



OUR POLICY ON HEALTH AND SAFETY

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What's this policy about?

We believe in high standards of health and safety and want to foster a positive health and safety culture in our organisation.

The purpose of this policy is to provide you with clear information, instruction and supervision on health and safety matters.

Is this policy part of my contract of employment?

No, and we can change this policy at any time, but if any changes are made, we'll always make you aware of them. We may also vary things like time limits, if we feel we need to.

Who's covered by this policy?

This policy applies to all employees, directors and other officers, workers and agency workers, volunteers and interns. We also require in any contracts with self-employed consultants or contractors that they comply with this policy, and we'll make sure they're given access to a copy. All these people are referred to as '**Staff**' in this policy.

Who's responsible for this policy?

While Directors have overall responsibility for health and safety, and the operation of this policy, all Staff share responsibility for helping us to achieve healthy and safe working conditions.

In this context, please consider the implications of your actions, or any failure to act, and take reasonable care for your health and safety and that of others. More detailed responsibilities for different Staff are set out below under **Your health and safety responsibilities**.

Please take the time to read and understand this policy, and go back to your manager with any questions you may have.

Our health and safety commitments to you

To help provide and maintain a healthy and safe work environment, we are committed to:

- providing and maintaining adequate controls of the health and safety risks related to our work activities,
- working to prevent accidents and work-related ill health
- maintaining safe and healthy working practices while you're on our premises, working from home or working elsewhere on our behalf,
- maintaining adequate welfare and hygiene facilities at our work premises,
- providing and maintaining safe plant and equipment,
- using and maintaining the proper equipment you need for any tasks, including Personal Protection Equipment where needed,
- ensuring the safe handling and use of substances,
- providing you with clear health and safety information, instructions and supervision,
- consulting with you on matters affecting your health and safety,
- ensuring you have the skills to complete your work tasks safely,
- providing you with adequate training on the health and safety aspects of your roles and our general workplace practices,
- ensuring the safety of our clients and customers at all times, and
- implementing our emergency procedures, if needed.

Your health and safety responsibilities

Below are some of the specific responsibilities for Directors, managers and all our Staff under this policy.

a) Directors

Directors are responsible for:

- ensuring that adequate resources are available to implement this policy effectively,
- ensuring accident and incident reporting and risk assessments are completed and reviewed regularly,
- assigning Staff appropriate levels of health and safety accountability, and ensuring those individuals fulfill their responsibilities,
- promoting safe conduct at work, and
- setting a personal example and role model of good practice.

b) Managers

Managers are responsible for:

- understanding our approach to health and safety management, making sure they and all Staff they manage follow our approach,
- helping us to improve our health and safety culture,
- promoting and encouraging safe workplace behaviours,
- ensuring all materials, equipment (including Personal Protective Equipment (PPE)) and working conditions are fit for purpose, safe and maintained,
- ensuring risk assessments are in place for any significant hazards, and actions are taken to control these risks to an acceptable level,
- reporting and investigating all accidents, incidents or work-related ill health, and taking appropriate steps to prevent them happening again,
- providing appropriate health and safety training to all new Staff,
- asking for external health and safety support when necessary, and.
- setting a personal example and role model of good practice.

c) All Staff

All Staff are responsible for:

- understanding our approach to health and safety management,
- following our health and safety rules, policies and guidance,
- helping us to improve our health and safety culture,
- reviewing any risk assessments or safe systems of work which relate to your work activities, and following any instructions for the use of equipment, including PPE,
- making sure you keep equipment you use in a good and safe condition, reporting any faults or concerns,
- setting a personal example and role model of good practice, particularly by working cooperatively with other Staff, and
- notifying your manager or a Director of any health and safety concerns you may have.

Risk assessments

Risk assessments is at the core of managing health and safety. We'll carry out assessments for all activities that may pose a significant risk to our Staff or anyone else who may be affected by our work.

They'll be completed and reviewed annually, or as needed if we identify any additional

hazards, potentially unsafe working practices or accidents/incidents.

If an assessment identifies the need for changes to our workplace or working practices, these will be considered by the manager of that area.

Directors are ultimately responsible for the content of all assessments, however your manager may ask you to carry out an assessment or to be otherwise involved.

You can see copies of risk assessments by asking your manager. You're welcome to review any assessments and make suggestions.

Accident reporting and first aid

Certain accidents must be reported to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). These include:

- **Death of any person** if it arises from a work-related accident,
- **Seven-day injuries**, which is when a work-related accident results in someone having more than seven days off work in a row, and
- **Specified injuries**, which includes broken bones, amputations, injury that may lead to sight loss, crush injuries, burns or scalding, loss of consciousness caused by head injury and injuries in confined space. (Full details are available on the [HSE website](#).)

Please also record any accidents at work involving personal injury or damage to property in the Accident Book, which is available from your manager. If it results in an investigation, we'll ask for your cooperation.

We also record 'near misses', so we understand if an incident had the potential to cause injury or damage. The difference between no injury and serious injury can be chance – we may not be so lucky next time.

Details of first-aid facilities and any trained first aiders are displayed in the Health and Safety Documents section of our HR software, and at our work premises.

Welfare and hygiene

While at work, we ask that you:

- wash your hands frequently,
- use cleaning materials we provide to clean surfaces in common areas after use, and
- report any welfare or hygiene concerns to your manager or a Director straightaway.

We'll do our best to make sure that any workspace we provide:

- is adequately lit, heated, ventilated and kept clean,
- gives Staff access to toilets, handwashing facilities and other hygiene measures,
- has access to clean drinking water, and
- is smoke-free.

National health alerts

If there is an epidemic or pandemic alert, we'll try to reduce the risk of infection at work as much as possible.

We'll follow official guidance, we'll look at the way our business and operations are organised, and we'll provide advice on steps you can take to help. This might involve hygiene, social distancing and ventilation measures. Please let your manager know if you have any questions.

It's important for everyone's health and safety that you follow our instructions and any

government regulation or official guidance in these circumstances, even outside of the workplace. Failure to do so may be dealt with under our Disciplinary Procedure.

Using equipment

In accordance with their responsibilities described above under **Your health and safety responsibilities**, your manager will provide you with safe and properly maintained equipment, with any necessary safety devices installed. They will also make sure you get any PPE you need to use the equipment.

Equipment must be used in accordance with operating instructions, instructions given by managers and any relevant training. Any concerns about damage to or faults with equipment, or its use, need to be reported straightaway to your manager.

Please don't attempt to interfere with or repair equipment unless you're trained to do so.

Failure to report damage or faults, or failure to use it as instructed may result in action under our Disciplinary Procedure.

Computers and display screens

If you regularly use a computer screen or other Display Screen Equipment ('DSE') for your work, try to take frequent short breaks from looking at the screen.

We're happy to provide you with a workstation assessment, or you can undertake a self-assessment using the [DSE Workstation Set-Up Checklist](#).

We'll also pay for you to have an eye test from an optician. Your optician will let you know how often to have an eye test, but it will usually be every two years. However, if you have any visual difficulties that might be caused by DSE work (such as headaches, eyestrain or difficulty in focusing) you can request an additional eye test at any time.

We won't pay for your glasses or contact lenses, unless the optician advises that you need glasses specifically designed for the distance of the DSE work, and which can't be corrected by normal glasses or contact lenses. If this happens, please leave these glasses/lenses at your workplace overnight.

If you would like a workstation assessment or an eye test, please ask your manager.

Manual handling, hazardous materials and electrical equipment

During your induction, you'll be given information about

- lifting and carrying loads,
- potentially hazardous substances you may come across during your work, and
- any electrical equipment use.

Please use safe handling techniques and know your own limits – think first. Relevant training materials are available on our HR software, in the Health and Safety Documents section under Training.

You may also be given extra information about their use during the course of your employment, such as at Staff meetings and briefings.

Standards of workplace behaviour

In addition to your responsibilities set out under **Your health and safety responsibilities** above, please cooperate with your colleagues and managers on health and safety matters and follow any health and safety instructions. Let us know if you have any ideas on how to

improve business performance and safety at work.

Report any health and safety concern, however trivial it might seem, to your manager. This includes potential risks, hazard or malfunction of equipment.

We'll need your cooperation during the investigation of any accident or incident that has led, or which we think might have led, to injury.

Failure to comply with health and safety rules and instructions or any other requirements of this policy may be treated as misconduct and dealt with under our Disciplinary Procedure.

Information and consultation

This policy is part of our commitment to providing clear information, instruction and supervision on health and safety matters for all Staff.

We are also committed to consulting you on our arrangements for health and safety management.

You'll be shown our 'What you need to know' Health and Safety Executive poster, and our Health and Safety Policy Statement during your induction. They are also on display at our work premises.

You can find these documents on our HR software, and we will make copies available to any other Staff who request them.

Working alone

We try to avoid Staff working alone. However, we understand that Staff may need to work alone from time to time, but this will only happen after we've done a risk assessment.

Our risk assessment will look at the nature of the work, the workplace and the specific risks to the individual. Where we decide that it's not possible for the work to be done safely by one person, we'll make arrangements to provide back up and assistance.

Staff who work alone will also be given instruction and training on recognising risks, any precautions to take and how to request assistance.

Especially vulnerable people

Especially vulnerable people may be young people (employees under the age of 18), new and expectant mothers, or those with underlying health conditions or restricted mobility. We understand they may face increased risks in the workplace, so we'll complete risk assessments to make sure they're appropriately protected.

In the case of young people, we'll aim to provide training that doesn't assume prior knowledge of the working environment to prevent any risks due to inexperience. We'll also provide the following working conditions for young people:

- working hours limited to eight hours per day or 40 hours per week,
- 30-minute breaks, if they're required to work more than four and a half hours at a time,
- 12 uninterrupted hours of rest in each 24-hour period they work, and
- two days off each week (which cannot be averaged over 2 weeks).

Emergency evacuation and fire precautions

Our Fire Risk Assessment is meant to help us minimise the likelihood of a fire on our premises. If there is a fire, it also helps us ensure that we'll have no casualties and minimal effects on our business and operations.

Please familiarise yourself with the instructions on what to do in the event of a fire or the alarm

sounding (which will also be covered during your induction). This includes knowing where the fire extinguishers are and that you're aware of your nearest fire exit and alternative ways of leaving the building in an emergency.

Notify your manager as soon as possible if there's anything that might get in the way of your escape in the event of a fire, such as reduced mobility.

Regular fire drills will be held to help make sure that our fire procedures are effective and that you're familiar with them. These drills are important and must be taken seriously.

If you discover a fire, don't attempt to tackle it unless you've been trained and feel competent to do so. Use the nearest fire alarm and close doors to contain the fire, and inform the person in charge of the location and details of the fire.

If you hear the fire alarm, please remain calm and evacuate the building immediately (without running). Don't stop to collect personal possessions, and don't use the lifts or re-enter the building until you're told that it's safe to do so. The 'senior person present' will take control of the situation and may ask you for assistance, such as preventing others from entering the building.

And that's it... for now

We understand that things change, so we'll continue to review the effectiveness of this policy and make sure it's achieving its objectives.