptions.

### **Preparation and safety measures:**

- We will identify the duty holder and the presence, type, and state of asbestos materials via an asbestos management or refurbishment and demolition survey.
- Assessments and risk evaluations will be conducted and communicated to all employees.
- We will implement control measures and develop emergency procedures for potential asbestos disturbances, aligned with a comprehensive method statement.
- For NNLW requiring notification, we'll inform the relevant enforcing authority.

### **Health surveillance**

Employees involved in>NNLW will undergo pre-work medical examinations, repeated every three years, with records kept for 40 years.

### **Training and equipment:**

- Necessary training will be provided for non-licensed tasks.
- Personal protective equipment (PPE) and respiratory protective equipment (RPE) will be distributed and must be worn, where required.
- Proper waste disposal procedures will be followed, including double-bagging and labelling potential asbestos-containing materials (ACMs).
- Regular worksite inspections will ensure compliance and safety.

### **Safe working**

Employees are expected to avoid working with asbestos unless trained and supervised and follow all safety instructions and training given. Asbestos exposure or unsafe conditions should be reported immediately.

## **Asbestos - Ancillary Licensing**

When doing tasks involving repairing, removing, or disturbing asbestos - including scaffolding work as part of licensable asbestos operations - our priority is ensuring the safety of our employees and others potentially affected.

There may be ancillary tasks carried out within asbestos enclosures or to facilitate access for licensed contractors. A government-issued license will be secured before starting this work.

### **Pre-work preparations**

Before beginning work, we will:

- verify the appropriateness and validity of the license
- identify and consult the duty holder (client) or premises managers
- determine the asbestos materials' locations, conditions, and types through asbestos management and refurbishment and demolition surveys.
- assess potential employees exposure to asbestos
- conduct and record a detailed risk assessment
- implement control measures to minimise asbestos exposure risks
- develop an emergency plan for accidental asbestos disturbances
- complete a method statement detailing work processes and communicate to all relevant parties
- provide asbestos awareness training to staff.

### **Work plan development**

For each task, a comprehensive work plan will include:

- the task's nature and duration

- the number of employees involved
- work location specifics
- exposure prevention or reduction strategies
- required PPE and RPE details
- decontamination procedures and equipment
- emergency plans, site layout, asbestos material locations, and scaffold design specifics, including inspection schedules.

### **Waste disposal and inspections**

Correct disposal methods for waste, including double-bagging and labelling potential asbestos materials, will be followed. With regular work inspections undertaken to ensure safety and compliance.

### **Health surveillance and employees cooperation**

Health records for employees involved in licensed ancillary work will be kept for at least 40 years. Employees have scheduled medical examinations, and report asbestos exposures or unsafe conditions immediately.

### **Safe working**

Employees must avoid working with asbestos unless trained and supervised and follow all safety instructions and training to prevent harm.

## **Compressed gases**

To ensure workplace safety and well-being, we are dedicated to managing the risks associated with using flammable and inert compressed gases, which may include oxygen, acetylene, nitrogen, carbon dioxide, argon, compressed air, and propane.

### **Risk assessment and control measures**

We will complete risk assessments on all compressed gases we use, in line with current legislation and guidance, considering factors like safe handling, storage, and use. This includes providing appropriate personal protective equipment (PPE) and implementing procedures for emergency situations, which we'll regularly review.

### **Information, instruction and training**

We will ensure relevant employees complete training on the risks involved with compressed gases (such as storage, transportation, and usage along with emergency procedures, which will include what to do in the event of a gas leak or fire) and comply with safety guidelines.

Only trained, authorised employees are permitted to handle and use compressed gas cylinders.

### **Storage**

We will ensure compressed gas cylinders are stored safely. They will be stored securely and anchored in allocated, well-ventilated areas which are free from potential ignition sources, and avoiding exposure to extreme heat, flames, or physical damage.

All compressed gas cylinders need to be distinctly labelled with their contents and associated hazards.

### **Use of compressed gas**

Authorised users will visually inspect each cylinder before use to identify any damage or leaks.

We will establish and communicate procedures for safe connection, disconnection, and leak management. Employees are encouraged to report any issues promptly.

### **Collection and disposal of gas cylinders**

We will ensure there are proper procedures for the delivery to or collection by us and our disposing of compressed gas cylinders. We will only use approved contractors (where required) or reputable suppliers. We will not accept compressed gas cylinders unless the safety valves are UKCA or CE marked.

Communication and consultation will play a key role at all times, including in the risk assessment process and development of safety procedures.

## **Construction, Design and Management (CDM) General**

We're dedicated to following the Construction (Design and Management) Regulations (CDM Regulations), ensuring all our construction projects are safely and effectively planned and managed. These regulations cover all construction activities, including new builds, refurbishment, extensions, conversions, demolition, repair and maintenance.

### **Key duty holders**

- **Commercial clients:** Commission construction projects as part of operations
- **Domestic clients:** Commission construction projects for their own homes.
- **Principal designers:** Either an organisation or an individual, fully suitable and experienced for the role, appointed by the client for projects involving multiple contractors.
- **Designers:** Create and adapt designs for buildings, products or systems relating to construction work.
- **Principal contractors:** Appointed by the client to coordinate the construction phase of a project where it involves multiple contractors.
- **Contractors:** Individuals or organisations that carry out, manage or control construction work as part of their undertakings.
- **Workers:** Individuals who execute construction tasks under the control of contractors.

### **Appointing duty holders**

We'll make sure we appoint competent individuals or organisations to act as duty holders (including multiple duty holders where appropriate) and make sure effective communication and cooperation are maintained among all duty holders to ensure safe work.

### **Training and communication**

Necessary information, instruction, and training will be provided throughout the project, ensuring seamless coordination and effective Health & Safety management.

### **Planning, monitoring and review**

We'll keep relevant records, monitor and review activities for effectiveness (including at the planning stage) and stay updated with the CDM Regulations as they are reviewed, ensuring continual improvement and compliance. If any changes are made to the regulations, we will communicate these immediately to all relevant parties.

### **Fire Safety**

- We'll ensure that construction fire safety needs are managed at the early stages of design and procurement, addressing the risks to both site workers and persons living or working in neighbouring buildings.
- Suitable fire risk assessments will be completed and regularly reviewed to ensure that changing nature of the environment is adequately assessed.
- We'll identify high risk activities or construction methods where fire can spread quickly and implement appropriate controls.
- We'll review and update the fire procedures if necessary during the various stages of construction. This may include relocation of the fire assembly point, emergency escape routes and fire alarm points.
- We'll keep the Fire and Rescue service updated regarding the access to any premises and including access to the construction site during non-operational times and when the site changes.

## **Construction, Design and Management (CDM) Client responsibilities**

### **Definition**

A **commercial client** under the Construction (Design and Management) Regulations is an organisation or individual a project is carried out in connection with.

If we, as the commercial client, don't appoint a principal designer or principal contractor, we will fulfil the role until an appointment is made.

### **Awareness of risks and responsibilities**

We understand our decisions and approach will have an impact on the Health & Safety of those involved in work activities. Understanding our responsibilities is key to ensure a safe working environment for all.

### **Our key responsibilities and controls:**

- **Contractors and designers:** We will make sure we appoint contractors and designers (including a principal designer and principal contractor for projects involving multiple contractors) who are competent and can fulfil their duties. We will make clear we expect them to clearly communicate, cooperate and coordinate with all project members.
- **Time and resources:** We will give adequate time and resources for each stage of the project to ensure safe work.

- **Welfare facilities:** We will provide and maintain suitable, sufficient welfare facilities throughout the project.
- **Pre-construction information:** We will provide pre-construction information to all prospective and appointed designers and contractors.
- **Construction phase plan:** We will make sure the principal contractor or contractor (for single-contractor projects) prepares a comprehensive construction phase plan.
- **Health and Safety file:** Where necessary, we will make sure the principal designer prepares a Health & Safety file for the project that's reviewed and revised as required, made available to all relevant parties, and clearly communicated.
- **Notifiable projects:** We will appoint an appropriate Principal Designer for these projects. We will submit a notification form for the construction project and display an up-to-date copy of the notice at the construction project.

### **Continuous review**

We will regularly review and update arrangements as needed to maintain safety and compliance throughout the project.

## **Contractors and service agents**

At times we may use external resources to support our needs, including contractors, sub-contractors, labour only, or agency workers and service agents. These external resources may supplement our own or provide a specialist service that we cannot. They will be acting on our behalf whilst carrying out the work we require and will be required to have suitable and adequate liability insurance.

We make our selection based on demonstrable competence and their compliance with our qualifying criteria to ensure legal compliance and quality of work.

### **Pre-qualification questionnaires**

We use questionnaires to uniformly assess:

- their ability to do the job safely and as expected
- training, qualification and experience
- relevant accreditations relating and third-party certification/accreditations, e.g., SSIP, ISO
- resource, references, and adequate insurance.

If appropriate, we'll do additional research and obtain references to check these.

Contractors will need to provide suitable and sufficient risk assessments and method statements prior to work being completed.

### **Induction and safety**

Prior to any work taking place, we will provide external resources with an induction covering site-specific health and safety information, emergency procedures, and any



particular hazards. Where necessary, a permit to work system will be implemented and followed.

Contractors will be required to notify us immediately if for any reason they cannot carry out their work in accordance with any agreed method statement, permit or safe system of work.

Records will be maintained such as, but not exclusive to; approval and planning documents, training, risk assessments and method statements, safe systems or work and permits to work.

### **Access**

Throughout their engagement, contractors and service agents will be prohibited from any areas where they do not have our permission to operate and conduct their activities. They're not allowed to use any of our plant, tools or equipment without permission.

### **Supervision & Monitoring**

Assigned supervision depends on the circumstances but may include direct on-site oversight, chaperoning, or a nominated contact for queries. We monitor and review the work activities and safety performance of all external resources, and will communicate any findings or issues that require improvement. Where necessary to manage significant health and safety risk we shall require external resources to stop work, suspend the person(s) involved and/or leave the premises.

### **Emergency Procedures**

External resources will be made familiar with and trained in emergency response procedures relevant to their work.

### **Reporting**

Employees should notify management of any suspicious behaviour or unsafe practices by external persons. We shall take action if we're informed or suspect somebody of acting unsafely.

## **Control of Substances Hazardous to Health**

We will always thoroughly assess hazardous substances through Control of Substances Hazardous to Health (COSHH) assessments. We will consider the nature of substances, the work environment, and specific hazards involved. Our aim isn't just legal compliance; we want to continuously improve how we manage hazardous substances, following the hierarchy of control measures outlined in relevant guidance.

### **What are hazardous substances?**

Hazardous substances include a wide range of materials that could cause harm through ingestion, inhalation, skin contact, or other means. They can be solids, liquids, vapours, gases, asphyxiants, or biological agents.

All hazardous substances we use need to follow legislative labelling practices and be accompanied by up-to-date Safety Data Sheets (SDS). SDS include crucial information and will be important for our hazardous substance risk assessments. If a SDS is not supplied with the product we will not use it, unless or until the supplier provides one"

### **Risk Assessment**

We will complete comprehensive risk assessments to identify and control exposure to hazardous substances to as low as is reasonably practicable. Our approach will focus on the hierarchy of control measures:

- Elimination
- Substitution
- Engineering controls
- Administrative controls
- Personal protective equipment (PPE)

### **How we will work safely with hazardous substances**

- We will make sure all relevant employees complete training on handling hazardous substances to promote safety in the workplace
- we will make sure that exposure to hazardous substances does not exceed any relevant Workplace Exposure Limit, including regular monitoring
- we will make sure health surveillance and health monitoring is carried out, where deemed necessary
- any equipment provided to control exposure will be suitable for purpose, and inspected and maintained, including thorough examinations where appropriate
- we will prioritise communication and consultation to make sure stakeholders are actively involved in the risk assessment process, including: providing emergency information; regular policy reviews and/or updates; checking that hazardous substance risk assessments align with current legislative requirements and best practices.

## **Dangerous substances and explosive atmospheres**

### **Risk assessment**

The Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) require us to assess the risk of harm to employees, contractors, visitors, and members of the public from explosions and fires resulting from the storage, handling, and use of dangerous substances in the workplace, and put in place procedures and safeguards to control the risk. A thorough assessment of the substances that could give rise to explosive atmospheres, not just the areas, will be undertaken to fully understand and document the nature of the hazard. This will include identifying, by using suitable signage, places where there may be explosive atmospheres.

### **Monitoring and review**

We'll review our DSEAR assessment periodically to identify shortfalls in working practices, procedures, safe systems of work, and take actions to further reduce the risk as required.

### **Information, instruction and training**

We'll provide training to all employees to make sure everyone understands the

importance of complying with the current controls, including what equipment can or can't be used within a DSEAR zone, which areas have been identified as DSEAR zones, and the actions to take in the event of an accident or emergency.

### **Emergency procedures**

We'll ensure that our arrangements for dealing with accidents and emergencies are proportionate to the risk and will contact the emergency services to advise them of the presence of dangerous substances in our premises. We'll ensure any near misses, accidents or incidents are investigated to prevent recurrence.

### **Coordination and records**

If we share the workplace with another employer, we'll coordinate with them on explosion protection measures. We'll ensure appropriate records are maintained, including any changes to processes.

## **Design and technology**

We're dedicated to fostering practical learning and providing a safe environment for our other to learn across all disciplines of Design Technology.

### **Following standards**

We will follow all relevant guidelines, standards and codes of practice, and will consult other industry bodies for further guidance where appropriate.

### **Integrating safety across Design and Technology**

Given the variety of hazards in Design Technology, we will ensure full compliance with other relevant sections of our policy. This includes:

- Selecting, installing, using, and maintaining equipment in line with the "Use of Equipment" section of our policy.
- Managing the use of hazardous chemicals according to the "Control of Substances Hazardous to Health (COSHH)" section.

### **Risk assessment and control**

We will assess risks in all practical Design Technology lessons and implement controls to reduce health risks to both other and employees to as low as reasonably practicable. We will establish safe work systems and emergency procedures where needed. Health & Safety performance will be continually monitored, and risk assessments, safe systems of work, and emergency procedures will be regularly reviewed.

### **Information, instruction, and training**

Suitable information, instruction, and training will be provided to employees and other to ensure safe conduct during practical lessons. This includes ensuring other are adequately supervised and restricted from certain activities or using specific equipment and hazardous chemicals, based on their maturity, competence, supervision level, and national guidelines.

### **Securing hazardous equipment**

Measures will be taken to prevent the use of hazardous equipment and machinery outside supervised lessons. This includes implementing locked power isolation points and lockable storage for dangerous hand tools.

## **Disciplinary rules**

We recognise the importance of Health & Safety in our daily operations. To ensure a safe working environment, we have established a set of safety guidelines that are crucial for the wellbeing of all our team members. Following these guidelines is expected and valued, and if after investigation it is determined that there has been a failure to follow our rules, disciplinary action may be taken against our employees, up to and including gross misconduct.

### **Safety in the workplace**

We will remind our employees of the importance of following and respecting all established safety rules. It's essential to:

- Properly use and not tamper with any safety equipment, signs, labels, or warning devices provided for protection.
- Follow protocols related to hazardous materials, lifting equipment, and operating machinery to ensure your safety and that of others.
- Act responsibly and avoid behaviours that could lead to accidents or incidents.
- Assist and not hinder any investigations into accidents to help prevent future occurrences.

### **Employees collaboration**

We rely on our employees to help maintain a safe environment. This involves:

- Being mindful of your own safety and the safety of others.
- Respecting and not misusing anything provided for health, safety, and welfare purposes.
- Promptly reporting any potential hazards or safety concerns.
- Following specific safety guidelines relevant to your role and wearing any provided safety clothing or equipment as required.

Our aim is to create a supportive and safe working atmosphere. We believe that by working together, we can achieve this goal. Your cooperation and commitment to these principles are key to our shared success and safety.

## **Display Screen Equipment**

We're focused on comprehensive display screen equipment (DSE) assessments that consider the nature of tasks, the work environment, and potential risks. We're committed to following the law and constantly improving how we manage DSE.

### **Key measures we will take:**

- **Equipment provision:** We will provide suitable, adjustable DSE to meet the individual needs of identified DSE users.
- **Workstation setup training:** DSE users will receive training on ergonomic principles to help reduce risks of musculoskeletal and visual discomfort.
- **Workstation assessments:** We will introduce a self-assessment process for users to spot and tackle ergonomic issues.
- **Encouraging breaks and varied posture:** Regular breaks and changes in posture will be encouraged to reduce fatigue and discomfort for DSE users.
- **Reporting and monitoring:** We'll ask users to report any DSE-related discomfort or pain and regularly monitor to find areas for improvement and ensure ergonomic practices are followed.
- **Communication and consultation:** DSE users will be actively involved in DSE management processes, with regular reviews and updates of our policy to keep in step with current laws and best practices.

Our goal is to maintain a work environment that is safe, healthy, and complies with regulations.

## Inclusive workplace

We're committed to creating a supportive, inclusive, safe and healthy work environment for all employees. Every person has the right to a safe workplace, so the Health & Safety of all employees, including those with additional or different needs, is crucial.

- **Risk assessment:** We will carry out comprehensive risk evaluations, considering all aspects of the work environment, work activities and equipment, as well as the individual needs and capabilities of employees.
- **Reasonable adjustments:** We will undertake reasonable adjustments to mitigate the risks and prevent any form of disadvantage.
- **Review:** Periodically, we will review and update risk assessments to reflect any changes to the workplace and the needs of individuals, monitoring the effectiveness of the control measures and adjusting them as necessary to maintain a safe working environment.
- **Training, support and systems:** We will provide additional support, training, information, supervision and safe systems of work related to each particular circumstance, as well as taking into account any specific needs concerning safety in the event of an emergency - including clear guidance on evacuation procedures.

We will ensure confidentiality is maintained throughout to respect the privacy of individuals.

## Driving at work

Work-related road accidents significantly impact business safety, with employees involved in road traffic incidents posing a major concern. Our goal is to foster safe driving practices among our employees to minimise these risks.

### Hazards in work-related driving

Driving for work involves various risks, including:

- **The driver:** Their experience, health, fitness, and wellbeing.
- **The vehicle:** Its suitability, ergonomic design, and safety features like seat belts.
- **The journey:** Considerations of route, distance, travel times, and adverse weather.

Other risks include vehicle theft, personal injury, and breakdowns.

### Our commitments

To enhance driving safety, we pledge to:

- Conduct and communicate risk assessments for driving activities.
- Implement and communicate suitable control measures.
- Verify driver competence, licensing, and insurance.
- Ensure employees complete relevant training or refresher courses on work-related driving.
- Plan journeys thoughtfully, considering factors like travel time and weather conditions.
- Train drivers in vehicle safety checks and emergency procedures.
- Maintain vehicle roadworthiness and suitability for tasks.
- Require correct insurance and valid MOT for privately used vehicles in work-related driving.
- Equip vehicles with emergency aid items, as determined by risk assessments.
- Secure transport items, including equipment, chemicals, or medicines, in line with manufacturer recommendations.

### Mobile device use

Where required we will provide hands-free kits for mobile device use, forbidding the use of handheld devices unless paired with a hands-free system.

### Emergency procedures

In emergencies like vehicle breakdowns or incidents, employees should:

- Move safely to the roadside and contact breakdown services if alone or feeling vulnerable.
- Use hazard lights and avoid opening doors or windows to strangers.

- If outside the vehicle, take the ignition key, lock all doors (except the passenger door for quick access), and stay behind barriers or away from traffic.
- Confirm the identity of breakdown service personnel upon their arrival, ensuring they match your provided details.

## **Dust and dusty environments**

Dust and dusty environments can be common workplace hazards. Dust can be created by lots of different processes, and is often so small it's imperceptible. But it can cause potentially serious health hazards, like occupational lung diseases, with symptoms often taking years to develop. It can also present a risk of explosion (under the right conditions).

### **Managing the risk of dust and dusty environments**

#### **Risk assessments and control measures**

We will conduct risk assessments in line with the Control of Substances Hazardous to Health (COSHH) Regulations considering factors like the type of dust, exposure levels, duration, and potential health effects.

Where reasonably practicable, we will eliminate the creation of dust, or substitute the products and processes for those that produce less dust.

Where dust production can't be eliminated, we will reduce exposure to dust to as low as reasonably practicable through preventative means (identified by the risk assessment), like dust suppression, provision of local exhaust ventilation (LEV), and providing respiratory protective equipment (RPE).

Housekeeping standards will be maintained to stop dust from building up. Dry sweeping isn't allowed – instead, we will use methods like appropriate vacuum cleaning systems with suitable filters.

#### **Monitoring**

We will continuously monitor the workplace environment to make sure employees exposure to dust does not exceed Workplace Exposure Limits (WELs). Where appropriate, this will include air monitoring conducted by a competent person.

#### **Information, instruction and training**

We will provide employees with suitable information, instruction, training and supervision to understand the risks of dust within the workplace, how it's created, how it should be avoided, and the control measures they need to follow. Employees will also be told how to identify and report health conditions that could be caused or made worse by dust or dusty environments.

#### **Health surveillance**

Where it's identified that employees can still be exposed to dust in their work environment, we will make sure suitable health surveillance is provided (decided by an occupational health professional).

**Welfare**

We will make sure suitable welfare facilities are provided that are separate from the dust containment or environment so employees can change, wash clothing, if needed, and clean themselves before eating and drinking so they're not unwittingly ingesting any dust containment.

**Explosive atmospheres**

We will carry out and implement DSEAR assessments where there's a risk of dust creating a potentially explosive atmosphere.

**Electricity**

We'll make sure electrical installations and equipment are safely managed in our Charity. Electrical hazards in the workplace include things like contact with live parts, short circuits, equipment overheating, fire, explosion, and contact with overhead lines.

We'll ensure that all portable electrical appliances in our workplace, including personal items, are safely managed and comply with relevant regulations and guidelines

**Risk assessment and control measures**

We'll risk assess our activities and identify control measures to eliminate, and if not, reduce the risk of harm from electricity as low as reasonably practicable, and communicate these to every relevant person.

**Contractors**

Depending on the service they're providing, contractors may need to follow safe electrical isolation and lock-off procedures and be issued a permit to work. Where these are needed we'll verify contractors have the necessary expertise and qualifications for the tasks.

**Information, instruction, training and support**

We'll provide employees with appropriate information, training, and supervision. We'll engage qualified, skilled electrical professionals for the design, construction, selection, and installation of our electrical systems and equipment.

We'll ensure employees follow safe work practices based on industry best practices. All employees will be instructed that only those who are trained and authorised to perform electrical tasks are allowed to do so.

**Installation work, maintenance and inspection**

Detection testing (by qualified, experienced people) is allowed, where essential.

We'll make sure inspections of our installations and equipment are conducted in line with current law, approved codes of practice and industry guidelines.

We will swiftly address any recommendations from these inspections, prioritising issues classified as C1 or C2.

Access to electrical switchgear and fuse boards is prohibited except for authorised persons.



Portable appliance testing will be conducted to identify and mitigate risks such as contact with live parts, short circuits, overheating, and fire hazards at suitable intervals as deemed necessary by a competent person.

When we rent equipment from a reputable supplier, we will treat and manage this equipment with the same level of care and consideration as our own property.

We'll ensure that employees know how to spot and report defective items, including visual indicators like damaged/scorched socket outlets/connections/leads, etc.

## Emergency planning

An emergency plan is a set of arrangements designed to protect employees and others in the event of an emergency, like a fire, explosion, chemical spill, serious injury event or natural disaster.

While we will take all reasonably practicable steps to prevent emergencies, emergency plans will help us minimise the risks of potential emergencies, manage those situations effectively, and restore normal conditions.

### As part of the emergency plan, we will cover:

- **Risk assessments:** Conduct thorough risk assessments to understand and prepare for potential emergencies and their impact on us, considering current legislation and relevant guidance
- **Emergency responses and training:** Establish an emergency response team to coordinate emergency actions and train employees and stakeholders. Incorporate regular drills and testing of our emergency procedures to ensure effectiveness and preparedness
- **Emergency procedures:** ensure the plan includes any necessary evacuation, rescue, shelter and shutdown/lockdown procedures
- **Roles and assignment:** assign specific roles to team members and make sure they're trained and competent
- **Communication:** establish a communication strategy to notify employees, stakeholders, and authorities, maintaining a clear chain of command and accessibility
- **Equipment:** identify and keep ready any necessary equipment and alternative facilities, along with a comprehensive emergency contact list.
- **Review:** Review plans regularly and following any significant changes or incidents

Further, all reportable incidents will be reported promptly, followed by reviews of incident procedures to continually improve emergency responses.

## **Event safety (internal and external)**

At our company, we will always prioritise the safety of our events, whether they are held internally or externally. We are committed to ensuring a safe environment at all events to protect everyone involved—those setting up, participating, and dismantling.

We will appoint qualified personnel to oversee the planning and execution of each event, making sure they follow our detailed Health & Safety guidelines.

### **Risk management**

- We will conduct thorough risk assessments for each event to identify and reduce potential hazards.
- Necessary first aid and fire safety measures will be provided, adjusted based on the risks identified and the number of expected attendees.
- We will require all contractors or third parties involved to complete similar risk assessments.

### **Contractor controls**

We will rigorously check the Health & Safety credentials of all third-party contractors. When necessary, we will ask for their Health & Safety documents to make sure they meet our standards.

### **Access and egress**

We will ensure safe entry and exit routes for both vehicles and pedestrians, taking into account the capacity of the venue and any special needs of the attendees.

### **Communication and cooperation**

We will actively communicate with neighbouring businesses and local authorities to minimise any disruption.

### **Emergency response**

- We will maintain a clear plan for efficiently handling Health & Safety incidents or emergencies, including specific roles and responsibilities if an incident occurs.
- If there's a major incident declared by emergency services, our team will follow the direction of the police or the designated authority to ensure a coordinated and effective response.

We will regularly review and update this policy as needed to ensure it remains effective and complies with current Health & Safety legislation.

## **Fire**

To protect all employees, contractors, visitors, and other relevant persons, we'll make sure that all necessary preventive and protective fire measures are identified and put in place.

### **Fire risk assessment**

We'll conduct a suitable, sufficient fire risk assessment to identify the risks employees and other persons could be exposed to from our undertakings, as well as the general fire precautions needed to comply with the relevant legal requirements and prohibitions.

We'll review the fire risk assessment either:

- annually
- if the fire risk assessment recommends sooner, or
- after a fire-related event (whichever is soonest).

We'll make sure a thorough record is made of all the findings and that an action plan is implemented to fix any issues as soon as reasonably possible.

### **Testing and inspection**

We'll complete (and record) all necessary annual, bi-annual, and regular inspections and tests to make sure the protective systems and equipment provided are in a serviceable condition and easily accessed.

### **Emergency procedures**

We'll make sure we produce, implement and communicate suitable emergency procedures, taking into account the size and nature of our undertakings.

### **Training**

We'll provide appropriate information, instruction and training to employees, and other relevant persons so they can safely complete any duties for the management of fire safety and the safe evacuation of premises.

We expect employees to participate in any required training and exercises and to report any damaged or missing preventive/protective measures provided.

We expect that employees will follow training and protocols at all times, especially before and during a fire incident. All employees are expected to engage in fire prevention and to ensure mutual safety in the event of a fire (without compromising their own safety).

### **Monitoring and Review**

We'll monitor the effectiveness of the control measures we've put in place and take steps to further reduce the risk where practical.

## **Gas safety**

Improperly installed or maintained gas appliances and fittings pose significant hazards, resulting in the risk of fire, explosions, gas leaks, and carbon monoxide poisoning. We are committed to making sure gas safety in our workplace is as safe as possible by managing the risks of gas fittings and equipment.

### **Annual inspections, testing and maintenance**

- Only Gas Safe Registered Engineers will install, maintain, and repair gas installations and portable equipment. We commit to safe work practices for maintenance, inspection, and testing. They will be required to carry a Gas Safe ID card and show it when asked.

- Our gas systems, including appliances, flues, and gas-powered devices such as heaters, fireplaces, stoves, and refrigerators, will be serviced, tested, and inspected annually by a certified Gas Safe Engineer.
- Regular property inspections will also check visible pipework and appliances. Any identified damage or wear will be promptly inspected by a Gas Safe Engineer.

### **Monitoring and issue resolution**

- We will continuously monitor our gas inspection, design, installation work, and the gas safety management system through a competent person.
- We will quickly investigate any reports of potential issues such as suspected malfunctions, abnormal flame behaviour, or damage to the system or appliances.

### **Carbon monoxide safety**

- A carbon monoxide detector will be installed near each fixed gas-fired appliance and routinely tested, with replacements made before they expire.

### **Standards and compliance**

- We will use only standard gas fittings that meet CE or UKCA standards.
- We will implement recommendations from servicing, maintenance, or safety certifications according to the engineer's advice.

### **Record keeping**

- We will keep comprehensive records of all gas safety-related documents, including certifications, for a minimum of two years.

### **Emergency preparedness**

- If there is an actual or suspected gas escape, we'll take all reasonable steps to clear all persons from the area, shut off the gas supply and notify the gas authorities immediately using the National Gas Emergency Service number appropriate to your Charity location.

## **Hand tools**

Simple hand tools, such as hammers, screwdrivers, and chisels, are manually operated devices crucial for many manual tasks in the workplace. Despite their simplicity, incorrect use or poor maintenance can lead to serious injuries.

We recognise the shared responsibility between employer and employees to ensure these tools are used safely.

### **Implementing safety measures:**

- **Conduct risk assessments:** We will assess risks associated with the use of simple hand tools in work activities, implementing control measures to minimize risks as much as reasonably possible.
- **Ensure correct tool selection:** The safety of using simple hand tools hinges on choosing the right tool for the job. Tools must be used only for their intended purposes to prevent injury risks.
- **Restrict use of personal tools:** Only company-provided simple hand tools are allowed for our work activities to ensure regulation and policy coverage; personal tools are strictly banned.
- **Proper tool storage:** All tools must be stored in provided tool bags or toolboxes. Sharp or pointed items must not be carried in pockets to avoid injury. Where necessary, relevant personal protective equipment (PPE) should be worn.
- **Regular inspections and maintenance:** Tools will be inspected before each use and maintained regularly. Damaged or underperforming tools must be reported and replaced.
- **Training and refresher courses:** All employees using simple hand tools will receive training on their use, along with periodic refreshers and toolbox talks, recorded in their training records.

### Monitoring and reviewing

The safe use of hand tools will be continuously monitored. We will regularly review relevant risk assessments and procedures to ensure ongoing safety and compliance.

## Health surveillance

We are committed to ensuring that the health of our employees is not impacted by their work. For all employees remain exposed to health risks after controls are put in place, we'll put in place health surveillance – a scheme of ongoing health checks to monitor and address any health issues.

### Types of surveillance

- **Health surveillance:** For residual risks like noise, vibration, and hazardous substances, aiming to detect occupational diseases like dermatitis and occupational asthma early.
- **Medical surveillance:** For high-hazard exposures such as asbestos, lead, and ionising radiation, as specified by regulations.

### Objectives

- identify work-related ill health at an early stage
- monitor the effectiveness of control measures
- encourage employees to raise health concerns
- ensure compliance with health and safety legislation.

## Commitment

We will:

- conduct initial and ongoing risk assessments to identify health hazards and employees at risk
- consult with employees about health surveillance
- determine the need for health surveillance based on exposure risk and in line with any specific legislative requirements
- inform those who may be affected about the purpose of health surveillance and obtain their informed consent
- consider and co-operate so far as reasonably practicable with a health professional's recommendation to make adjustments to an affected employee's work.

## Provision of services

- Implement specific health surveillance measures for employees identified at risk.
- Use qualified professionals to devise the health surveillance programme and undertake assessments.
- Ensure assessments are proportionate to the level of risk.

## Records and reporting

- We will maintain surveillance records respecting data protection laws.
- We will report findings and any health trends (including any concerns raised by employees identified to management for action.

## Infection control

As an employer, we acknowledge our responsibility to minimise risks associated with workplace exposure to infections for our employees and others. Through effective management and processes, we're committed to implementing and maintaining high infection prevention standards.

- **Risk assessments:** We will conduct suitable and sufficient risk assessments in line with work activities, with dynamic, comprehensive evaluations of infection risks where necessary. The outcomes will guide the control measures to be implemented and communicated to employees.
- **Training and supervision:** We will provide employees with the necessary training, instruction, and supervision, recognising that training needs may vary depending on the employees role.
- **Welfare provisions:** Suitable welfare facilities will be provided to promote high levels of hand hygiene for both employees and visitors.

- **Communication:** We will communicate safe work systems for cleaning, disinfecting, and sanitising surfaces and objects to employees.
- **Cleaning equipment:** Appropriate cleaning equipment will be supplied to all staff.
- **Personal protective equipment (PPE):** Suitable PPE will be provided, along with training on its proper use and removal to minimise the risk of infection transfer.
- **Waste disposal:** Facilities for the safe disposal of hazardous/infectious waste will be available.
- **Monitoring and culture:** A proactive monitoring system will be established to ensure compliance and foster a culture that encourages incident reporting, including near misses. All infection incidents will be thoroughly investigated.
- **Outbreak management:** We will implement strategies to detect, manage, and control outbreaks.
- **Medical advice:** Advice will be sought from medically qualified practitioners regarding any relevant health issues.

Employees must take responsibility for their own and others' health by engaging in training, following safe work systems and instructions, and properly using PPE.

## Information, instruction and training

As part of promoting a positive health and safety culture in our Charity, we will provide suitable information, instruction, and training to all employees, including full-time, part-time, temporary and contract workers, so they can work safely and responsibly.

We will ensure that:

- Employees are provided with resources (time and financial) to receive training to carry out their role
- Information, instruction and training contain sufficient detail on risks and hazards
- Training contains detailed instruction on how to mitigate the risks and hazards involved
- Employees know how to respond to emergency situations
- Training is provided at suitable timeframes and is repeated at suitable intervals. This will include on induction, or when they are exposed to new or increased risk for example due to a change in responsibilities, equipment, or system of work.
- Information, instruction and training is recorded and documented
- The information, instruction and training we provide takes into consideration employees vulnerable persons such as disabled workers, young people,

pregnant workers etc. or those who do not speak English as their first language

- Training will be delivered by those who have the necessary skills, knowledge, experience and qualifications – i.e. competence – to provide training on the specific topic
- There is adequate supervision to make sure everyone understands and behaves in accordance with the information and training provided to them.
- We regularly monitor and review the effectiveness of the information, instruction, and training provided to ensure continuous improvement.

## Legionella

We're dedicated to safeguarding our employees and others from the health risks posed by Legionella bacteria in water systems within our controlled premises.

### Understanding Legionellosis

Legionellosis is a term for diseases caused by Legionella bacteria, including Legionnaires' disease—a potentially fatal pneumonia. Anyone inhaling contaminated water droplets from systems like showers is at risk of infection.

### Risk factors:

- **Bacteria multiplication:** Risk increases in conditions favouring bacterial growth, such as poorly maintained systems and temperatures between 20 – 45°C.
- **Aerosol generation:** Devices creating and spreading aerosols, like showers and cooling towers, heighten exposure risks.
- **Vulnerable groups:** Certain individuals, including those over 45, smokers, and those with weakened immune systems, are at greater risk.

We will perform risk assessments to evaluate the exposure risks from our water systems and activities. Specialists will be engaged for complex systems.

### Duty holder responsibilities

As duty holders, we're responsible for:

- Identifying and evaluating risk sources through comprehensive risk assessments.
- Implementing control measures and developing a Written Scheme for foreseeable exposure risks.
- Appointing a Responsible Person for daily operational control in line with the Written Scheme.
- Ensuring water system equipment is designed to minimise Legionella risks and comply with regulations.
- Providing training and information to personnel involved with water systems.



- Designing water systems to eliminate or reduce Legionella risks.
- Regularly maintaining and monitoring water systems, including temperature checks and bacteria levels.
- Keeping detailed records of risk assessments, control measure implementations, and system operations.
- Reducing scalding risks while controlling Legionella.
- Following RIDDOR reporting requirements for any related incidents.

This policy underlines our ongoing commitment to minimising Legionella risks through committed management practices, continuous monitoring, and following Health & Safety regulations.

## **Lone working**

Lone workers are employees who perform their duties independently, without immediate supervision.

This can include:

- Individuals working alone in workshops, shops, offices, or kiosks
- Employees who work from home
- Employees working outside of standard operating hours e.g. cleaners, maintenance, and security personnel
- Employees operating alone in secluded areas e.g. in a warehouse
- Employees working on their own at outdoor locations

## **Risk assessment and control measures**

- We will conduct risk assessments tailored for lone working, focusing on work nature, environment, and any individual vulnerabilities.
- We aim to eliminate the need for lone working, especially in high-risk scenarios like confined spaces or working at height.
- We will develop and communicate safe work practices for lone tasks.
- We will communicate findings and controls to relevant employees

## **Information, instruction and training**

- We will give our employees training and instruction for working alone so they can identify and address potential hazards.
- Instructions on emergency procedures will be communicated to ensure lone workers can check in or quickly raise an alert for assistance.

### **Health, welfare and resources**

We will establish procedures for regular health and welfare checks which may include the utilisation of scheduled check-ins, buddy systems, or automated check-in devices.

We will make sure our lone workers are fully equipped with the necessary tools and resources for their safety while working. This may involve supplying them with personal protective equipment (PPE), mobile phones, first aid provisions, and vital emergency contact details.

We encourage immediate reporting to managers of any health concerns that could impact lone working safety.

### **Manual handling**

Tasks that involve manual handling, like lifting, carrying, pushing, or pulling loads, can lead to injuries. These risks are heightened when the tasks require awkward movements or if the person has pre-existing injuries. Manual handling-related incidents can happen anywhere in the workplace, no matter the weight of the items being handled.

We're committed to making sure manual handling in our workplace, for all who maybe affected, including employees, contracts and temporary workers, is as safe as possible. We will eliminate or reduce the need for physically demanding tasks as part of our workplace activities where possible, whether on-site or working remotely.

### **Risk assessment and control measures**

We will complete risk assessments in line with current legislation and guidance (if manual handling is necessary and it isn't reasonably practicable for us to avoid it). These assessments will consider the task, individual, load, and environment (TILE).

Where we can't eliminate manual handling we'll implement control measures to reduce the risk of harm to as low as reasonably practicable, we will:

- use lifting aids and equipment,.
- re-design tasks to minimise risk factors, including twisting, bending, and reaching.

### **Information, instruction, training**

We will provide:

- mandatory manual handling training for all relevant persons
- where practicable, and required for safety - information regarding the weight and weight distribution of items handled
- training to cover risks, safe lifting techniques, and use of mechanical aids.
- refresher training regularly, when new risks are identified and if there is any change to the way the task is done.

### **Monitoring**

We will regularly review our risk assessments and safety arrangements to check they're in line with the latest legislation, formal guidance and best practice.

Inspection, maintenance and servicing of lifting equipment will follow the manufacturer's guidelines and legal requirements.

We shall investigate any accidents or injuries reported to us and related to manual handling tasks. Incidents that result in musculoskeletal injuries will be investigated so that we can review our risk assessments and working methods to prevent future occurrences.

## **Stress and mental wellbeing**

We are dedicated to protecting all of our employees from undue stress and enhancing their mental health and wellbeing, treating everyone with respect.

**Risk assessments:** Our goal is to constantly make our workplace's stress, mental health environment and culture better. We'll do risk assessments to spot and reduce any work processes, procedures, and behaviours that could cause stress or harm our colleague's mental health.

**Work Planning:** We aim to minimise the work demands placed on our employees, provide good communication, and where possible, will encourage job rotation to help staff develop and form positive relationships, and support any vulnerable individuals.

**Support from Mental Health First Aiders:** Where it's a good fit, we'll choose and train Mental Health First Aiders. They'll know how to spot common mental health issues at work and guide our employees to the right support.

**Training for early identification:** We'll train our employees and managers to notice early signs of stress and encourage all employees to speak up about stress, mental health and wellbeing concerns.

**Monitoring:** We will continually monitor the work environment for early signs of stress or mental health issues and take appropriate action to protect employees.

**Special considerations for night workers:** We'll make sure night workers can have a free health check regularly.

**Providing support:** We're committed to offering or arranging the right support to tackle stress, mental health and wellbeing challenges for all employees.

We urge our employees to get involved with our stress management and mental health processes and to share any worries as soon as they arise.

## **Method statements**

A method statement sets out in writing how a specific process, project, or activity will be completed from start to finish. The purpose of the method statement is to ensure that higher-risk activities are planned, managed and monitored to ensure they are completed safely.

## **Content of method statements**

Whether a method statement is required will be identified through risk assessment and if one is needed we'll ensure it includes the following:

- An outline of the specific activities to be performed, ensuring task relevance
- Detailed step-by-step completion processes, including required specific procedures.
- safety precautions and control measures to be implemented for the protection of employees and any other individuals impacted by the work.
- Necessary tools, safety equipment and materials for safe, effective task completion.
- Records of individuals' qualifications, training, and experience required to complete the task to demonstrate competency.
- Emergency response actions and potential rescue operations, including emergency contact details and nearest medical facility information.
- Potential environmental impacts of the work.
- Means of ensuring ongoing task surveillance, evaluation for compliance, and adherence to health and safety legal requirements are being met.
- How method statements and associated information such as risk assessments and safe systems of work are to be communicated to employees and any relevant stakeholders involved in the task
- If relevant to ensuring health and safety how and what information should be shared with persons not directly involved in the task.
- Verification of understanding and agreement from all involved parties.

### **Task-specific**

We do not allow method statements that are general in nature. We require them to be task-specific properly reflecting the nature of work to be undertaken.

### **Departure from Method Statement**

Once a method statement is in place it must be followed.

We will not allow the work to begin or proceed if for any reason it cannot be done in accordance with the applicable method statement. Should this occur a new and/or revised method statement will be required.

## **Monitoring, inspection and review**

Health and safety monitoring and review in the workplace are crucial for identifying potential hazards, ensuring legal compliance, and driving continuous improvement in safety practices.

### **Implementing a management system**

- We will implement a health and safety management system that includes proactive and reactive monitoring and reporting. It'll incorporate essential health and safety documentation such as our policy, risk assessments, and safe work systems.
- We will regularly evaluate these components and make necessary adjustments to maintain a safe working environment.

### **Risk assessments and work systems**

- We will conduct thorough risk assessments and establish effective work systems. We'll continually monitor and adapt these systems as needed to minimise risks.
- The competence of subcontractors will also be assessed and monitored to ensure they meet safety standards.

### **Reviewing health and safety performance**

- We will align our health and safety policy with our needs and carry out comprehensive system checks. This includes maintaining a preventive maintenance program for all equipment, following legal and best practice guidelines, and ensuring timely statutory tests and inspections.
- Regular training reviews will be conducted for all employees to ensure ongoing competence and awareness.

### **Accident analysis and employee wellbeing**

- We will analyse accident statistics and trends to prevent recurrence and consistently monitor employee health and wellbeing through surveys, assessments, and regular meetings, taking action where necessary.
- As responsible persons or duty holders, such as landlords or tenants, we will regularly monitor premises, identify hazards, and take appropriate remedial actions to reduce risks to as low as reasonably practicable.

### **Record keeping and employees engagement**

- We will maintain accurate records of all monitoring and inspection activities, retaining them as required by law.
- We will engage employees in the health and safety management system through a consultative process, encouraging their cooperation and prompt hazard reporting.

This policy will be periodically reviewed and updated to ensure it remains effective and complies with legal requirements.

## **New and expectant mothers**

We're dedicated to the safeguarding, wellbeing, and safety of every new and expecting mother. This includes any employees who are pregnant, have given birth in the last six

months, or are breastfeeding. "Given birth" covers delivering a living child or a stillborn child after 24 weeks of pregnancy.

### **Understanding the hazards**

Hazards for new and expectant mothers can range from physical (like manual handling tasks or noise), biological (such as infectious diseases), chemical (specific hazardous substances), to working conditions (including workload, lone working, or stress).

### **Our approach**

- **Risk assessment:** We'll assess workplace hazards that could affect pregnant employees or those of childbearing age, focusing on new and expecting mothers.
- **Early notification:** We urge individuals to inform us as soon as they're pregnant, breastfeeding, or have given birth within the last six months.
- **Risk assessment:** Together with the employees, we'll conduct risk assessments specifically for new and expecting mothers, revisiting general risk assessments to make the workplace safe.
- **Regular reviews:** We'll regularly check the risk assessment, especially as risks change during pregnancy or after returning to work, taking into account medical advice from the employees' GP or midwife.
- **Information and support:** We'll provide all necessary information, training, and supervision to new and expecting mothers, along with monitoring.
- **Rest breaks:** We'll arrange regular rest breaks for new or expecting mothers.
- **Facilities:** We'll provide suitable facilities, like a comfortable restroom, for expectant and breastfeeding mothers.
- **Adjusting work conditions:** We'll make temporary changes to work conditions or hours to reduce risks.
- **Alternative work arrangements:** If there's still an unacceptable risk despite all efforts, we'll try to find suitable alternative work for the new or expecting mother.

We expect our employees to tell us as soon as they're pregnant, to follow safe working practices advice, to report any hazardous situations or concerns immediately, and to cooperate with our health and safety arrangements, including using all safety equipment provided.

### **Personal protective equipment (including respiratory protective equipment)**

It's important to conduct thorough risk assessments to make sure personal protective equipment (PPE) and respiratory protective equipment (RPE) are appropriately selected to protect employees and other persons from hazardous substances or situations in the workplace. We recognise the critical role that PPE and RPE can have in safeguarding against occupational hazards

## **Our commitment**

We will:

- conduct risk assessments and identify the need for PPE and RPE and the type of equipment required. The risk assessments will identify (in order) if the relevant hazard can be (i) eliminated; (ii) replaced; (iii) engineered out; or (iv) administratively controlled. Only if none of these can be achieved will PPE and RPE be appropriate control measures.
- provide appropriate PPE and RPE at no cost, ensuring its compliance with relevant safety standards
- train employees on the correct use, storage, and maintenance of PPE and RPE, considering the safety of others nearby
- regularly review the effectiveness and compliance of PPE and RPE with regulations, HSE guidance and best-practice guidelines.

## **Equipment provision**

Equipment will be selected based on detailed risk assessments, considering the specific hazards present, the work environment, and the suitability of the PPE and RPE to protect against those hazards. We will make sure that all PPE and RPE is compatible and consult employees.

We will maintain accurate records of PPE and RPE distribution, including issue dates, receipt acknowledgments by employees, and detailed records of training and maintenance activities.

## **Training and use**

We will:

- provide comprehensive training on use, maintenance, and storage, such training may include physical demonstrations and where necessary face fit testing for RPE
- keep records of training, maintenance, and inspections.
- conduct inspections to ensure legal compliance and correct use.
- require employees to use PPE and RPE strictly in accordance with their training and instruction and take appropriate action where they do not

## **Maintenance and storage**

- Maintenance and storage procedures will be implemented to ensure equipment is kept in a hygienic, safe, and fully operational state, protected from damage, contamination, and loss.
- Defective or faulty equipment should be reported immediately so that remedial action can be taken. Employees should not use faulty or defective equipment and must not undertake any tasks requiring PPE/RPE without the correct equipment

## **Monitoring and review**

Compliance with this policy will be regularly monitored. The effectiveness of PPE and RPE in preventing health risks will be assessed, with consideration given to introducing health

surveillance programs for employees exposed to significant risks despite the use of PPE and RPE.

## Respiratory infection

Considering challenges like pandemics, the safety and wellbeing of our employees and community are our top priorities. We're dedicated to maintaining a safe and healthy environment for everyone, following relevant health and safety laws and up-to-date official advice.

### Our approach to pandemics

We recognise the unique challenges pandemics bring and promise a flexible, proactive strategy to protect our people's health and ensure our operations continue smoothly.

### Our commitments include:

- **Conducting comprehensive risk assessments:** we will identify pandemic-related risks and put in place effective controls, updating these according to the latest guidance.
- **Following government directives:** we're committed to staying current with and adapting our policies to the latest health directives.
- **Keeping everyone informed:** our team will be kept up-to-date with health and safety changes, engaging in discussions on workplace adaptations for better health practices, including social distancing and visitor policies.
- **Providing protective equipment:** we will supply all necessary personal protective equipment (PPE) and hygiene materials to ensure a safe working environment, even for those working remotely.
- **Offering training and information:** we will equip our team with the knowledge and skills needed to work safely during a pandemic.
- **Supporting flexible working:** to help reduce infection spread, we'll introduce remote work or staggered shifts, where possible
- **Managing pandemic cases:** with clear protocols for suspected or confirmed cases, we'll follow isolation, testing, contact tracing, and reporting procedures as required by law.
- **Promoting wellbeing:** we are focused on supporting our team's mental health, providing access to resources and professional help.

Our pandemic response plan will be continuously improved with new information and best practices.

## Risk assessment



Risk assessments need to be suitable and sufficient, considering both the nature of the work and specific hazards that may be involved. We will ensure that all hazardous tasks are thoroughly risk assessed by a competent person, including consideration of all applicable legislation, guidance and best practice.

We aim for legal compliance and continuous improvement in risk management, prioritising the hierarchy of control measures recognised in relevant law and guidance summarised below:

- **Elimination:** removing hazards entirely through process redesign, if necessary
- **Substitution:** replacing equipment or hazardous substances with articles that reduce risk
- **Engineering controls:** designing physical changes to minimise or isolate hazards
- **Administrative controls:** implementing policies, procedures, and training programs to change work practices
- **Personal Protective Equipment (PPE):** providing necessary protective equipment as a last resort.

### **Communication and consultation**

Communication and consultation are an important part of our strategy and help make sure stakeholders are actively involved in the risk assessment process. Regular reviews and updates of our policy and risk assessments reflect our commitment to staying up to date with current legislative requirements, best practices and ensuring all our risk assessments are suitable and sufficient.

### **Risk assessment process**

Our risk assessment process includes:

- Identifying hazards
- Determining people at risk
- Evaluating risks
- Reviewing existing controls
- Involving the persons at risk in the assessment process
- Identifying additional controls
- Documenting findings
- Communicating significant findings to all affected parties
- Providing training and awareness programs
- Monitoring control effectiveness
- Reviewing assessments at regular intervals, after incidents and updating them, where necessary.

## Safe Systems of Work and Standard Operating Procedures

Safe systems of work (SSOW) and standard operating procedures (SOP) are frameworks that help make sure work tasks, especially high-risk ones, are performed under controlled conditions that minimise health and safety risks. We prioritise safety and wellbeing, and so we'll make sure we reduce risks to "as low as reasonably practicable" through effective risk management.

**SSOW:** these will be designed to identify potential hazards and mitigate the risks before they escalate. By continuously reviewing and updating our procedures to adapt to changing circumstances and prioritising safety at every step, we will create an environment where accidents are minimised.

**SOP:** these will provide clear guidelines for how tasks should be performed. They'll serve as a roadmap for success, ensuring consistency and efficiency across all operations. Through comprehensive training and regular reinforcement, our team members will have the knowledge and skills they need to always follow these procedures.

### Key Considerations

- **Risk assessment:** We will assess risks related to health, safety, and welfare, considering foreseeable events and behaviour and identify the need for SOP's and/or SSOW.
- **Document development:** SSOW and SOP's that are clear, concise, and accessible, including steps for safe execution, necessary personal protective equipment (PPE), and emergency procedures.
- **Review:** Regularly review and update SSOW and SOPs to reflect changes in processes, equipment, or legislation.
- **Best practice:** Follow industry standards and good practice guides for risk reduction. Ensure that SSOW and SOPs reflect any individual needs and capabilities.

### Commitment and Responsibilities

We will ensure:

- competent responsible persons are tasked with developing, reviewing, and updating SSOW and SOPs in line with legislative requirements and best practices.
- employees are trained on and adhere to SSOW and SOPs, and compliance will be continually monitored.
- all those undertaking tasks must follow SSOW and SOPs in place and report any concerns or incidents to their line manager.

## Safe use and handling of flammable liquids

We commit to lower the dangers that come with using flammable liquids at work. We want to build a culture where safety is key, and everyone knows how important this is and helps keep our workplace safe.

### **Understanding the risks**

Flammable liquids can be very risky, causing fires, explosions, and harm to the environment. We've made easy-to-follow rules for safely using, storing, and handling these liquids. Our goal is to make our workplace both efficient and safe for everyone.

### **Keeping everyone safe**

- We'll regularly check and lessen the dangers from flammable liquids to keep all employees and visitors safe.
- Only employees who have been trained and are allowed will deal with flammable liquids. They'll have the right training and know the safety steps. We'll store all flammable liquids in areas made just for them, which are well-aired and follow all the safety rules.
- We'll make sure these areas have everything needed to stay safe, like fire-fighting gear and, if needed, places to wash eyes and shower in an emergency.

### **Labelling and protection**

We will clearly label flammable liquid containers with what's inside and how to handle them safely. Wearing the right safety gear, like goggles, gloves, and clothes that don't catch fire easily, will be a must, following our detailed safety checks.

## **Safeguarding**

Safeguarding protects an individual's health, wellbeing, and human rights; enabling freedom from harm, abuse, and neglect. It is also an integral part of providing high-quality care and support. Safeguarding children, young people, and adults, regardless of their individual mental or physical capabilities is the collective responsibility of everybody working within or on behalf of our company.

Abuse can take many forms including neglect, bullying, financial, sexual, physical, psychological, discrimination and institutional abuse. Key protection groups are children, young people, and adults at risk, such as those with disabilities or receiving home care.

### **Our policy principles are:**

- Empowerment - People being supported and encouraged to make their own decisions and informed consent
- Prevention
- Proportionality
- Protection
- Partnership

- Accountability

We've assigned a Safeguarding Lead to coordinate response procedures and maintain records of concerns, actions, and outcomes.

**Maintenance of records will include:**

- A clear and comprehensive summary of the concern
- Details of how the concern was followed up, investigated, and resolved
- A note of any action taken, decisions reached and the outcome.

Consent is not required to raise concerns in situations like potential crimes, preventing harm, or if the individual lacks decision-making capacity.

We know that not following safeguarding procedures risks significant harm to those we aim to protect.

## **Safety signs**

Safety signs play a crucial role in our workplace by pointing out dangers, sharing important information, and helping everyone stay safe. It's key to have simple rules and clear steps to make the most of these signs.

**Our commitment**

- We'll set aside resources to create, buy, put up, and look after safety signs. A chosen team member will take charge of this, including making plans for spotting hazards, checking them out, and managing them.
- We'll make sure our employees know what different safety signs mean and why they're important. We'll quickly share any changes or new information about these signs. This will help employees report problems fast and follow the advice these signs give, which helps stop accidents and injuries.
- We'll use various safety signs, like those that say "don't do something", warn of dangers, tell you what you must do, show emergency information, or give helpful details. We'll pick these signs based on the message they need to send. When we decide where to put these signs and how they look, we'll make sure they're easy to see, read, and understand, thinking about things like light and anything that might block them.
- We'll regularly check and update our safety signs to keep them working well and current, especially when dangers change or we need to do things differently.

Our aim is to make our workplace safer, stop accidents, and look after the health of our employees, contractors, and visitors.

## **Smoking in the workplace**

We're committed to providing a safe, healthy working environment by creating a smoke-free workplace compliant with UK legislation.

Smoking is forbidden in enclosed (or mainly enclosed) working environments, including company vehicles.

### **Outdoor smoking areas**

We have no obligation to provide an outdoor smoking area but, if we do, it'll be compliant with relevant legislation.

### **Risk assessment**

We will complete a risk assessment identifying who's at risk, what the risks are, and what control measures are to be implemented. We'll do this in consultation with employees and their representatives, where appropriate.

### **Signage**

We will display appropriate 'No Smoking' signs where necessary to remind people of the restrictions.

These arrangements are critical to; control the hazards associated with the effects of second-hand smoke on non-smokers; reduce the risks of fire; ensure compliance.

We will monitor and review their effectiveness regularly, including after any significant changes to the environment and legislative changes.

We aim to provide reasonable assistance and support to those who wish to stop smoking.

Smoking is prohibited within enclosed (or substantially enclosed) working environments, including company vehicles.

We have no obligation to provide an outdoor smoking area.

We will display appropriate 'No Smoking' signs to inform those on our premises of the ban on smoking at or around our premises and remind them of our commitment to maintaining a safe, healthy environment for all.

We aim to provide reasonable assistance and support to those who wish to stop smoking.

## **Storage systems**

To fulfil our operational needs and keep all employees safe, we're dedicated to providing the right storage for all materials and goods we use or handle. This could range from simple filing cabinets and office furniture to commercial shelving, mezzanine floors, or bespoke storage systems.

### **Tailored and safe storage**

We pick storage solutions that fit the materials well, focusing on: safety, cutting down on

manual handling, addressing fire risks, keeping things tidy, and making the best use of space.

We'll do thorough risk checks on these systems, looking at:

- **Installation:** We'll use professional services to make sure everything's set up safely, with the right fixings, safety barriers, and signs during and after setup.
- **Checking and watching:** We'll regularly inspect and monitor our storage, using our trained staff or external experts, to stay safe and meet rules.
- **Being practical:** Storage will be easy to use and right for the load, taking into account the size and weight of materials.
- **Considering the environment:** We'll think about lighting, space above, and existing structures to keep the workplace safe.

### **Training**

Employees dealing with storage will learn the right way to handle things, use equipment safely, and know what to do in storage emergencies.

### **Emergencies**

We'll have plans for storage emergencies, like fires or spills, to protect everyone.

### **Maintenance**

Regular upkeep and checks will make sure storage stays safe and works well. We'll write down what we do to follow rules and see where we can get better.

### **Communication**

We'll ask our employees for ideas on storage and safety to make sure we're meeting their needs.

We'll keep looking at our storage and safety steps to spot new risks and chances to do better, staying ahead in health and safety.

## **Violence and aggression**

Work-related violence includes any abuse, threats, or physical assault happening during work. We recognise the challenges in managing violence and aggression in the workplace and are committed to reducing these risks. By keeping track of incidents and offering support, we aim to tackle potential issues effectively.

### **Recognising vulnerability**

Roles involving public interaction are especially at risk of facing violence. This risk also affects our customers, clients, patients, service users, and students. We're dedicated to protecting everyone's well-being by acknowledging and addressing the possibility of workplace violence.

### **The impact of violence and aggression**

Workplace violence and aggression can lead to:

- Physical harm, possibly causing injury, disability, or death.

- Verbal abuse, including threats, whether in person, online, or by phone. These issues can also cause stress, affect mental health, lower morale, increase staff absences, affect staff retention, and damage our reputation.

### **Risk assessment**

- We'll assess the risk of violence and aggression in all work areas, focusing on prevention and management. This assessment will be done with employees and their representatives, considering training needs, the work environment, and job nature. We'll record the key findings.

### **Instruction and training**

- We'll offer guidance and training on handling workplace violence and aggression during induction and other training sessions. For high-risk situations, we'll provide specialised training on managing challenging behaviour, understanding the legal and ethical implications of restraint, and using therapeutic interventions to reduce restraint. We'll check to ensure these techniques are correctly used and followed.

### **Control measures**

- We might put in place security measures like CCTV, panic alarms, access controls, and systems for those working alone, where needed.

### **Reporting, monitoring, and review**

- We'll document and look into all incidents related to work violence, aggression, or intimidation, reporting them to the Police and relevant authorities as required by RIDDOR. We'll fully support anyone involved in such incidents.
- All incidents should be reported quickly, and everyone must cooperate with our training and strategies for handling violence and aggression.

## **Visit by an enforcement officer**

Health and Safety is our top priority. We understand that Enforcement Officers, appointed by the relevant authorities, may drop by our workplace to ensure we're working in line with the law. They're here to help us maintain a safe and healthy environment, and we welcome their advice and support.

### **Breaches**

If they spot minor breaches in the law, they might give us an informal nudge in the right direction, either verbally or in writing. But for more serious breaches, they have the power to issue a notice of contravention, an improvement or prohibition notice, or even prosecute if necessary.

### **Prosecution**

We see prosecution as a last resort, and it's only considered in cases like failure to comply with notices, significant potential harm, reckless disregard for Health & Safety, repeated breaches indicating poor management response, fatalities and serious

accidents, intentionally not notifying reportable incidents, obstructing enforcement officers or cases of ill health due to substantial legal contraventions.

### **Compliance**

We're all in this together, and we value our relationship with the Enforcement Officers. That's why we will keep all our Health & Safety documents up-to-date and ready for inspection. This includes policies and procedures, risk assessments, training records, maintenance and inspection records, health records, and emergency plans.

When Enforcement Officers visit, we all have a part to play. We won't stand in their way or obstruct their work. Instead, we'll cooperate, follow all reasonable instructions, and do everything we can to ensure our workplace is safe and compliant with Health & Safety regulations. We'll afford all the assistance and facilities to which the enforcement officer is entitled at law.

## **Waste disposal**

Our policy is designed to minimise our environmental impact through the prevention, reuse, recycling, or recovery of waste. This approach promotes sustainability and continuous improvement in our waste management practices.

### **Conducting waste audits**

We will perform waste audits to classify the types of waste we generate. This is crucial for:

- Enhancing the effectiveness of our resource usage.
- Choosing products with less packaging or that are reusable.
- Preferring digital formats over printed documents wherever feasible.

### **Responsible disposal practices**

For waste that requires disposal, like confidential, hazardous, clinical, or liquid waste, we will manage it responsibly. This includes using registered waste management companies to transfer waste to licensed disposal facilities, with waste transfer notes kept for accountability.

We will maintain transparency and seek feedback through communication and consultation to ensure our practices align with stakeholder expectations. Training will be provided as necessary.

### **Safe and secure waste storage**

All waste will be stored securely in designated areas, marked with appropriate signage to prevent hazards like trips, fires, or vermin risks.

### **Waste facilities usage**

The facilities will be used exclusively for business-related waste. Anyone can report concerns such as damage, spillage, or overflowing materials to management.

We will regularly review and update our policy to reflect our commitment to current legislative requirements and best practices in waste management. This ensures we remain compliant and proactive in our environmental responsibilities.



## **Welfare**

We're dedicated to providing welfare provisions for our employees and others who might use our premises occasionally, like clients, visitors, and contractors. We'll consider the overall working environment and surrounding areas in our planning.

### **Managing workplace hazards**

We'll identify workplace hazards to prevent accidents, injuries, and ill health. This involves carrying out thorough risk assessments and putting in place suitable control measures to reduce risks to a safe level, as much as reasonably possible.

### **Assessing the working environment**

We'll check the general working environment and safety needs, covering:

- Ventilation.
- Managing indoor temperatures, including the effects of working in hot and cold settings.
- Lighting.
- Security.
- Areas to rest, drink, and eat away from contamination risks.
- Providing drinkable water.
- Access to toilets and washing facilities.
- Changing rooms and storage for clothes.
- Suitable workstations and seating.
- Enough room dimensions and space.
- Keeping places clean and managing waste.
- Keeping floors and paths in good condition.
- Safely using escalators and moving walkways.
- Making sure doors, windows, gates, and walls, especially those that are clear or see-through, are safe.
- Preventing falls or injuries from falling objects.
- Reducing risks from passive smoking.
- Ensuring the safe use of lifts, window restrictors, and finger guards where needed.

### **Inspection and maintenance**

We'll carry out regular checks and upkeep to spot any safety risks and fix them right away.

### **Using welfare facilities responsibly**

The welfare facilities are there for everyone's benefit. Employees must use them

properly, avoiding damage or misuse. Any damage or problems should be reported immediately for repair and maintenance.

## **Work equipment**

Work equipment is essential in various operational aspects of our Charity. Ensuring it's provided and used safely in line with UK legislation is key to protecting our employees and those affected by our work activities.

### **Managing work equipment risks**

#### **Risk assessments and control measures**

We will complete thorough risk assessments for all work equipment, considering things like the equipment's suitability for the job, maintenance requirements, and potential hazards.

We will only provide equipment that complies with relevant safety standards, is CE or UKCA marked where required and is suitable for the intended use. We will also consider accessibility and ergonomics to reduce the risk of musculoskeletal injuries and we'll take account of noise and vibration levels, where relevant.

Where necessary, we will make sure we comply with manufacturers' safe operating procedures, and that any safety features are implemented and maintained in line with manufacturer instructions, legal requirements, guidance and industry best practice. This will include, but is not limited to:

- measures (such as guarding) to prevent access to dangerous parts
- appropriate controls, including stop and emergency stop controls
- any appropriate safety markings and warnings
- suitable lighting and stability
- any specific control measures required by legislation

Where appropriate, we will also develop and implement suitable emergency procedures.

#### **Inspection and maintenance**

We will establish a preventative maintenance schedule for each piece of equipment to check it remains safe to use at all times. This will include any pre-use checks, specific inspections, testing and/or thorough examinations in line with manufacturer instructions, legal requirements, guidance and industry best practice. Before any repair, maintenance and cleaning tasks, the equipment must be safely isolated.

#### **Information, instruction and training**

Employees will receive comprehensive training on the safe use, handling, and storage of work equipment, including understanding potential risks, control measures including guarding, and emergency procedures including how to use emergency stop devices.

Faulty or defective equipment, including equipment where guards or other safety devices have been removed or defeated, must not be used and must be reported immediately.

Specific training will be provided for equipment that requires a higher level of competency or qualification to operate, and we will restrict the use and maintenance of such equipment to those who are trained and authorised. Where necessary, for ensuring safety we will also limit or restrict the use of certain equipment by specific groups of employees, e.g. young workers.

### **Monitoring and review**

We will retain records of work equipment maintenance, including modifications, where necessary.

Incidents and near misses involving work equipment will be investigated to identify and implement improvements in our practices.

### **Health surveillance**

Where exposure to risks can't be eliminated - such as vibration, noise, or ergonomic issues - we will organise appropriate health surveillance to detect early signs of work-related health effects.

## **Working at height**

Working at height refers to any activity where a person could fall a distance that could cause injury. This applies also to access equipment and any surface (either elevated or ground level) where there's a risk of falling, as well as the risk of objects falling and causing injury while work at height is taking place.

Where we work at height, we will make sure the work is properly planned, supervised and carried out safely by competent persons.

### **Risk assessment and safe system of work**

We will conduct risk assessments of all activities where falls from height could happen - considering visitors and contractors, too - and establish suitable control measures to prevent falls.

We will avoid working at height if it's reasonably practicable for us to avoid it. If working at height can't be avoided, we will prioritise protection methods to minimise the risks and if this isn't possible personal protective equipment (PPE) will be used. If there's still a risk of people falling, we will implement measures to minimise the distance or consequence of the fall.

When working or storing materials at height we'll prevent objects from falling to avoid injuries to people below. If it isn't reasonably practicable to prevent objects from falling, we'll take steps to prevent people being struck.

We will design and implement safe systems of work to ensure that work is properly planned, supervised, carried out by competent people and that there are appropriate emergency and rescue procedures.

### **Equipment**

We will make sure any equipment used to control risks is suitable and fit for purpose, in line with relevant statutory requirements. It'll be regularly checked and inspected - including pre-use checks and necessary statutory inspections by a competent person - with suitable records kept. Defective equipment must be taken out of use and reported.

**Information, instruction and training**

Employees will be provided with appropriate information, instruction and training so they can avoid working at height where reasonably practicable, or work safely if it isn't. We will ensure training is completed by competent, qualified professionals to ensure our employees are competent in working at height. Where it's possible that they may be exposed to work at height risks, visitors and contractors will also be provided with sufficient information and instruction to keep themselves and others safe on site. Records of this will be kept.

**Monitoring and review**

Work at height activities will be monitored, including investigation of accidents and near misses. We will review risk assessments, systems of controls, and additional procedures periodically and when required (for example, following incidents or significant changes).

**Work-related ill health and occupational disease**

We will ensure a safe and healthy working environment for all employees, and part of that commitment involves identifying, preventing, and managing work-related ill health and diseases. We recognise workplace stress, sickness, and unsafe practices contribute to absence and injury.

**Key areas of focus**

Our efforts will centre on preventing and managing such health issues as:

- Occupational lung disease
- Asbestos-related disease
- Musculoskeletal disorders
- Stress, depression and anxiety
- Occupational cancer
- Work-related skin disease
- Hand-arm vibration
- Noise-induced hearing loss.

**Risk management**

We'll conduct risk assessments to identify and control health and safety risks from work activities. This includes health surveillance as needed.

Risk assessments will be reviewed annually or upon significant changes to ensure relevance and continuous improvement.

**Expectations**

We expect employees to:

- Not interfere with safety measures
- Report Health & Safety concerns promptly or personal health issues that may affect them at work

- Take care of their own Health & Safety
- Cooperate with Health & Safety control measures

### **Our commitment**

We commit to:

- Providing adequate training on health risks and occupational diseases.
- Engaging and consulting with employees on Health & Safety matters.
- Ensuring the safe storage of harmful substances.
- Maintaining safe equipment, machinery, and working conditions.
- Provide health surveillance where workers may be exposed to risks that could result in occupational diseases or conditions
- Protect the confidentiality of employees health information

We'll align with other business policies, like employees wellbeing, to enhance workplace safety.

### **Young persons**

We acknowledge legal obligations and restrictions concerning individuals under 18 and work experience. Before young persons start work, we will assess associated risks and provide necessary information.

After leaving school, young persons must continue education, start apprenticeships, or engage in part-time education while working. We recognise their lack of experience and will tailor risk assessments accordingly, focusing on:

- Providing appropriate health and safety information, training, and supervision.
- Evaluating exposure to various hazards and assessing the work environment and equipment.
- Communicating risk assessment results to parents/guardians and relevant educational institutions.
- Collaborating with schools/colleges for work placements and compliance with regulations.

We will ensure tasks assigned to young persons are within their capabilities and provide necessary protective equipment. They must report hazards, cooperate with workplace arrangements, and follow instructions.

We will prioritise emergency procedures, supervision guidelines, regular reviews, consultation, health surveillance, education programs, record-keeping, and integration into the overall safety culture.