

St Andrew's Healthcare

Health and Safety Policy Manual

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1.0 INTRODUCTION

This Health and Safety manual contains our Health and Safety Policy as required by the Health and Safety at Work etc Act 1974 and defines the way we manage the health and safety hazards and risks associated with our business, premises and activities.

St Andrew's Healthcare are committed to managing health and safety effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset.

Our Health and Safety Policy Statement sets out our commitment and the objectives we aspire to in managing health and safety. It is signed by the most senior person in our Charity to demonstrate that our commitment is led from the top.

Our approach to managing health and safety will be pragmatic and proportionate and will be prioritised according to risk with the objective of maintaining continuous improvement. We accept that we cannot eliminate risk from everything we do but we can manage risk in such a way that exposure to hazards is controlled as far as is reasonably practical.

We recognise that improvement in health and safety will not happen by chance and that planning to manage using a systematic approach through risk assessment is a necessary first step and an ongoing process. We will wherever possible eliminate risk through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated, they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection.

Our success in managing health and safety will be measurable and we look to establish performance standards against which we can monitor our progress to identify future actions to go into our improvement programme.

Based on our performance measurement in the form of accident monitoring, internal monitoring and external audits we will review our health and safety arrangements periodically and at least annually. The results of our measurement will be recorded and presented to the Board in our Annual Report.

2.0 HEALTH AND SAFETY POLICY STATEMENT OF INTENT

The management of St Andrew's Healthcare recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the Charity's activities, and that managing health and safety is a business-critical function.

In order to discharge its responsibilities, the management will:

- bring this Policy Statement to the attention of all employees
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our employees on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment
- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety
- provide information, instruction and supervision for employees
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

Signed: 

Dated: 30 March 2026

Name: Dr Sanjith Kamath

Position: Executive Medical Director and
Deputy Chief Executive Officer

2.1. ENVIRONMENTAL POLICY STATEMENT

The management of St Andrew's Healthcare recognises that the day-to-day operations can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practice wherever possible. We will work to integrate environmental considerations into our business decisions and adopt greener alternatives wherever possible, throughout our operations.

In order to discharge its responsibilities, the management will:

- bring this Environmental Policy Statement to the attention of all stakeholders
- carry out regular audits of the environmental management system
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to the environment, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- ensure that emergency procedures are in place at all locations for dealing with environmental issues
- establish targets to measure the continuous improvement in our environmental performance
- identify and manage environmental risks and hazards
- improve the environmental efficiency of our transport and travel
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- minimise waste and increase recycling within the framework of our waste management procedures
- only engage contractors who are able to demonstrate due regard to environmental matters
- prevent pollution to land, air and water
- promote environmentally responsible purchasing
- provide adequate resources to control environmental risks arising from our work activities
- provide suitable training to enable employees to deal with their specific areas of environmental control
- reduce the use of water, energy and any other natural resources
- source materials from sustainable supply, when practicable.

This Environmental Policy Statement will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all stakeholders.

Signed: 

Dated: 30 March 2026

Name: Dr Sanjith Kamath

Position: Executive Medical Director and
Deputy Chief Executive Officer

3.0 ORGANISATION FOR HEALTH AND SAFETY

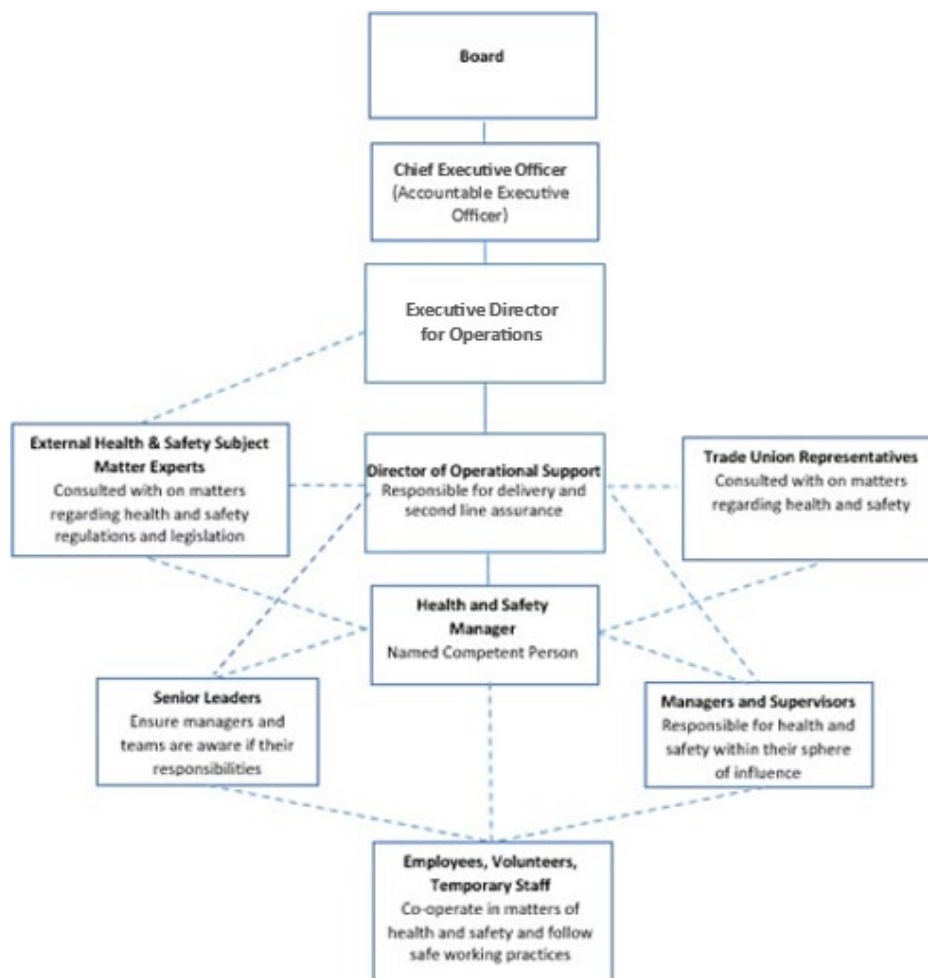
The overall responsibility for health and safety rests with the Board and Chief Executive Officer level. However, it is the responsibility of every employee to co-operate in providing and maintaining a safe place of work.

This part of our policy allocates responsibilities to line managers to ensure employees understand their roles and responsibilities in controlling any factors that could lead to ill health, injury, or loss.

Managers are required to provide clear direction and accept responsibility to create a positive attitude and culture towards health and safety.

The following positions have been identified as having key responsibilities for the implementation of our health and safety arrangements:

Organisational chart



Reporting lines

The 'ward to board' reporting lines present the local and central arrangements, whereby the Health and Safety Committee reports into the Executive Committees and up to the Board.



4.0 HEALTH AND SAFETY RESPONSIBILITIES

Board of Directors

The Board has the ultimate responsibility for the health and safety of St Andrew's Healthcare but discharges this responsibility through the Accountable Executive Officer down to individual managers, supervisors and employees.

The Board is responsible for nominating an Accountable Executive Officer with responsibility for health and safety. The Board will ensure:

- they provide leadership in developing a positive health and safety culture throughout the Charity
- decisions reflect the Charity's health and safety intentions and statutory responsibilities
- adequate resources are made available for the implementation of the health and safety strategy
- they review the health and safety performance of the Charity on an annual basis, as a minimum

Chief Executive Officer

The Chief Executive Officer (CEO) has overall accountability for health and safety and for ensuring, so far as is reasonably practicable, the health, safety and welfare of service users, staff, volunteers and others who may be affected by the Charity activities.

The CEO may delegate responsibility for the implementation of the health and safety policy to another Executive Director as the named Accountable Executive Officer (AEO).

The Chief Executive has responsibility to:

- approve and sign the 'Statement of Intent for Health and Safety at Work' annually and ensure it is communicated across the Charity
- ensure adequate resources are made available for the implementation of the policy and to achieve the objectives set out in the Statement of Intent
- with support from the AEO and the Director of Operational Support, ensure compliance with all health & safety legislation and the implementation of the Health and Safety Policy
- review safety performance in association with the AEO, Director of Operational Support, Head of Internal Audit and Risk, and Health and Safety Manager

Accountable Executive Officer (AEO)

The AEO for Health and Safety can be held either by the CEO or an executive director delegated by the CEO. The AEO is responsible for ensuring safe systems of work are implemented in line with policy, processes and procedures, to ensure the Charity complies with its statutory obligations under the Health and Safety at Work etc. Act 1974. They shall ensure:

- the Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required
- a health and safety plan of continuous improvement is created and senior management monitor progress against agreed targets
- suitable and sufficient resources are provided to meet all health and safety requirements
- a positive health and safety culture is promoted and that management develop a proactive safety culture which will permeate into all activities undertaken and reach all personnel
- an annual report on the safety performance of the Charity is presented to the Board

Director of Operational Support

The Director of Operational Support is accountable to the AEO and has operational responsibility for ensuring the Charity is complying with its statutory obligations under the Health and Safety at Work etc. Act 1974. They shall:

- ensure adequate arrangements are in place to meet the requirements of the Policy, and escalate any resourcing barriers to delivering the strategy
- bring health and safety matters to the attention of the AEO, Executive team, and the Board of Directors at regular intervals
- report to the AEO and Quality and Safety Committee (QSC) any actions taken by enforcement agencies, both formal and informal, and monitor progress made by the Charity in complying with legislation, statutory requirements
- ensure a competent person is appointed to advise the Charity on its health and safety obligations
- institute and chair a health and safety governance and decision-making committee to act as second line assurance of the health and safety arrangements, to verify health

and safety performance of all areas of the Charity and to escalate any reporting to QSC

- ensure the regular review of health and safety policies, procedures and safe systems of work to reflect legislation and organisational changes
- ensure an effective health and safety strategy is developed to assist the Charity in achieving the policy aims
- ensure an annual health and safety Charity wide objective is in place to achieve statutory compliance, ensuring health and safety advice is sought from competent persons, to support the Charity discharging its general and specific duties under the Health and Safety at Work etc. Act 1974 and all relevant regulatory provisions
- prepare an annual Board report

Senior Leaders

Senior leaders, including Directors and Heads of Departments, are responsible for ensuring work activities, so far as is reasonably practicable, are undertaken safely and without risks to the health and safety of our service users, staff, volunteers and others. All senior leaders have a responsibility to implement this policy and ensure safe systems of work are adhered to. They shall:

- ensure own awareness and understanding of legal duties and responsibilities for health and safety within their area of responsibility, span and control
- familiarise themselves with, and act upon the requirements of the Charity's health and safety policies, rules, and procedures.
- seek advice from the competent person on health, safety and welfare issues, where they cannot be resolved at local level
- promote the requirement for adequate arrangements for identifying staff's health and safety training needs to be in place, and that appropriate safety training and supervision is provided at all levels
- ensure the appropriate level of training, instruction, information and supervision is in place for all employees under their control/remit
- take responsibility for ensuring own knowledge and awareness of significant health and safety risks within their area of authority and understand the arrangements, procedures and controls required to manage these effectively.
- ensure that all work equipment and professional services are procured in full compliance of all applicable health and safety legislation, approved codes of practice and standards. This responsibility extends to ensuring due diligence of any work equipment is fit for the purpose that it is required and maintained in accordance with all applicable health and safety regulatory requirements
- ensure first line assurance activity is in place to monitor and review compliance with safety policies, procedures
- workplaces and work activities under their control are regularly risk assessed, and controls implemented to ensure the risk is lowered to a low a level as is reasonably practicable
- ensure arrangements are in place for regular meetings with employees and patients to discuss health and safety matters
- promote and role model positive safety culture

Managers

Managers, supervisors and team leaders will ensure that in their areas of responsibility and control:

- they actively lead the implementation of the Health and Safety Policy
- they supervise their teams and individual employees to ensure that they work safely, providing increased supervision for new and inexperienced employees
- safe systems of work are developed and implemented
- risk assessments are completed, recorded and regularly reviewed
- accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported
- they communicate and involve employees on health and safety issues
- they encourage employees to report hazards and raise health and safety concerns
- safety training for employees is identified, undertaken and recorded to ensure staff are competent to carry out their work in a safe manner
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented
- premises, plant and work equipment are maintained in a safe condition
- statutory examinations are planned, completed and recorded
- personal protective equipment (PPE) is provided, employees instructed in its use and that records are kept
- adequate arrangements for fire and first aid are established
- any safety issues that cannot be dealt with are referred to the Health and Safety Manager or health and safety team for action
- welfare facilities provided are maintained in a satisfactory state
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures
- health surveillance is carried out and records are kept
- contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures
- health and safety notices are displayed
- agreed safety standards are maintained particularly those relating to housekeeping
- health and safety rules are followed by all

Supervisors and Team Leaders

Team Leaders and Supervisors will ensure that in their areas of responsibility and control:

- they implement our Health and Safety Policy
- they supervise their employees to ensure that they work safely, providing increased supervision for new and inexperienced workers
- they communicate and consult with staff on health and safety issues
- health and safety rules are followed by all
- they encourage employees to report hazards and raise health and safety concerns
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff

- any safety issues that cannot be dealt with are referred to a senior manager for action
- safety training for employees is identified, undertaken and recorded to ensure they are competent to carry out their work in a safe manner
- safe systems of work are developed and implemented
- accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported
- personal protective equipment is readily available and maintained, and relevant employees are aware of the correct use of this and the procedures for replacement
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures.

Health and Safety Manager

The Health and Safety Manager will ensure that:

- management are advised of relevant changes in health and safety legislation, codes of practice and industry standards
- risk assessment requirements are co-ordinated, and the implementation of any action required is monitored
- risk assessments are reviewed regularly, and any changes are brought to the attention of employees who may be affected
- regular meetings are held where health and safety issues can be discussed, progress made against objectives and plans monitored and actions decided
- provide advice on health and safety training requirements
- details of accidents, dangerous occurrences or diseases that are notifiable are reported to the Enforcing Authorities
- assist Managers in investigating and recording accident investigations
- contact with external organisations such as the emergency services for inspections and visits is co-ordinated
- health surveillance assessment requirements are identified and advised to management
- the schedule of statutory examinations of plant and equipment is maintained, and managers are made aware of impending examinations

Health & Safety Advisors

Health and Safety Advisors will, under the direct guidance and supervision of the health and safety manager:

- oversee the workplace environment and ensuring compliance with safety policies and regulations
- conduct risk assessments, inspections and audits to identify and eliminate hazards and monitor compliance
- develop, implement and monitor the safety management system, safety procedures, documentation and audit system
- demonstrate safe operational procedures and provide training and advice to employees and managers
- liaise with health and safety regulatory authorities
- investigate incidents and accidents

- promote the health, safety and well-being of employees

All Employees and Bank Workers

All employees and bank workers must:

- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their actions
- observe the safety rules
- comply with the Health and Safety Policy
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- use all equipment, safety equipment, devices and protective clothing as directed
- avoid any equipment modifications and improvisations of any form which could create an unnecessary risk to personal safety and the safety of others
- report any safety hazard or malfunction of any item of plant or equipment to their manager/supervisor
- report all accidents and injuries in DATIX and to their manager/supervisor, whether an injury is sustained or not
- Use the DATIX system for the recording and reporting of incidents, injuries, and near misses
- attend as requested, any health and safety training
- observe all procedures for; activities, processes, materials and substances used
- observe the fire safety policy, evacuation procedures and the position of all fire equipment and fire exit routes.

Volunteers

All volunteers must:

- co-operate with management in relation to health and safety and ensure they follow all requirements set out in the health and safety policy and procedures
- attend any training required by the Charity to support the safe systems of work of all activities
- use work equipment, safety devices, personal protective equipment and safe systems of work in accordance with the guidance, operating instructions and training provided
- bring to the attention of management any hazardous or potential risk situations
- report any accident, incidents or near misses to their supervisor, in accordance with the Charity's incident reporting policies and procedures
- take reasonable care for the health and safety of themselves and of other persons who may be affected by our acts or omissions at work

Contractors and Agency Workers

All contractors must:

- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their work and actions
- observe the safety rules
- submit their health and safety policy and relevant risk assessments for approval
- comply with and accept the health and safety policy, conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- dress sensibly and safely for their particular working environment, work activity and occupation
- conduct themselves in an orderly manner in the workplace
- use all equipment, safety equipment, devices and protective clothing as directed
- avoid any modifications and improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- maintain all equipment in good condition and report defects to their supervisor
- report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- report all injuries, accidents, incidents and near misses to their supervisor, whether an injury is sustained or not
- attend as requested any health and safety training course
- observe all procedures for; activities, processes, materials and substances used
- observe the fire safety policy, evacuation procedure and the position of all fire equipment and fire exit routes

Fire Wardens

Fire Wardens will ensure that in their designated area of responsibility they:

- monitor the general fire safety of the area that they have been allocated to
- check corridors and walkways to ensure combustible materials are not stored there
- monitor escape routes to see they are kept free of obstructions
- check that fire doors are not tied, propped or wedged open
- check that exit doors are not obstructed
- check that extinguishers are where they should be, and no obvious misuse or defect has occurred.
- Undertake monthly fire warden checks in their designated area of responsibility
- Report any new or emerging fire risks promptly to the health and safety team
- Actively support the implementation of the fire safety policy
- Assist with fire alarm testing, response and evacuation plans

When the fire alarm sounds, Fire Wardens must, without putting themselves at risk:

- sweep through their allocated area and verbally encourage staff to leave via the nearest fire escape route. Fire Wardens should aim to finish their sweep at a fire exit and should not delay their own escape unduly
- ensure patients or staff with personal evacuation plans (PEEPs) have assistance to evacuate the area

- check all accessible rooms including toilets and offices to make sure staff have evacuated the area or in case someone is waiting for assistance to evacuate. If there are signs of fire in a room (e.g. smoke coming out around the door), they should note the fact but should not enter or open the door
- if there is no immediate danger, ensure that all windows and doors are closed en-route to the fire exit
- report to the senior manager at the fire assembly point to report any signs of fire in their area, to report if anyone is at risk and to advise if their area is clear
- take part in any post-alarm de-briefing to identify any shortcomings in the fire evacuation procedures.

Fire Wardens are not expected to unnecessarily delay their own exit from the building or to jeopardise their own safety at any time, fight a fire or to use a fire extinguisher except to aid their own escape. However, if the fire is in their area of responsibility and they are trained and competent to do so, Fire Wardens may attempt to tackle a small fire using the appropriate extinguisher as instructed in their training.

First Aiders

First Aiders must ensure they:

- respond promptly to requests for first aid assessment and treatment of non-patients/residents
- administer immediate first aid to employees, temporary workers, visitors, volunteers, and contractors in accordance with their training and established procedures
- assess the situation, provide appropriate care, and know when to seek further medical assistance
- complete accurate and timely DATIX records of all first aid treatment provided
- regularly check and maintain the contents of assigned first aid kits and report any deficiencies
- maintain the confidentiality of medical information
- attend and complete initial and refresher first aid training and any additional training that may be required
- report to the bleep holder (nursing) or line manager (non-nursing) if first aid treatment or assessment leads to an employee needing to leave work
- follow the Charity's First Aid policy

Independent Subject Matter Experts

Independent health and safety, and fire safety subject matter expert advice, in agreement with management, will provide the following services under a contractual service level agreement:

- support with the development of policies and procedures throughout the period of the contract and providing updates to ensure changes in occupational health, safety and fire safety legislation are reflected
- Support the implementation of this Policy by:
 - assisting the undertaking of specific risk assessments
 - providing further training, as agreed, on relevant agreed topics
 - reviewing and auditing our health and safety procedures and legal compliance

- provide independent support to the Charity's Competent Person on health and safety matters
- provide crisis help in the event of a serious accident or incident involving Enforcement Authorities
- provide briefings to help keep the Charity up to date with new and forthcoming legislation

Health and Safety Committee

The Health and Safety Committee is responsible for ensuring that:

- there is regular communication and consultation with employees on health and safety issues
- health and safety issues raised by employees are discussed and considered for action
- health and safety standards within divisions and departments are monitored
- health and safety performance is monitored and actions are taken to ensure compliance
- trends in accident statistics across the Charity are identified and making recommendations for action
- ensure accident investigations are undertaken and any lessons learned are shared
- provide guidance and support to employees on health and safety matters
- health and safety is promoted and new initiatives are considered to progressively improve standards in all areas
- the health and safety policy is implemented

5.0 HEALTH AND SAFETY RULES

This section of our Health and Safety Policy specifies the rules laid down for the attention of all employees. These rules are prepared in accordance with legal requirements and acknowledged safe working practices. In addition to the legal duty imposed upon employees to comply with these rules, failure to observe them will be considered to be a breach of the contract of employment and may result in disciplinary action being taken.

Safety rules may vary depending upon the nature of work and the circumstances; therefore, the overriding requirement is that employees are expected to act in a sensible manner and adhere to written and verbal instructions given by management.

General

- It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety
- Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare
- Employees are required to notify management of any unsafe activity, item or situation

Working Practices

- Employees must not operate any item of plant or equipment unless they have been trained and authorised
- Employees must make full and proper use of all equipment guarding
- Employees must not clean or repair any moving item of plant or equipment

- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions

Hazard / Warning Signs and Notices

- Employees must comply with all hazard/warning signs and notices displayed on the premises.

Working Conditions / Environment

- Employees must make proper use of all equipment and facilities provided to control working conditions/ environment
- Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition
- Employees must dispose of all rubbish, scrap and waste materials from within the working area, using the facilities provided
- Employees must clear up any spillage or liquids within the work area in the prescribed manner
- Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner

Protective Clothing and Equipment (PPE)

- Employees must use all items of protective clothing/equipment provided as instructed
- Employees must store and maintain protective clothing/equipment in the approved manner
- Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor

Fire Precautions

- Employees must comply with all emergency procedures
- Employees must not obstruct any fire escape route, fire equipment or fire doors
- Employees must not misuse any firefighting equipment provided
- Employees must report any use of firefighting equipment to their supervisor

Accidents

- Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment, they must report the incident to their supervisor or line manager
- Employees must ensure that all accident or injury treatment is properly recorded in DATIX
- Employees must notify management of any incident in which damage is caused to property

Health

- Employees must report to management any medical condition or medication which could affect the safety of themselves or others

- Employees must co-operate with the management on the implementation of the medical and occupational health provisions

Non-compliance with and Breaches of the Health and Safety Policy

An employee committing a serious breach of the health and safety policy may be liable to disciplinary action under the Charity disciplinary policy, up to and including gross misconduct. A breach of health and safety legislation by an employee may be deemed a criminal offence and action taken by an Enforcing Officer against an individual may result in heavy penalties.

Examples of potential serious breaches include, but are not limited to, the following:

- A serious or wilful breach of safety rules
- Unauthorised removal or interference with any guard or protective device
- Unauthorised operation of any item of plant or equipment
- Unauthorised removal of any item of first aid equipment
- Wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work
- Unauthorised removal or defacing of any label, sign or warning device
- Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence
- Misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment.
- Deliberately disobeying an authorised instruction

6.0 ARRANGEMENTS

Asbestos

The Charity protects employees and other persons potentially exposed to asbestos as far as is reasonably practicable. Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start any work that could disturb known asbestos unless the correct procedures and controls are employed.

Minimising exposure through the management of asbestos-containing materials in the workplace premises through:

Assessment	The premises will be surveyed to determine whether asbestos-containing materials are present. It will be presumed that materials contain asbestos unless there is strong evidence to the contrary. The amount and condition of the asbestos-containing material will be assessed, and measures will be identified to ensure that airborne asbestos fibres are not present or formed in the workplace
Written Plan	Written plan or register that sets out the location of the asbestos-containing material and how the risk from this material will be managed will be prepared and steps will be taken to put the plan into action. The plan or register will be made available, and the arrangements will be reviewed at regular intervals or when there has been a significant change to the Charity or personnel.

Controlled Access to Asbestos-Containing Materials (ACMs)	Access to asbestos-containing materials in the premises will be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. Systems will be put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of their location.
Monitoring and Maintenance	The condition of all asbestos-containing materials or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no damage or deterioration. Where damage or deterioration is found the asbestos-containing material will be reassessed and repaired or removed as appropriate
Asbestos-related Emergencies	Procedures to deal with asbestos-related incidents will be in place (including the provision of information and warning systems) unless there is only a slight risk to the health of employees.
Arrangements for Controlling Work on Asbestos	Any work on, or removal of, asbestos-containing materials will be controlled to ensure that adequate precautions are taken to prevent the release of asbestos fibres. Work with asbestos and asbestos-containing materials is to be carried out by a licensed contractor (licensed by the HSE) unless the work is exempted from the requirement for licensing
Selection and Control of Contractors to Work on Asbestos-containing Materials	When contractors are engaged to work on the premises, adequate steps will be taken to ensure the contractors are competent and have sufficient skills and knowledge to do the job safely and without risks to health. Only contractors licensed by the HSE will be used for the removal of asbestos-containing materials, unless the work involves the removal of materials in which: • asbestos fibres are firmly linked in a matrix • the exposure during the removal process is likely to be sporadic or of low intensity. Contractors hired to carry out building or allied trade work that will involve minor work with asbestos must comply with the Control of Asbestos Regulations.
Procedures for Dealing with Health and Safety Issues	Where an employee raises a health and safety problem related to work with asbestos, actions will include: • take all necessary steps to investigate the circumstances • take corrective measures where appropriate • advise the employee of actions taken. Where a problem arises relating to the condition of, or during work on, asbestos-containing material, the employee must: • inform a responsible person immediately, usually a supervisor or manager • in the case of an accident or emergency, respond quickly to ensure effective treatment.

Confined Spaces

The Charity will take reasonable steps to secure the health and safety of employees and/or contractors, who are required to enter into confined spaces. A confined space is a place which is substantially enclosed (though not always entirely), and where serious injury can occur from hazardous substances or conditions within the space or nearby (e.g. lack of oxygen). Steps will be taken to:

- prevent unauthorised access to confined spaces
- provide a nominated competent person(s) to carry out risk assessments when entry into confined spaces is planned
- maintain a documented safe system of work and permit-to-work system, which must be used whenever entry into confined spaces is required
- implement and maintain appropriate and documented procedures for the rescue of workers from confined spaces in the event of an emergency

When entry into confined spaces is required for employees, the Charity will:

- maintain sufficient serviceable sets of appropriate breathing apparatus or respiratory protective equipment and other safety equipment to ensure safe entry where there is danger from gases, fumes, vapours, etc or where there could be a deficiency of oxygen.
- provide training in the use of breathing apparatus or other safety equipment for those employees who may be required to use such equipment when working in confined spaces.

When entry into confined spaces by contractors and sub-contractors (including the self-employed) the Charity will:

- ensure that protective equipment and other safety equipment is used, so as to allow safe entry into confined spaces where there is danger from gases, fumes, vapours, etc or where there is a deficiency of oxygen
- ensure that users of such equipment have received adequate training in their use.

Supervisors authorised to issue permits to work in confined spaces are responsible for the correct implementation of the safety arrangements of the system.

All those involved in working in confined spaces are responsible for their own duties in relation to the Permit to Work and for ensuring that their activities do not harm the health and safety of others.

Contractors

When working on our premises it is considered that contractors are joint occupiers for that period and have joint liabilities in “common areas”. To meet legal obligations with regard to contractors, competency checks will be completed prior to engaging a contractor and that any works are carried out safely. The following factors will be considered as part of our procedures for vetting and managing contractors:

- the contractor’s own safety policy, risk assessments, method statements, permits to work, etc as applicable, are provided and checked
- responsibility for provision of first aid and fire extinguishing equipment is clarified
- details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal is agreed
- details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection is agreed
- appropriate supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury is in place
- confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant) prior to work commencing
- evidence showing that appropriate Employers and Public Liability Insurance is in place is provided

It will not be necessary to go to such elaborate lengths if the contract is very short and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure. Similarly, the Charity has a parallel

duty to the contractor and must ensure that the contractor is not put at risk by the Charity's activities for the duration of the contract.

Contractors are to be stopped from working immediately if their work appears unsafe. Employees should report any concerns to a manager immediately.

Construction Work

Where any construction work is carried out, to fulfil the Charity's legal duties as a "client" under the Construction (Design and Management) Regulations 2015 we will:

- make suitable arrangements for the management of the project and review those arrangements throughout the project to ensure that they are still relevant
- ensure that all duty holders that we appoint have the necessary skills, knowledge, training and experience to carry out their roles safely.
- appoint in writing the Principal Designer and Principal Contractor sufficiently early in the project to allow them to carry out their duties properly.
- notify the HSE in writing for projects that require it
- ensure that relevant pre-construction information is passed to all designers and contractors
- ensure that the Principal Designer and Principal Contractor carry out their duties
- ensure that adequate welfare facilities are provided for the contractors
- ensure that no construction commences until an adequate health and safety plan and construction phase plan covering the work has been prepared
- ensure that any health and safety file passed to us is kept securely and readily available for inspection by anyone who requires it to fulfil their legal duties, and, if we choose to dispose of the building, to pass the file to any person or company who acquires the building.
- cooperate fully with all other duty holders and provide all relevant information and instruction promptly and clearly.

Control of Noise at Work

Exposure to excessive noise may lead to irreversible hearing damage and other health issues. Steps are taken to control and reduce noise levels in the workplace to protect individuals from these risks and comply with all relevant legal requirements, including the Control of Noise at Work Regulations 2005.

The control of noise at work is to ensure that an individual's hearing is protected from excessive noise at their place of work, which could cause them to lose their hearing and/or to suffer from tinnitus (permanent ringing in the ears).

Steps will be taken to manage, and prevent excessive noise or to reduce the effects of noise to as low as reasonably practicable, and within the legal limits on noise exposure, through:

- building control devices, such as sound barriers or vibration dampeners, to reduce noise spread
- setting and following equipment maintenance schedules to combat excessive noise. to reduce sounds at or below 70 dBA.
- assessing the risk to employees' health and exposure and taking appropriate preventative and protective actions where necessary

- providing health surveillance for employees risk assessed and identified as being exposed to excessive noise

Dangerous Substances and Explosive Atmosphere (DSEAR)

Dangerous substances in the workplace are controlled to minimise risks of fire and explosion. The term 'dangerous substance' covers any substance that could cause harm to people from fire or explosion as a result of its properties or the way it is used. This includes petrol, LPG, paints, varnishes, solvents and dusts that could cause an explosive atmosphere with air. Steps to control dangerous substances include:

- assessment the risks from dangerous substances in conjunction with assessments for health risks and fire
- providing measures to eliminate those risks, or reduce them so far as is reasonably practicable
- ensuring the correct and safe storage of dangerous substances
- ensuring that the content of any vessels or containers is identified
- providing equipment and procedures to deal with accidents and emergencies
- providing information and training to employees

If there are places where hazardous explosive atmospheres may be present; those places will be classified into zones and marked accordingly. Any new electrical or mechanical equipment used in those zoned areas will be suitable for the atmosphere present and will be compliant with all relevant legal requirements.

Display Screen Equipment (DSE)

The health and safety of employees using display screen equipment applies to individuals who work with display screen equipment daily, and for continuous periods of an hour or more. Individuals who use display screen equipment infrequently or for a short time are not considered a DSE user.

Incorrect use of DSE or poorly designed workstations or work environments can lead to pain in necks, shoulders, backs, arms, wrists and hands as well as fatigue and eye strain. The causes may not always be obvious. Steps are taken to protect DSE users from the effects of DSE use:

- carry out an assessment of each user's workstation and implement necessary measures to remedy any risks found as a result of the assessment
- provide adequate information and training to persons working with display screen equipment
- endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
- review software to ensure that it is suitable for the task and is not unnecessarily complicated
- arrange for the provision of free eye tests for eligible DSE users when requested, at regular intervals thereafter and where a visual problem is experienced

- arrange for the supply, at a subsidised cost up to a maximum limit of the amount set in the DSE policy, for any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment
- advise existing and new employees of the risks to health and how these may be avoided
- investigate any discomfort or ill-health believed to be associated with the use of display screen equipment and take appropriate remedial action
- make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.

Employees must:

- comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided
- inform their line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE (this information will be treated confidentially)
- report to their line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially).

Driving for Work

- Driving is an integral part to some roles within the Charity and as such requires driving for business purposes. Driving has inherent risks associated with it which drivers should be made aware of. Before any employee undertakes any driving for the Charity, they must follow the Authorised Driver procedure. Steps are taken to reduce risks associated with driving for work:
- ensure risk assessments are completed and that journeys are planned
- not put unreasonable time constraints on travel
- ensure those driving for business are competent (and where required, authorised) and fit
- provide sufficient information and guidance for managers and drivers to enable them to understand the additional occupational risks involved in driving
- require drivers to annually submit copies of their insurance, the MOT certificate or evidence of the MOT exemption for their vehicle and their current driving licence

When providing vehicles for the purpose of work activity, the Charity will:

- ensure vehicles are maintained to the required legal standard and ensure they are suitable for their purpose
- provide access to breakdown support and recovery

Employees are expected to take responsibility for adhering to procedures when driving for work, whether they use a Charity vehicle, their own or a hire vehicle.

Drugs and Alcohol

Alcohol

Employees must not drink alcohol on the Charity's premises or the premises of its customers or clients without permission from a senior manager or director. Any employee who is found consuming alcohol on the Charity's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will face disciplinary action.

Drugs and Medication

The possession, use or distribution of drugs for non-medical purposes on the Charity's premises is strictly forbidden. If an employee is prescribed drugs which may affect their ability to perform their work, this must be discussed with their line manager.

If the Charity suspects there has been a breach of this policy or work performance or conduct has been impaired through substance misuse, the Charity may require the person to attend an Occupational Health Assessment and reserves the right to require them to undergo a medical examination.

Medical Examination

Existing and prospective employees may be asked to undergo a medical examination, which will seek to determine whether he/she has taken a controlled drug or has alcohol dependency.

A refusal to give consent to such an examination or a refusal to undergo the screening will result in the immediate withdrawal of any offer made to prospective employees and may be treated as gross misconduct for employees.

Where the Charity's occupational health provider identifies an employee has drug or alcohol dependency, the employee will be referred to their GP. If the employee engages in appropriate treatment they will be entitled to sick leave and normal sickness benefits as provided by their contract of employment until that expires, or as it deemed appropriate depending on the individual case (subject to the discretion as set out in the Sickness Absence Policy).

Reasonable Grounds

The Charity reserves the right to search an individual or their property held on Charity premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed. Refusal may result in disciplinary action. The Charity reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the Charity's premises.

Electricity

Electricity poses significant risks to health and can lead to fatality, severely injure people and cause damage to property. Precautions are taken when working with or near electricity and electrical equipment to significantly reduce the risk of injury. The main hazards of working with electricity are:

- electric shock and burns from contact with live parts

- injury from exposure to arcing (when electricity jumps from one circuit to another)
- fire from faulty electrical equipment or installations
- explosion caused by unsuitable electrical apparatus
- static electricity igniting flammable vapours or dusts, for example in a spray-paint booth

Electric shocks can also lead to other types of injury, for example by causing a fall when working from ladders or scaffolds etc

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment:

- ensure electrical installations and equipment are installed in accordance with the Wiring Regulations (BS 7671) published by the Institution of Engineering and Technology (IET)
- maintain the fixed installation in a safe condition by carrying out routine safety tests
- inspect and test portable and transportable equipment as often as required to ensure safety
- promote and implement a safe system of work for maintenance, inspection and testing
- forbid live working unless absolutely necessary, in which case a permit to work system must be used
- ensure employees who carry out electrical work are competent to do so
- maintain detailed records.

Employees must:

- visually check electrical equipment for damage before use
- report any defects found to their line manager/supervisor
- not use defective electrical equipment
- not carry out any repair to any electrical item unless qualified to do so
- switch off non-essential equipment from the mains when left unattended for long periods
- not bring any electrical item onto the Charity premises until it has been tested and a record of such a test has been included in the appropriate record
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

Environment

All reasonable steps will be taken to protect the environment and comply fully with all relevant legal requirements, codes of practice and regulations to:

- prevent pollution to land, air and water
- reduce water and energy use
- minimise waste and increase recycling within the framework of our waste management procedures
- identify and manage environmental risks and hazards
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- promote environmentally responsible purchasing

- provide suitable training to enable employees to deal with their specific areas of environmental control
- improve the environmental efficiency of our transport and travel
- establish targets to measure the continuous improvement in our environmental performance
- eliminate risks to the environment through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated, they will be minimised using physical controls or, as a last resort, through systems of work and personal protection
- bring the Environmental Policy Statement to the attention of all employees.

Environmental complaints procedure

On receipt of a complaint about any environmental related matter the following procedure will be implemented:

- the name, address and contact details will be taken from the complainant along with details of the complaint including dates, times, frequency, impact and location
- full details of the complaint will be recorded and passed to a Department Head or Director for an investigation to be instigated
- investigations will be commenced at the earliest opportunity and at least within 4 days
- where the complaint is found to be justified immediate measures will be taken to remedy the problem as far as is reasonably practicable
- results of all investigations will be recorded and copied to the complainant, a Senior Manager or Director
- the complainant will be kept advised of the results of any investigation and the measures being taken to seek a solution; including details of the proposed timescales where immediate resolution is not possible.

Fire

All reasonable steps will be taken to prevent a fire occurring. Preventative measures will be taken to reduce the risk of fire, including regular fire safety risk assessments, and ensure that adequate and appropriate fire safety measures are in place to minimise the risk of injury or loss of life in the event of a fire. The fire safety management plan sets out the steps taken to reduce risk presented by fire, and ensure compliance with fire regulations.

In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire:

- assess the risk from fire at its' premises and implement appropriate control measures
- ensure good housekeeping standards are maintained to minimise the risk of fire
- provide and maintain safe means of escape from the premises
- develop a fire evacuation procedure for all buildings
- provide and maintain appropriate fire-fighting equipment
- regularly stage fire evacuation drills, inspect the means of escape and test and inspect fire-fighting equipment, emergency lighting and any fire warning systems

- provide adequate fire safety training to employees, plus specialist training to those with special responsibilities
- make arrangements for the safe evacuation of deaf or otherwise disabled persons
- make arrangements for ensuring all visitors are made aware of the fire evacuation procedures
- display fire action notices
- keep fire safety records.

The Charity does not require persons to attempt to extinguish a fire, but extinguishing action may be taken if it is safe to do so using fire extinguisher equipment.

Immediate evacuation of the area or building must take place as soon as the evacuate signal is given and where it is not a test or drill. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer, security officer or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the Charity can investigate and take remedial action if necessary.

First Aid

Sufficient first aid provision to deal with accidents and injuries that arise at work will be provided. The first aid arrangements and provision will:

- appoint and train a suitable number of first aid personnel to cover all work patterns
- display first aid notices with details of first aid provision
- provide and maintain suitable and sufficient first aid facilities including first aid boxes
- provide any additional first aid training that may be required to deal with specific first aid hazards.

The minimum first aid provision at all sites is an adequately stocked first aid box and an Appointed Person to take charge of the first aid arrangements.

Appointed Person

The Appointed Person may be first aid trained but does not require first kit training, to undertake their duties which includes:

- taking charge when someone falls ill or is injured, including calling an ambulance if required
- looking after and maintaining the first aid kit and contents

The Appointed Person will not be required to provide treatment unless they have received necessary training.

First Aiders

First aiders have received training and passed an examination in accordance with HSE requirements and are qualified to fulfil the first aider role. First Aiders are required to treat employees, volunteers, bank, agency, and contractors whilst they are at work. They are not

required to treat patients or residents unless they are a clinically trained and qualified to do so. The numbers of first aiders at each location will be determined by individual circumstances, the level of risk and in line with current government guidance. First aiders will be provided with refresher training at regular intervals to keep their skills up to date.

First Aid Kit

First aid kit will be provided within the workplace to ensure there are adequate supplies for the nature of the hazards involved. These are provided for non-patient/resident use. All boxes will contain at least the minimum supplies suggested by L74: First Aid at Work Approved Code of Practice. Only specified first aid supplies will be kept in accordance to the first aid contents list. Creams, lotions or drugs cannot be kept.

Portable first aid kits will be available for employees who are required to work away from the normal workplace, where access to facilities may be restricted, such as:

- work with potentially dangerous tools and machinery away from base location
- staff travelling in vehicles on a regular basis for work (not commuting)
- staff whose work takes them to isolated or remote locations
- staff participating in sporting or social events arranged or supported by the Charity

Gas Installations and Appliances

Work carried out on gas fittings and appliances must be done in accordance with the requirements of the Regulations and the Safety in the Installation and Use of Gas Systems and Appliances Manual.

All gas-related works, including servicing, repairs, and new installations are contracted out exclusively to qualified and competent specialists. Compliance with the regulations is achieved and monitored through Gas Safety certificates and Remedial Action Work certificates provided from the relevant contractors undertaking the works. The aim is to:

- reduce the waste of fuel and material
- increase operational efficiency
- eliminate unnecessary emission of atmospheric pollutants
- reduce the risk to death, injury and distress to members of the public, staff and others who may be affected
- increase confidence, amongst users, in the safe use of fossil fuels and fossil fuel burning appliances.

The Gas Safe Register (GSR) is the governing body approved by the Health and Safety Executive to register and monitor the activities of gas installation and use. Gas fitting operatives carrying out work on behalf of the company will be registered with the GSR.

- Gas Safety Certificates (CP12 or equivalent): These are provided after mandatory annual gas safety checks, confirming that all gas appliances and fittings are safe to use.
- Remedial Action Work Certificates: These documents detail any necessary repairs or actions taken to address defects or safety concerns identified during inspections or servicing.
- The Gas Safe Register (GSR) is the official governing body approved by the Health and Safety Executive for registering and monitoring gas installation and use activities.

The Charity ensures that all gas fitting operatives working on behalf of the Charity through our contractors are fully registered with the GSR.

Under no circumstances should any person interfere with a gas appliance, gas fitting, or pipework unless they are qualified and competent to do so, and are working as one of our approved, Gas Safe registered contractors.

Hazardous Substances (COSHH)

All reasonable steps will be taken to control substances hazardous to health (COSHH) and ensure all exposure to employees is prevented or at least controlled to within statutory limits and to:

- maintain an inventory of all substances hazardous to health kept or present on site and retain copies of relevant hazard data sheets
- competent persons will be appointed to carry out risk assessments of the exposure to substances hazardous to health and advise on their control
- all operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible
- engineering controls will be properly maintained by planned preventive maintenance and annual performance monitoring to ensure continued effectiveness
- systems of work will be reviewed at suitable intervals and revised if necessary
- all employees and others who may work in the affected areas will be informed of the purpose and safe operation of all engineering controls
- personal protective equipment (PPE) will only be used as a last resort or as a back-up measure during testing or modification of other controls
- the type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions
- assessments will be reviewed periodically or if changes to the operation or any hazardous substances used
- qualified professionals, where necessary, will carry out health surveillance
- employee health records of all exposures to substances hazardous to health will be kept for a minimum of 40 years
- all employees will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with. Employees will be informed about any monitoring and health surveillance results
- all changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

Sufficient information or training will be provided to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

Managers and supervisors of areas which use substances hazardous to health will be given additional training to ensure the proper management of the risks.

Health, Safety and Welfare

The Charity is committed to providing suitable health, safety and welfare facilities, in particular the provision of:

- adequate maintenance of workplace and equipment
- appropriate ventilation, temperature control and lighting
- suitable cleanliness and housekeeping standards
- adequate workspace allocation
- properly designed workstations
- well maintained traffic routes and floors
- appropriate fall protection
- suitable glazing
- safe access and egress (well-maintained exits and entrances)
- appropriate sanitary and washing facilities
- separate toilet facilities for men and women
- plentiful wholesome drinking water supply and cups
- seating with an incorporated back rest
- accommodation for keeping clothing clean and dry
- facilities for changing, rest periods, hot drinks and meals preparation
- showering facilities if the nature of an employees' work requires this
- appropriate first aid provision
- appropriate emergency, fire and evacuation equipment and procedures
- access to the employee assist programme, freedom to speak up, and employee support networks

The Charity recognises these responsibilities are required for any work whether on a remote work site, at their usual workplace or at any of the Charity's sites.

Health Surveillance

Health surveillance is a process of monitoring individuals exposed to certain health hazards for early signs of work-related ill health, and subsequent action on the results. It allows employees at increased risk to be identified and additional precautions to be taken as necessary. It is also a means of checking the effectiveness of the existing control measures. An adequate health surveillance programme will be provided:

- carry out risk assessments to identify those activities, processes or materials that are likely to give rise to a health risk
- ensure that adequate control measures are put in place to reduce risks as far as possible
- seek advice on risk reduction from health and safety, occupational health or external subject matter experts and professionals as necessary
- refer to an occupational health physician with a qualification accredited by the HSE
- seek the advice of relevant people on the need for health surveillance where it is thought that a residual health risk remains following the implementation of control measures
- advise employees of the health risks and the signs of ill health
- ensure employees co-operate with health surveillance procedures provided

- discuss with the relevant people any health concern brought to their attention by an employee.

Format of Health Surveillance

If a reliable test can be carried out, the format of health surveillance may include the use of questionnaires to determine symptoms and may also involve clinical examination or measurements, such as lung function testing, hearing tests or biological sampling.

Frequency of Health Surveillance

The level of risk will determine the frequency of health surveillance programmes. Where the risk is thought to be low, only baseline data will be required, and staff should report to their line manager if any problems are experienced. Baseline data will be gathered as part of your pre-employment occupational health checks.

If the risk is thought to be more significant, periodic health surveillance for all exposed staff will take place. In most cases this will be annual; however, in some high-risk areas a more frequent programme may be agreed. More frequent surveillance may be required where a person's medical history suggests a particular vulnerability. The responsible person or occupational health advisor will make this decision and manage the recall process.

If health problems are identified following health surveillance, control measures will be reviewed and where necessary enhanced.

The occupational health nurse or a competent occupational health practitioner will advise on any specific actions to take with regard to the affected employee, e.g.:

- reducing the length of exposure
- restricting work activities which cause exposure
- re-deploying the affected employee
- advising on additional personal protective equipment (PPE).

The responsible person or occupational health practitioner will, with the support of line managers, ensure employees requiring health surveillance are identified and recalled at appropriate intervals. Health records will be kept for a minimum of 40 years following the last entry. Employees will be allowed reasonable access to their health records upon request.

Home Working

Formal agreed home working is subject to the same health and safety requirements as workers based on Charity premises and their health and safety will be managed in line with this policy. Home working is a contracted arrangement where the person is employed to specifically work from their own home on a part-time or full-time basis and is not the same as flexible, remote or hybrid working arrangements. To ensure the health and safety of home workers:

- ensure that appropriate risk assessments are completed
- ensure that risk assessments are reviewed annually
- ensure home workers are provided with suitable induction training on commencement of employment

- ensure appropriate equipment is provided for the employee's health, safety and welfare
- ensure equipment provided for use in the home is properly installed and tested
- arrange for the maintenance of all electrical equipment supplied for use in employees' homes (hard wired electrical sockets and ring mains supplies are the employee's responsibility)
- provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out to ensure home workers take periodic breaks during the working day
- ensure that managers and home workers have the opportunity to be kept informed of what is going on within the Charity; recognising and satisfying the need for social interaction will reduce stress
- encourage home workers to 'network' with colleagues
- make the home worker aware of their duty to report any incidents or accidents that occur as a result of work-related activities to the Charity using the Charity accident procedure
- ensure home workers are aware of the need to monitor their own working conditions and report any problems to their line manager.

Infectious Diseases

Infectious diseases can pose a threat to the well-being of individuals and the continuity of operations, and steps are taken to implement and maintain measures to prevent, control, and manage infectious disease risks in accordance with relevant legislation, guidance from public health authorities, and best industry practices. A safe and healthy working environment for all which minimizes the risk of exposure to and transmission of infectious diseases within our premises and during work-related activities is achieved by:

- **Protecting Health:** Safeguarding the health and well-being of all individuals working at or visiting our premises by reducing their exposure to infectious agents
- **Preventing Transmission:** Implementing effective controls to prevent the spread of infectious diseases within the workplace and the wider community
- **Ensuring Business Continuity:** Minimising disruption to operations and services caused by outbreaks or widespread illness
- **Promoting Awareness:** Educating and informing employees about infectious diseases, their transmission, and preventative measures

The steps taken to minimise infectious diseases include:

- **Risk Assessment:** Regular assessment of the risks posed by infectious diseases relevant to the work environment and activities, taking into account factors such as proximity to others, shared equipment, and potential exposure pathways.
- **Hygiene Practices:** Promote and facilitate excellent hand hygiene (e.g., readily available hand sanitiser, soap and water), respiratory etiquette (e.g., covering coughs and sneezes), and regular cleaning and disinfection of frequently touched surfaces.
- **Ventilation:** Ensure adequate ventilation in indoor spaces to minimise the concentration of airborne pathogens.
- **Personal Protective Equipment (PPE):** Provide and ensure the correct use of appropriate PPE where a risk assessment identifies it as necessary to prevent exposure (e.g., gloves, masks, eye protection).

- **Physical Distancing:** Implement measures to facilitate physical distancing where practical and appropriate.
- **Illness Reporting and Management:** Establish clear procedures for employees to report symptoms of infectious diseases and advise on staying home when ill to prevent transmission.
- **Return to Work Guidance:** Provide guidance for a safe return to work following an infectious illness, in line with public health recommendations.
- **Vaccination:** Encourage and support vaccination programmes recommended by public health authorities, where applicable and appropriate.

Lead at Work

All reasonable steps will be taken to ensure all exposure of employees to Lead as a substance hazardous to health, is prevented or at least controlled to within statutory limits:

- maintain an inventory of all forms of lead kept on site and retain copies of relevant hazard data sheets
- prohibitions with respect to certain activities as laid down in the Control of Lead at Work Regulations will be strictly observed
- competent persons will be appointed to carry out risk assessments of the exposure to lead and advise on their control
- all operations which involve, or may involve, exposure to lead will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible
- engineering controls will be properly maintained by planned preventive maintenance and annual performance monitoring to ensure continued effectiveness
- systems of work will be reviewed at suitable intervals and revised if necessary
- all employees and others who may work in the affected areas will be informed of the purpose and safe operation of all engineering controls
- provide washing and changing facilities to ensure good standards of personal hygiene are practiced
- personal protective equipment (PPE) will only be used as a last resort or as a back-up measure during testing or modification of other controls
- the type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions
- each assessment will be reviewed annually, and all operations using lead will be reassessed every three years
- where necessary air monitoring will be carried out and results recorded; records of air monitoring results will be retained for at least 5 years after the date of the last entry
- qualified medical professionals, where necessary, will carry out health surveillance
- employee health records of all exposures to substances hazardous to health will be kept for a minimum of 40 years
- all employees will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with, employees will be informed about any monitoring and health surveillance results
- all changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

Lifting Operations and Equipment (LOLER)

Lifting operations and equipment are suitably managed with regards to health and safety. Lifting equipment includes any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing or supporting it. Reasonable steps include:

- lifting equipment is suitable for the intended use with adequate strength and stability, including whatever guards are necessary to prevent:
 - persons or equipment falling from the lift
 - the lift falling from its restraints
 - persons or equipment being trapped, crushed or struck by objects when using the lifting equipment.
- an examination scheme is drawn up by a competent person
- lifting operations will be properly planned by a competent person, appropriately supervised and carried out in a safe manner
- lifting equipment is maintained in a safe condition and examined/inspected by competent persons annually (or every six months if lifting people) to ensure correct installation and safe operation
- lifting equipment will be re-examined following relocation or conditions that may cause deterioration
- safe working load (SWL) is clearly displayed on all lifting equipment
- suitable training, instruction and information is provided for operators and supervisors.

All thorough examination reports will be kept for as long as the equipment is being used except for lifting accessories reports and reports carried out due to deterioration in condition, which must be kept for 2 years.

Lifts

All reasonable steps will be taken to maintain all lifts throughout the Charity premises. The Charity will ensure that:

- an examination scheme is drawn up by a competent person for each lift
- all lifts are fitted with appropriate barriers and interlocking gates to prevent passengers or cargo from falling from the lift, coming into contact with the lift machinery or entering/exiting the lift when it is not at a designated landing
- suitable equipment and mechanisms are installed to prevent the lift from:
 - leaving its landing when the doors are unlocked and/or open
 - falling (including its maximum working load) in the event of a failure in the lifting mechanism
 - overrunning its furthest intended point of travel
 - being operated from more than one position at any one time
 - being overloaded or exceeding its maximum number of passengers.
- lifts are maintained in a safe condition and examined/inspected by competent persons (annually for goods lifts and every six months if lifting people)
- the safe working load (SWL) is clearly displayed inside each lift
- notices are posted adjacent to each lift opening advising against the use of a lift in the event of a fire

- arrangements are made for the emergency evacuation of persons in the event of lift failure
- passenger lift motor rooms are kept locked and entry kept restricted to authorised persons.
- passenger lifts are installed with a suitable and tested call bell for emergency use

All thorough examination reports will be kept for a minimum of 2 years

Liquefied Petroleum Gas (LPG) and Compressed Gas

Gas cylinders are a convenient way to transport and store gases under pressure. These gases are used for many different purposes, including:

- soldering, welding and flame cutting
- chemical processes
- fire extinguishers
- heating and cooking.

The main hazards are:

- impact from the blast of a gas cylinder explosion, or rapid release of compressed gas
- impact from parts of gas cylinders that fail or any flying debris
- contact with the released gas or fluid
- fire resulting from the escape of flammable gases or fluids
- impact from falling cylinders.

Where LPG / Compressed Gas are used, the Charity will ensure provision is made for:

- adequate training and supervision in their use
- suitable handling equipment, plant and storage facilities with adequate ventilation, security measures, and monitoring and control devices
- regular maintenance and inspection by competent persons, and the recording of all maintenance and inspections.

Handling and Use of Gas Cylinders

- Users must carry out an external visual inspection of the gas cylinders and any attachments (e.g. valves and regulators), to determine whether they are damaged. Indicators may include dents, bulges, evidence of fire damage etc.
- Use gas cylinders in a vertical position, unless specifically designed to use otherwise.
- Always double-check that the cylinder/gas is the right one for the intended use.
- Close the cylinder valve and replace dust caps, where provided, when a gas cylinder is not in use.
- Before connecting a gas cylinder to equipment or pipe work make sure that the regulator and pipe work are suitable for the type of gas and pressure being used.
- Wear suitable safety shoes when handling gas cylinders.
- Do not drop gas cylinders.
- Empty cylinders must be stored in a safe and secure manner and not disposed of with normal waste.

- Do not lift the cylinders by valves, shrouds and caps.

Transporting Gas Cylinders

- Fit suitable protective valve caps and covers to cylinders, when necessary, before transporting.
- Securely stow gas cylinders in an upright position to prevent them from moving or falling.
- Disconnect regulators and hoses from cylinders whenever practicable.
- Ensure gas cylinders are clearly marked to show their contents and the hazards associated with their contents.

Storage of Gas Cylinders

- Store gas cylinders in a safe and secure manner.
- Gas cylinders containing flammable gas should not be stored in part of a building used for other purposes.
- Protect gas cylinders from external heat sources and ensure that gas cylinders are stored away from sources of ignition and flammable materials.
- Gas cylinders must be clearly marked to show what they contain and the hazards associated with their contents.
- LPG cylinders should be stored away from drains and not in cellars.

Lone Working

Employees, temporary staff and contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety. The Charity will determine, by risk assessment, those activities where work can actually be done safely by one unaccompanied person. This will include the identification of hazards from means of access and/or egress, plant, machinery, goods, substances, environment and atmosphere, etc.

Particular consideration will be given to:

- the remoteness or isolation of workplaces
- any problems of communication
- the possibility of interference, such as violence or criminal activity from other persons
- the nature of injury or damage to health and anticipated "worst case" scenario.

Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone. Employees and contractors will be required to follow the safe working procedures devised including:

- when working alone, e.g. in an isolated area of a building with all doors closed, ensure that someone is aware of your presence
- check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person
- if possible and arranged beforehand, keep in regular contact with someone else, e.g. use a mobile phone or radio, to call into the office or a designated buddy/contact every couple of hours indicating your movements

- do not put yourself at risk; if you do not feel safe discuss the situation with your immediate manager
- report all accidents, injuries, near-misses and dangerous occurrences to your immediate manager.

Machinery Maintenance

Reasonable steps will be taken to ensure the safety of all employees maintaining the machinery as well as the safety of those affected by the maintenance work. The Charity will liaise with the suppliers of all new machinery to establish how that machinery should be maintained safely. To achieve this, the Charity will, in consultation with the maintenance staff:

- carry out an assessment of how the machinery should be isolated for specific maintenance work
- carry out an assessment of how the machinery should be isolated to enable general maintenance work to be carried out safely
- carry out an assessment of the maintenance of the machine itself, including any heavy parts that have to be moved, any positions that have to be reached to achieve the necessary result and any risks of parts falling
- carry out an assessment of how the maintenance of the machine affects its environment
- carry out an assessment of all hazards that arise when guards have been removed
- take appropriate measures for the protection of any person carrying out maintenance operations which the assessment has shown to involve risk to health or safety
- provide any personal protective equipment that might be necessary to carry out the work safely
- ensure that employees are aware of the reporting procedures, so that a responsible person is informed of any problems as soon as they arise and remedial action can be taken.

Sufficient information, instruction and training as is necessary to ensure the health and safety of all maintenance staff and any others affected by maintenance of the machinery will be provided. Managers responsible for supervising the maintenance of the machinery will be appropriately trained.

Manual Handling

Specific duties under the Manual Handling Operations Regulations are to ensure:

- the provision and maintenance of plant and systems of work that are, as far as is reasonably practicable, safe and without risks to health;
- the provision of such information, instruction, training and supervision as is necessary to ensure, as far as is reasonably practicable, the health and safety at work of employees.

To prevent injuries and long-term ill-health from manual handling the Charity will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable.

Where it is not practical the Charity will carry out a manual handling risk assessment to determine what control measures are required to reduce the risk to an acceptable level by:

- manual handling risk assessments are carried out where relevant and records are kept
- employees are properly supervised
- adequate information and training is provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution
- any injuries or incidents relating to manual handling are investigated, with remedial action taken
- employees adhere to safe systems of work
- safety arrangements for manual handling operations are monitored and reviewed
- where relevant, employees undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
- special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- employee selection.

Employees are not required to lift any item they do not feel confident to lift without risking personal injury.

Moving and Handling of People

There are occasions when a person requires assistance in moving. While the basics outlined above still apply, there are other considerations. When a move is essential and the person requires help, then their co-operation should be sought where possible. The move should be explained to them so that they can actively participate in it.

Whenever a person with physical disabilities needs regular support in standard moves such as from wheelchair to bed, toilet or bath, then a full risk assessment must be undertaken. Clear instructions covering each activity should be included, so that all employees who are involved in the task may move the person safely and in the same manner. Ancillary equipment such as hoists, sliding boards, swivel plates, etc. must all be used in the correct manner.

New and Expectant Mothers

The general precautions taken to protect the health and safety of the workforce, may require adaptations or additional measures and controls to protect new and expectant mothers, these may include:

- employees must inform their manager at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times
- risk assessments are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained,
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
- any adverse incidents are immediately reported and investigated
- appropriate training is provided where suitable alternative work is offered and accepted
- provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their pregnancy or birth of their child.
- where relevant a suitable rest area is provided to enable the new or expectant mother to rest in a degree of privacy and calm
- where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary, providing suitable alternative work.

Night Working

The Charity will ensure, so far as is reasonably practicable, that employees who work nights are not put at any additional risk. Risk assessments will identify any necessary controls required for night workers.

Night time is defined as the period between 11pm to 6am. However, this can be varied by a relevant agreement to a period of at least seven hours that includes midnight to 5am. An employee or worker may also be identified as a night-time working in a collective or workforce agreement.

To implement effective measures for night workers the Charity will ensure that:

- risk assessments are carried out for all work activities undertaken by night workers and associated records and documentation maintained
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
- night workers are informed of any risks to them and the controls measures taken to protect them
- any adverse incidents are immediately reported and investigated
- health assessments are conducted prior to starting night work and are reviewed at regular intervals
- where an individual cannot work nights due to a health condition, other employment options or restrictions will be considered on a temporary or permanent basis where possible

Employees complete an Occupational Health Assessment when they commence employment. Night workers may be offered a Health Assessment prior to starting working nights and at regular intervals thereafter.

The Health Assessment will consist of a Medical Questionnaire. Where this identifies any medical concerns then the Charity will review the ability to work nights with an occupational health provider.

Outdoor and Peripatetic Working

Employees who work outdoors or away from their normal base must not be put at any additional risk to their health and safety. This will require:

- work being undertaken on a site under the control of another party, requires a review of any risk assessments and appropriate safe system of work agreed
- outdoor activities to be planned and risk assessed prior to undertaking the work. This will include visiting of the site(s) to identify potential hazards
- safe systems of work from the risk assessments, and staff training and instruction are provided
- suitable personal protective clothing is made available to staff
- suitable arrangements are in place for emergencies, including adequate first aid

Employees working outdoors, or away from base, are responsible for ensuring that:

- if working on a third party site, they report to a responsible person to ensure familiarisation with safety precautions relating to the particular site
- they report any problems or shortcomings to their manager or supervisor as soon as possible. If, during work, the conditions change or any aspect of the task changes in such a way to increase the risk, work should stop, unless doing so presents a greater risk
- the appropriate personal protective equipment provided is worn correctly and when required to do so. Any defects must be reported to their manager or supervisor
- they are familiar with the emergency arrangements and that these are in place prior to starting work
- all accidents and incidents are reported to their manager and in line with any local arrangements for the site.

Permits to Work

Non-routine work, such as maintenance, cleaning, equipment installation and refurbishment, can produce health and safety risks over and above those normally encountered in our day-to-day activities. Permits to work are designed to check that all eventualities have been considered when planning and organising this type of work and are an important means of minimising any risks involved.

Employees, contractors and visitors are all expected to comply with the requirements of any permits that are in force.

Employees working off site, i.e. on another organisation's premises, are expected to abide by all permits to work operated on that site.

Should employees experience any problems with the operation of permit-to-work systems, they should immediately inform a responsible person (usually a manager or supervisor) so the Charity can investigate and rectify the situation.

Permits to work exist to cover tasks carried out under certain circumstances and over limited time periods. They will therefore be displayed while the work specified is under way but will cease to operate when the tasks have been completed.

The Charity will provide the necessary information and appropriate training to ensure that appropriate employees, supervisors, contractors and visitors are fully aware of the permits in use and are competent to undertake the tasks and tests prescribed in the permits.

Personal Protective Equipment (PPE)

The Charity provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

To effectively implement its arrangements for the use of PPE the Charity will:

- ensure that PPE requirements are identified when carrying out risk assessments
- use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary
- carry out an assessment to identify suitable PPE
- ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately
- ensure that PPE is sourced appropriately and bears the "CE" certification mark
- ensure PPE is available to all staff who need to use it
- provide adequate accommodation for correct storage of PPE
- provide adequate maintenance, cleaning and repair of PPE
- inform staff of the risks their work involves and why PPE is required
- instruct and train staff in the safe use and maintenance of PPE
- make arrangements for replacing worn or defective PPE
- review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually.

Employees provided with PPE for their own personal use at work will be required to sign to confirm its receipt.

Pressure Systems

Due to the high pressures at which they operate and the steam that is generated they are subject to numerous legal requirements. Pressure systems include some mechanism for regulating the pressure of steam that builds up internally; normally steam is released to

maintain a constant working pressure. Severe corrosion and/or failure of pressure-regulating and other safety valves could lead to an explosion.

All pressure vessels and pressurised equipment used by the Charity must meet the requirements of the Pressure Systems Safety Regulations 2000 and the Pressure Equipment Regulations 1999.

To ensure the safety and mechanical integrity of the pressure systems used and to meet the requirements of the legislation the Charity will:

- ensure that the equipment is thoroughly examined by a competent person before it is put into service
- ensure that the equipment is of sound construction, suitable quality, made from suitable materials and free from any obvious defects before it becomes operational
- ensure that each item of equipment is clearly and uniquely marked so that it can be readily identified
- establish the safe operating limits of the equipment and display them on the equipment, and not allow the equipment to exceed those limits except where tests carried out by a competent specialist require it
- provide adequate training and instructions to ensure the equipment is operated safely, including instructions for procedures to be followed in case of emergency
- fit and calibrate suitable protective and warning devices to the equipment to deal with emergencies or mechanical malfunctions, and ensure that any devices such as safety valves or bursting discs will be able to discharge safely
- ensure that the equipment is properly maintained
- have a suitable written scheme drawn up or certified by a competent person for the examination, at appropriate and regular intervals, of the equipment
- arrange to have examinations carried out by a competent person at the intervals set down in the scheme and whenever the equipment is transferred to a new location
- keep adequate records of the most recent examination
- ensure that equipment identified as being in need of repairs is not used until repairs are carried out and, wherever possible, depressurise the equipment before the repair work begins
- pass all pertinent records on to the new owner if we choose to dispose of the pressure equipment and ensure that we receive written confirmation of the transfer of records.

Annual examination is completed, records of examinations are kept, and a copy of the last inspection must be taken with the equipment when it is transferred to a new location.

Radiation (Radon)

The Charity recognises that as a result of its activities the health of employees may be at risk from:

Non-Ionising Radiation (NIR): NIR is the term used to describe part of the electromagnetic spectrum covering optical radiation (ultraviolet light, visible and infrared) and electromagnetic fields (EMF's) (power frequencies, microwaves and radio frequencies). The health hazards of NIR are very wavelength dependant. Radiation is managed by the Charity in accordance with the regulations:

- a competent person will carry out a risk assessment to identify all radiation-based hazards and the risks arising from exposure to radiation
- remove radiation sources or switch to less hazardous radiation sources wherever possible
- provide training and information to staff who work with or may be subject to radiation (including naturally occurring radiation sources)
- maintain and regularly inspect equipment which uses radiation
- establish safe dose limits and ensure that they are never exceeded by any person
- reduce the extent and duration of radiation exposure to as low as possible through engineering or administrative controls
- provide and implement safe systems of work, including controlled areas to restrict exposure to radiation
- monitor premises in areas where Radon occurs naturally.

Reporting Incidents, Diseases and Dangerous Occurrences (RIDDOR)

Prompt and accurate reporting of certain work-related incidents to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) is required. This includes:

- Work-related fatalities
- Specified injuries to employees and workers (fractures, amputations, serious burns)
- Over-seven-day incapacitation of employees and workers (where an injury causes absence from work or inability to perform normal duties for more than 7 consecutive days)
- Injuries to non-workers (e.g., visitors, patients, volunteers) where they are taken directly to hospital for treatment from the scene of a work-related incident
- Diagnosed cases of certain occupational diseases
- Certain dangerous occurrences (specified near-miss events with the potential for serious harm).

All employees are required to report all accidents, incidents, and suspected work-related ill-health promptly through our internal reporting system (DATIX), to enable the designated Responsible Person to assess the incident and make any necessary RIDDOR report within the specified timescales. This ensures compliance with legal duties and supports our commitment to learning from incidents to prevent recurrence.

Smoking

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the Charity that all of its workplaces and workplace activities are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited anywhere on hospital site. This includes Charity vehicles. If you have a Charity/hire car that is designated for your sole use and that is never used by other employees then you can smoke in it if you wish – but the Charity recommends that you do not do so. The use of e-cigarettes and vapes is permitted on outdoor spaces, not inside buildings, but cannot be used by employees when escorting or engaged in other activities with patients.

This policy applies to all employees, volunteers, customers and visitors. Exceptions to this policy is by Director approval for end of life patients, whereby designated places will be agreed and care-planned as part of this arrangement.

All employees are obliged to adhere to and facilitate the implementation of the policy. The Charity will ensure that all employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Appropriate 'no smoking' signs will be clearly displayed at or near the entrances to the premises. Signs will also be displayed in company vehicles that are covered by the law.

Stress

Stress is an adverse reaction people have to excessive pressure or other types of demand placed on them. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be from excessive workload, unreasonable expectations, or excessive demands. The Charity, endeavours to provide a pleasant working environment which is, as far as possible, free from stress. The aim is to:

- work to identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress
- regularly review risk assessments
- consult with subject matter experts on issues relating to the prevention of work-related stress
- provide access to confidential counselling for employees affected by stress caused either by work or external factors
- provide training for all managers and supervisory staff in good management practices

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their line manager. Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work, where possible, for which the risks are assessed as tolerable.

Temporary Workers

The Charity will take the necessary measures to ensure the health and safety of any temporary and casual staff/workers. This includes Bank and agency workers. To achieve this, the Charity will provide temporary workers with the following information prior to starting work:

- details of the qualifications and skills are required to do the work safely
- any health surveillance to be provided under statutory provisions
- any risks to health and safety identified by workplace risk assessments
- the preventive measures to be taken within their role and work
- safe working procedures
- action to be taken in the event of an emergency
- adequate training and supervision to undertake their duties

The competence of temporary workers will be assessed and monitored to ensure they are capable of working safely.

Vibration

Regular exposure to continuous vibration from a work process has the potential to cause long term ill health including a range of occupational diseases collectively known as hand-arm vibration syndrome (HAVS) or whole body vibration (WBV). To minimise the risk from vibration the Charity will:

- assess the risks to health from exposure to continuous levels of vibration and determine the control measures needed
- introduce effective control measures to ensure levels of exposure to hand-arm vibration and whole body vibration are eliminated or reduced as far as is reasonably practicable
- record the assessments and review them periodically or when changes occur
- ensure that the most appropriate equipment is used for the job, that the equipment is sourced from appropriate suppliers and that it bears the “CE” certification mark
- ensure that those persons responsible for managing work likely to result in exposure to hand arm vibration and whole body vibration are adequately trained and competent
- inform, instruct and train employees about the risks and the precautions to be taken to protect themselves from the harmful effects of continuous exposure to vibration
- ensure no new equipment or processes are introduced into the work activities where there is a foreseeable risk of hand-arm or whole body vibration without a risk assessment and approval of a designated manager
- maintain an inventory of all vibration equipment used that is likely to cause hand-arm vibration and whole body vibration
- monitor exposure of hand-arm vibration and whole body vibration and undertake appropriate health surveillance, where necessary
- maintain tools to the manufacturer’s specifications to avoid worsening vibration.

Violence and Aggression

The Charity recognises that in certain situations violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression. Violence and aggression is defined as:

- actual or threatened physical assaults on staff, volunteers, temporary workers and contractors
- psychological abuse of staff, volunteers, temporary workers and contractors

- verbal abuse which includes shouting, swearing and gestures
- threats against staff, volunteers, temporary workers and contractors.

To achieve this the Charity will:

- carry out risk assessments of potential conflict situations to determine the control measures necessary to protect staff
- ensure that premises are kept secure
- inform all employees of the procedure following a violent or challenging behaviour incident
- not tolerate violence or challenging behaviour towards our employees
- train our employees who may be exposed to violence or challenging behaviour situations
- support the employees involved in any incident
- support their decisions regarding the pressing of criminal charges
- provide access to counselling or post-incident assistance required by the employee
- keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety.

Visitors

In the interest of safety and security, the Charity will take the necessary measures to protect staff and visitors from any accidents or incidents that may occur during visiting.

Employees hosting visitors must ensure that:

- they are authorised to enter the premises or accompanied
- they adhere to applicable health and safety instructions and rules during their visit
- adequate information is passed to ensure their safety including emergency information
- any protective clothing required is provided and worn
- report accidents and injuries to an employee
- any accidents / incidents involving visitors are reported through the accident reporting arrangements
- Visitors sign in/out in visitor registers, and wear visitor lanyards when on site

Employees aware of people on the premises who may be unauthorised should report these to their manager for action.

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

Waste Management

The Charity will instigate a waste management plan for any work carried out when required to by legislation and in order to do so will identify the:

- client
- Principal Contractor

- person with overall responsibility for the waste management plan
- location of the site where the work will be carried out
- estimated cost of the project.

In carrying out any site work the Charity will adhere to the following hierarchy for processing of waste materials:

- re-use (on or off site)
- recycle (on or off site)
- send off site for recovery
- send for incineration
- as a last resort send to land fill.

The waste management plan will:

- describe each type of expected waste to be produced
- estimate the quantities of each type of waste
- describe the waste management action for each type of waste (e.g. re-use, recycle).

The waste management plan will and ensure materials will be handled efficiently and waste managed appropriately. All waste materials which leave site will be processed through licensed contractors.

Additional duties:

- ensure co-operation between all contractors involved on the project during the construction phase
- discuss waste management with every site worker through induction, training and toolbox talks
- ensure that waste is reused, recycled or recovered, where practicable to do so

Water Hygiene and Water Safety

Water Hygiene

There are arrangements in place to effectively manage all water systems across premises. This includes taking all reasonably practicable steps to prevent the growth and spread of Legionella bacteria and other waterborne pathogens, as well as controlling the risk of scalding. We recognise our legal duty as a duty holder under relevant health and safety legislation, including the Health and Safety at Work etc. Act 1974 and the Control of Substances Hazardous to Health Regulations 2002 (COSHH). All reasonable steps will be taken to identify potential hazards from legionellosis and other water borne pathogens, and to prevent or minimise the risk of exposure.

At risk systems include the hot and cold-water storage and distribution system. To achieve control of legionella bacteria and other water borne pathogens, the Charity will implement the following:

Avoidance of Conditions Favouring Growth of Organisms

As far as practicable, water systems will be operated at temperatures that do not favour the growth of legionella. The recommended temperature for hot water is 60°C and either above

50°C or below 20°C for distribution, as care must be taken to protect people from exposure to very hot water.

The use of materials that may provide nutrients for microbial growth will be avoided. Corrosion, scale deposition and build-up of bio films and sediments will be controlled, and tanks will be lidded.

Avoidance of Stagnation

Dead-legs, which occur when water services leading from the main circulation water system to taps or appliances, are used only intermittently and other parts of systems which may provide a reservoir for infection will be identified and where possible eliminated.

System Maintenance

Water systems will be disinfected by an effective means before being taken into service and after shutdowns of five or more days. Plant will be regularly inspected and maintained (e.g. by monthly visits from a water treatment specialist). Plant will be disinfected periodically (normally twice yearly) by chlorination or by temporarily raising water temperatures. Biocides may be used to control microbial growth. Maintenance personnel must wear appropriate protective clothing.

Sampling

Sampling for legionella will not normally be necessary, unless in the case of an outbreak or to monitor the effectiveness of precautionary measures.

Record Keeping

Records will be kept of all maintenance, temperature monitoring and sampling carried out.

Action in the Event of an Outbreak

A contingency plan in case of an outbreak of legionellosis and other water borne pathogens will be prepared. This will include the:

- identification of people who may have been exposed
- involvement of public health authorities
- dissemination of information to employees and other interested parties as to the nature of the risks

Water Safety

Water Safety aims to prevent all types of harm and injury related to the physical hazards, including high temperatures, swimming pools, ponds, water course, and environmental flooding. This requires proactive measures to:

- mitigate drowning and immersion risks: manage hazards associated with all bodies of water, including baths, swimming pools, ponds, watercourses, and any other water features
- reduce slips, trips, and falls: implement measures to address risks posed by wet floors and surfaces
- address flood risk: develop and implement plans to manage the dangers posed by environmental flooding impacting our sites

To achieve this, there will be robust control measures, including; the installation and servicing of Thermostatic Mixing Valves (TMVs), appropriate supervision of individuals around water, the use of barriers and fencing, prompt spill clean-up procedures, provision of emergency equipment, and regular monitoring of drinking water quality.

We recognise our legal duty under the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, the Control of Substances Hazardous to Health Regulations 2002 (COSHH), and all other relevant legislation and guidance. Through continuous risk assessment, monitoring, and staff training, we are dedicated to ensuring the highest standards of water safety across all areas of our operations.

Window Restrictors

The fitting and use of window restrictors within Charity premises is used to ensure the safety and security of patients, employees and visitors. The Charity is committed to preventing persons from falling from height and has fitted window restrictors to remove the possibility of persons opening a gap large enough for a person to fall through.

To ensure the safety of everyone in our premises, all windows above ground floor level must be fitted with robust, tamper-proof window restrictors that limit their opening to a maximum of 100mm. These restrictors must comply with BS EN 14351-1 standards.

Regular checks of all window restrictors will be carried out during routine environmental checks on the wards. Any restrictor found to be damaged or faulty must be repaired or replaced immediately to maintain safety standards. Employees must report any defects as a matter of urgency to their line manager and estates and facilities helpdesk. To ensure safety;

- all window restrictors must be able to withstand a minimum static pushing force of 850N
- correct specification and procurement of the required window restrictors (minimum static pushing force of 850N)
- window restrictors are installed by competent and experienced personnel following manufacturer's installation guidelines
- risk assessments are completed to determine the necessity and appropriate type of restrictors required
- the danger of falling from any window and the effects of installing a window restrictor, including the possible loss of ventilation, is risk assessed
- vulnerable parties who may be particularly at risk from falling out of windows are identified
- window restrictors are secured with tamper-proof fittings
- window frames are sufficiently robust where the window requires a window restrictor
- window restrictors are properly maintained and kept in working order
- adequate training and supervision is given to all employees who use or maintain window restrictors

Window restrictors that are found to be broken will be replaced or repaired as a matter of urgency, but the window must be kept locked shut until repairs are carried out. If the repair will not take place for more than a day, temporary signage will also be put in place to indicate that the window should not be used.

Work At Height

The Charity and any person in control of any work at height activity must make sure work is properly planned, supervised and carried out by competent people. This includes using the right type of equipment for working at height. Low-risk, relatively straightforward tasks will require less effort when it comes to planning.

Employees have general legal duties to take reasonable care of themselves and others who may be affected by their actions, and to co-operate with their employer to enable their health and safety duties and requirements to be complied with.

All reasonable steps will be taken to provide a safe working environment for all employees who may be affected by work at height activities, including:

- all work activities that involve work at height are identified and assessed
- the need to undertake work at height will be eliminated whenever it is reasonably practicable to do so
- adequate and secure working platforms with guard rails and toe boards will be used in preference to ladders which will be used for light, short duration work only and secured to prevent displacement
- when necessary, only scaffolds and scaffold towers that have been erected by a competent person will be used
- roof lights and other fragile surfaces will be protected to prevent falls
- fall arrest equipment will be used if other means of prevention (safety nets, harnesses with running lines, etc.) are not practical or justified
- risks associated with those activities where work at height cannot be eliminated are evaluated and steps are taken to control them
- all the necessary equipment to allow safe access to and egress from the place of work is provided
- all the necessary equipment to ensure adequate lighting and protection from adverse weather conditions is provided
- suitable plant is provided to enable the materials used or created in the course of the work are safely lifted to and from the workplace and stored there if necessary
- any working platform and its supporting structures are selected and/or designed in accordance with current standards
- regular inspections of all equipment required for working at height are undertaken
- competent persons are appointed to be responsible for the supervision of all work at height and associated activities
- any contractors from whom they procure services comply with this policy.

Work Equipment (PUWER)

The Charity ensures that all work equipment provided and used is suitable for the purpose of the activity or task, maintained in a safe condition, inspected regularly, and only operated by adequately trained and informed individuals, with appropriate safety measures in place to eliminate or control risks. This is in compliance with the Provision and Use of Work Equipment Regulations 1998 (PUWER). The Charity will:

- provide work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations
- retain and make available the manufacturer's instruction manual for each item of equipment, where relevant
- before using any item of work equipment, ensure that a risk assessment is carried out and brought to the attention of relevant employees
- inspect all equipment at installation and prior to first use
- regularly inspect work equipment in accordance with the manufacturer's recommendations

- maintain work equipment in accordance with the manufacturer's recommendations
- keep records of all inspections and maintenance
- provide adequate instruction, information and training to employees to enable the work equipment to be used and maintained safely
- provide refresher training as appropriate and as determined necessary by workplace inspections.

Working Time Regulations

The working time regulations are designed to limit the number of hours individuals have to work. If employee's want to work over the 48 hours they can choose to work longer hours by 'opting out'. Employee's cannot be forced to opt out and can revoke their opt out, if they give a suitable notice period.

Individuals who 'opt out' are reminded that they may feel tired due to working excessive hours and may be more likely to suffer from mental health problems, general ill health and make mistakes leading to accidents.

Employees and workers must adhere to the working time regulations set out for adult workers in healthcare settings:

- a maximum of 48 hours per week, averaged out over a 26 week reference period (employees can opt out of this)
- a maximum of 65 hours per week, averaged out over a 26 week reference period if they have opted out
- entitlement to a minimum uninterrupted rest period of 11 hours in every 24-hour period, unless there are exceptional circumstances
- entitlement to 28 days paid holiday per year (including statutory holidays) for full time workers (pro-rata for part time workers)
- 24 hour rest period at least once a week, can be 48 hours every fortnight with no opt out
- entitlement to an unpaid rest break of at least 20 minutes, if working over six hours. Scheduled staff unable to take a rest break may be given time back in lieu (TOIL) or paid at the discretion and approval of their manager
- employees must not suffer any detriment if they choose not to opt out
- free health assessments for night shift workers
- Travelling to and from the normal work place, break periods, rest periods, holidays and sickness do not count as working time.

Further information and full details on working times, holidays and other benefits can be found in the Charity's HR policies.

Workplace Transport

The risks associated with vehicles operating on the Charity's premises are controlled to ensure a safe site, safe vehicles and safe drivers, to prevent accidents, injuries, and ill-health to employees, contractors, visitors, and members of the public. Workplace transport operations are managed through:

- **Safe Site Design and Activity:** Implementing clear traffic routes, safe systems of work, and effective segregation of pedestrians from vehicles.

- Safe Vehicles: Ensuring all vehicles and mobile work equipment are suitable for purpose, properly maintained, and equipped with necessary safety features.
- Safe Drivers: Ensuring all vehicle operators are competent, adequately trained, and adhere to safe driving practices and site rules.

Workplace transport risks will be assessed and controls in place to reduce risks as low as reasonably practicable. The workplace transport safety management system includes:

- Site traffic management plan (maps, routes, speed limits)
- Pedestrian walkways and crossing points
- Rules for visiting drivers and contractors
- Loading and unloading procedures
- Reversing procedures (e.g., use of banksmen, reversing alarms, CCTV)
- Vehicle pre-use checks (daily checks)
- Vehicle defect reporting and repair procedures
- Scheduled vehicle maintenance
- Driver authorisation and training requirements (including refresher training)
- Rules for the use of specific vehicles (forklifts, company cars)
- Emergency procedures for transport incidents
- Use of PPE (high-visibility clothing)

7.0 RISK ASSESSMENTS

General Risk Assessment

Risk assessment is a systematic examination of what within our business can cause harm to people and it helps us determine whether we are doing enough, or if further actions are required to reduce the likelihood of injury, harm or ill health.

A general risk assessment is undertaken for known and reasonably foreseeable health and safety hazards covering all premises, equipment and activities in order to plan and prioritise the implementation of the identified control measures.

More detailed specific risk assessments will also be carried out as determined by the general assessment to address those premises, equipment, people or activities to comply with specific legislation or to proactively manage health and safety risks. The Charity will ensure:

- assessments are carried out and records are kept
- control measures introduced as a result of assessments are implemented and followed
- employees are informed of the relevant results and provided with necessary training
- any injuries or incidents lead to a review of relevant assessments
- assessments are regularly monitored and reviewed
- suitable information, instruction and training will be provided to all persons involved in the risk assessment process.

Risk Assessment involves identifying the hazards present in the workplace or arising out of any work activity and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness.

A **hazard** is something with a potential to cause harm and can include articles, substances, plant or machines, methods of work and the work environment.

Risk is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and also with the potential severity of the harm i.e. the resultant injury or ill health effect. If there are no hazards there are no risks.

The regulations require that risk assessments are '**suitable and sufficient**' in that they should identify all the significant hazards present within the business and its activities and that they should be proportionate to the risk. The assessment should cover all risks that are reasonably foreseeable.

The risk assessment must identify all those people who may be affected by the hazard, whether they are workers or others, such as members of the public.

Health and safety law does not demand absolute safety when considering what safety controls are required but measures taken should go as far as is '**reasonably practicable**'; a balance between risk and costs, the greater the risk the greater the need to commit resources in terms of time and money to remove or control the risk.

It is a legal requirement that the significant findings of our risk assessments are brought to the attention of our employees.

Carrying out risk assessments

Those who are involved in risk assessments should:

- be competent
- have knowledge and experience of working procedures in practice, potential dangers and strengths and weaknesses of existing precautions
- have knowledge and experience of how to solve problems identified by the assessment
- be in a position to give the commitment, co-operation and resources required to implement the assessment results.

It is important that the person carrying out the risk assessment is competent. This means that the person must have the necessary skills and knowledge gained through experience and training and may have qualifications that enable them to make sound judgments. (Appendix 1 - Risk Assessment)

The six stages of risk assessment:

1 - IDENTIFY THE HAZARDS

Look for hazards by walking around the workplace. List the hazards that could reasonably be expected to cause harm. Ask for the opinion of employees as they may have noticed things that are not immediately obvious.

Examples of hazards include:

- cables trailing over floors
- fire
- chemicals
- work benches which are too high or too low

- electricity
- loads which have to be moved manually
- work equipment
- working environment e.g. ventilation, lighting, heating.

2 - IDENTIFY WHO MAY BE HARMED AND HOW

List groups of people and individuals who may be affected by the hazards e.g.:

- employees
- volunteers
- patients
- families and carers
- members of the public
- contractors on the premises

Pay particular attention to vulnerable persons, e.g. those with disabilities, visitors, female employees who are pregnant or who have recently returned to work after having a baby, inexperienced employees or young persons.

3 - EVALUATE AND CONTROL THE RISK

Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or if more should be done. When evaluating the extent of the risk, account should be taken of the chance of some harm occurring (likelihood), the likely severity of this, and the number of people who could be affected. The following formula is used on the risk forms within this policy manual.

$$\text{Severity} \times \text{Likelihood} = \text{Risk}$$

Even after all precautions have been taken some risk may remain. Ensure the precautions in place meet standards set by legal requirements comply with a recognised standard, represent good practice and reduce the risk as far as is reasonably practicable.

Where additional controls or further action are necessary to reduce the risk, decide what more could reasonably be done by adopting the following principles:

- avoid the risk completely
- evaluate risks which cannot be avoided
- combat risks at source
- adapt work to the individual
- make use of technical progress
- replace the dangerous with none or less dangerous
- develop an overall prevention policy
- give priority to measures which protect the greatest number of people
- give appropriate instructions to employees.

4 - IMPLEMENT AN ACTION PLAN

Once the level of risk has been determined and the control measures needed to reduce or eliminate the risk established, an action plan should be drawn up with timescales for implementation of the control measures.

5 - RECORD, PLAN, TRAIN, COMMUNICATE

The significant findings of the assessment must be recorded since these provide evidence that something has been done, it is also a legal requirement. Keep any written assessments for future reference and ensure that employees are informed of the findings and control measures, either existing or additional, that have to be observed and used. In some circumstances the findings of the risk assessment should also be given to others who could be affected, for example agency workers, contractors etc.

Common hazards and example controls:

Hazard	Example control measures
Dust	PPE, wet cleaning, training
Electricity	Insulated tools, residual circuit breakers, fuses, earthing, inspection and testing of systems and appliances
Fire	Detection/warning systems, fire drills, extinguishers, signs, suitable storage facilities for substances and goods, fire retardant furniture and fittings
Hazardous substances	Substitution for less hazardous alternatives, extract ventilation, personal protective equipment, training
Knives	eliminate the hazard altogether, consider if a less hazardous tool could perform the same task. Providing stable and non-slip cutting surfaces. Ensuring adequate lighting to see clearly. Using knife blocks, magnetic strips, or sheaths for safe storage. Training, Safe systems of Work, Restricted access, PPE, safety footwear, Toolbox talks
Ligatures	Anti ligature fixtures and fittings, ligature heat maps, care plans, enhanced support/observations, training
Manual handling	Mechanical aids, hoists, getting assistance, breaking loads into smaller units, training
Moving machinery	PPE, Safe system of work, Standard operating procedures equipment specific, Guards, safety devices
Noise	Reduction at source, isolation, ear protection, demarcation of danger zones
Slips and trips	Environmental checks, estates MICAD reporting, clear areas and disposal of items
Stairs	Good lighting, handrails, non-slip surfaces, slightly raised/highlighted front edges
Stress	Reduce/increase workload, more control over work, work suitable for the individual, avoidance of monotonous repetitive work

Vibration	PPE, Health surveillance, regular breaks, correct tools to minimise vibration transition, limiting exposure times, ensure correct maintenance
Violence and aggression	Patient care plans, contraband restrictions, ASCOMs, Radios, training
Work environment	Good lighting, ventilation, redesign layout of area, heaters/coolers
Work equipment (machinery, tools, etc.)	Guarding, demarcation of danger zones, restricted operation and use planned preventative maintenance, shadow boards, training
Working at height (including ladders)	Avoid working at height. correct type of ladder/stepladders, training

6 - MONITOR AND REVIEW THE ASSESSMENT

It is important that the control measures are monitored and that records are kept. A regular review of the assessments should be made to take into account any changes to the methods or systems of work. You should also review the assessment following an accident, where there has been a significant change to the work, if new information comes to light, or if there is any other reason to believe that it may no longer be valid. Following the review, additional control measures should be implemented if required. Even if there are no significant changes since the original risk assessment, it should be regularly reviewed to confirm that it is still relevant and valid.

Fire Risk Assessment

A fire risk assessment is an organised and methodical look at the premises, the activities carried on there and the likelihood that a fire could start and cause harm to those in and around the premises.

The aims of the fire risk assessment are:

- to identify the fire hazards
- to reduce the risk of those hazards causing harm to as low as reasonably practicable
- to decide what physical fire precautions and management arrangements are
- necessary to ensure the safety of people in your premises if a fire does start.

The significant findings of the fire risk assessment, the actions to be taken as a result of the assessment and details of anyone especially at risk must be recorded.

It is important that the fire risk assessment is carried out in a practical and systematic way and that enough time is allocated to do a proper job. It must take the whole of your premises into account, including outdoor locations and any rooms and areas that are rarely used. Small premises may be able to assess as a whole, in larger premises you may find it helpful to divide them into rooms or a series of assessment areas using natural boundaries, e.g. process areas, offices, stores, as well as corridors, stairways and external routes.

Risk assessments must take account of other users of the buildings and co-operation and communication of hazard and risk must be shared between departments to ensure a co-ordinated response is prepared and implemented.

A competent person is appointed to carry out preventive and protective measures needed to comply with the legislation. This person could be you, or an appropriately trained, employee or, where appropriate, a third party.

The fire risk assessment will demonstrate that, as far as is reasonable, the needs of all relevant persons, including disabled people, have been considered.

The six steps to fire risk assessment

1. IDENTIFY THE HAZARDS

- Sources of ignition
- Sources of fuel
- Sources of oxygen.

2. IDENTIFY WHO MAY BE HARMED AND HOW

- Employees
- People in and around the premises
- Vulnerable persons, disabled etc.

3. EVALUATE AND CONTROL THE RISK

- Evaluate the risk of fire occurring
- Evaluate the risk to people from fire
- Remove or reduce the fire hazards
- Remove or reduce the risks to people.

4. CONSIDER:

- Detection and warning
- Fire fighting
- Escape routes and travel distances
- Lighting
- Signs and notices
- Maintenance.

5. RECORD, PLAN, TRAIN, COMMUNICATE

- Record the significant findings and action taken
- Prepare an emergency plan
- Inform and instruct relevant people; co-operate and co-ordinate with other departments
- Provide training.

6. MONITOR AND REVIEW THE ASSESSMENT

- Keep assessment under review
- Revise where necessary.

8.0 COMMUNICATION AND CONSULTATION

It is a legal requirement for the Charity to establish arrangements to communicate and consult with employees on issues affecting their health and safety and to take account of their views. This includes:

- establishing effective lines of communication
- involving and consulting with employees through:
 - individual conversations
 - notice boards
 - internal publications
 - staff meetings
 - health and safety meetings
 - employee feedback surveys
- displaying the 'Health and Safety Law – What You Need To Know' poster
- Engaging with employees to seek and consider views when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety.

Where it is not practical to engage with and seek views from all employees directly, employee representatives, including any appointed trade union health and safety representatives will be communicated and engaged.

Under the Trade Union (TU) Agreement, the Charity allows recognised TU representatives appropriate amounts of time away from their normal duties in order to complete their TU duties.

9.0 TRAINING

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the Charity to enable them to contribute to health and safety, whether as individuals, teams or groups.

Competence of individuals through training helps individuals acquire the necessary skills, knowledge and attitude which will be promoted by managers and supervisors throughout the Charity.

Training objectives will cover three areas, that of the Charity, the job and individuals.

All employees will need to know about:

- the health and safety policy
- fire safety policy
- the structure and system for delivering this policy

Employees will need to know which parts are relevant to them, to understand the major risks in our work activities and how they are controlled. All employees will be provided with the Charity Health and Safety Handbook.

Manager and supervisor training will include:

- management roles and responsibilities
- safety management system

- skills on training and instruction
- risk assessment
- DSE
- health and safety legislation

All our employees training will include:

- relevant health and safety hazards and risks within their role
- the health and safety arrangements relevant to them

All employees will receive mandatory induction and refresher training.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident. Records of training will be kept for all employees.

Employees are required to:

- participate in the induction training activities they have been required to attend or carry out
- work according to the contents of any training they receive
- ask for clarification of any points they do not fully understand
- not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed.

10.0 EQUALITY, DIVERSITY AND DISABILITIES

The Charity will give full and proper consideration to the needs of individuals with disabilities and/or additional needs, by ensuring that:

- all individuals are treated with respect and dignity, both in the provision of a safe working environment and in equal access to the Charity's facilities
- risk assessments are undertaken, and reasonable adjustments are made to the premises and/or arrangements
- employees are encouraged to suggest any reasonable adjustments to their line managers
- Suitable personal emergency evacuation plans (PEEP) are in place to enable individuals to leave the premises safely

11.0 MONITORING AND ASSURANCE

Measurement is essential to maintain and improve our health and safety performance and compliance, to identify how effectively we are controlling risks and how well we are developing a positive health and safety culture. There are two types of performance monitoring, proactive and reactive.

Proactive monitoring (leading indicators)

Monitoring is a line manager's responsibility and each of the key management positions are expected to play their part in monitoring achievement against relevant health and safety

standards. Managers will be expected to provide evidence that they are monitoring performance within their areas of responsibility, and they are reinforcing their commitment to health and safety and helping to develop a health and safety culture.

This approach to proactive monitoring gives the Charity feedback on its performance before an accident, incident or case of ill health.

Managers and supervisors with defined health and safety responsibilities must monitor areas for which they have day to day control. Checking may be informal and not recorded, as well as structured checks.

Employees who take a proactive interest or represent groups for health and safety can also be involved with monitoring and may take the format of a health and safety tour or if more formally via a devised checklist.

Reactive monitoring (lagging indicators)

Reactive monitoring of events including accidents, incidents, cases of ill health or property damage provide an opportunity to check performance and learn from mistakes and improve control measures.

Trends and common features arising from accident and incident investigations can identify work-tasks or activities where health and safety improvement initiatives would be most beneficial. Investigations may also provide valuable information in the event of legal action or an employee claim.

Performance Indicators

Method of reporting	Data source	Who is responsible for monitoring	Committee or group where performance reports into
Proactive Monitoring - Leading Indicators	• Risk Assessments completed • Workplace Inspections • Training compliance • SME audit reports • Fire drills • Evacuation exercises • Action plans • Planned Preventative Maintenance schedules (PPM) • Review of policy and procedures • Statutory compliance reporting	Managers Heads of Departments Directors Health and Safety Manager Director of Operational Support	• Health & Safety sub-groups • Senior Leadership Forum • Health & Safety Committee (SEPSG) (bi-monthly) • Quality & Safety Committee (twice yearly)
Reactive Monitoring - Lagging Indicators	• Accidents • Injuries • RIDDORs • Near Misses • Accident Investigation lessons learned		• Audit & Risk Committee (Quarterly)

Assurance

The Charity's governance assurance framework is an arrangement of internal control activities reviewing how risks relating to health and safety are managed, and the effectiveness of health and safety arrangements set out in the health and safety policy.

The outcome of active and reactive monitoring activities will provide an understanding of which areas across the Charity are complying with the statutory requirements and enable continuous improvement activity and effective risk management.

The health and safety assurance methodology follows the principles of the four lines of defence (4LoD) assurance. Activity will include the monitoring of health and safety activity carried out by employees, volunteers, bank and agency workers, and contractors across all departments and services. Outcomes of assurance inspections and audits will provide focused improvement activity that will enhance good practice and improve areas of performance requiring attention.

First line assurance

First line of defence is carried out by immediate 'owners' of a process or workplace risk. This will include the monitoring of employees, contractors and agency workers. The aim of first line assurance is to:

- establish levels of compliance and areas of non-conformance
- inform local remedial actions required to bring the safe management of processes/activities to the required standard
- effectively manage local risk registers
- inform improvement work

Second line assurance

Second line of defence is overseen by the Health and Safety Committee and the Health and Safety Team. Second line assurance is independent and will monitor first line assurance checks, activity and conformance with the arrangements in place, achieved by a formal program of specific and thematic reviews of either functional areas or specific health and safety topics.

The aim of second line assurance is to:

- audit the quality and effectiveness of first line monitoring and assurance activity
- examine local compliance with health and safety arrangements and standards
- identify themes and areas of improvement to inform work plans and activities
- assess compliance with a range of areas including specific activity-based risk assessment and staff competence
- identify effectiveness of policy and procedures
- identify and communicate lessons learned
- to effectively manage risk registers

Third line assurance

The third line of defence will be overseen by the Internal Audit function of the Charity. Internal audit reviews will be developed annually.

The aim of third line assurance is to:

- adopt an independent internal audit methodology
- assess how effectively the Charity assesses and manages its risks
- assess the effectiveness of first- and second-line assurance activities
- assess whether processes, activities and risks are being managed effectively and harmonised with the Charity's risk management framework and strategic objectives
- identify areas of improvements and make recommendations
- provide assurance to the Executive team and The Board

Fourth line assurance

The fourth line of defence is undertaken by either; enforcing authorities by inspection using their legal powers, or commissioned external health and safety audits by invitation, or part of the normal accreditation process of any standards.

The aim of fourth line assurance is to provide an independent external view of conformance and compliance with health and safety legislation, regulation and standards.

Independent Health & Safety and Fire Safety specialist subject matter experts are commissioned through a Service Level Agreement and undertake reviews of the charity's safety management system and policies and procedures, and also complete independent inspections. This ensures the charity is transparent in health and safety matters, actively seeks independent advice, guidance, and feedback.

POLICY REVIEW

This Health and Safety Policy will be reviewed annually.

AMENDMENT RECORD

Any amendments made to the Health and Safety Policy will be recorded below with information on changes made. Where significant changes are to be made which could impact on the business or our customers, we will consider the reasons for change, potential problems and how it will be implemented.

Version	Date	Policy section	Details of amendments made:	Change made by:
1	September 2018		Replaced Health and Safety Operational Risk Management Policy and Procedures (HASAW 01) version 1.5 after Governance Review.	
2	December 2019		Policy moved onto new template	
2.1	March 2021		Reviewed adding new structure and roles/responsibilities. draft v1.1	
2.2	April 2021		Inclusion of accountabilities	
2.3	July 2022		Edited the organisational chart	Nikki May
3.0	June 2024		Transferred onto new Policy Template, with new organisational structure and roles/responsibilities and increased monitoring and oversight	Nikki May

3.1	September 2024		Added further Policy links	Nikki May
3.2	February 2025		Added Group Alert Standard Operating Procedure into policy link	Nikki May
4.0	September 2025	All sections	Full re-write. Individual policies consolidated into one policy. Health and safety arrangements itemised by hazard and regulation. Environmental Policy Statement added. Updated legislation and regulation referenced.	Nikki May
4.1	March 2026		Refreshed signed Statement of Intent	Nikki May

LEGISLATION

Full copies of relevant legislation are available on the Office of Public Sector Information web page (www.opsi.gov.uk) and the National Archives (www.legislation.gov.uk).

- Approved Code of Practice: Managing and working with asbestos
- Building Regulations 2004 (England)
- Confined Spaces Regulations 1997
- Construction (Design and Management) Regulations 2015
- Control of Noise at Work Regulations 2005
- Control of Substances Hazardous to Health Regulations 2002.
- Control of Vibration at Work Regulations 2005
- Dangerous Substances and Explosive Atmospheres Regulations 2002
- Electricity at Work Regulations 1989
- Electrical Equipment (Safety) Regulations 2016
- Employers' Liability (Compulsory Insurance) Act 1969
- Environmental Protection Act 1990
- Equipment and Protective Systems Intended for Use in Potentially Explosive Atmospheres Regulations 2016
- Environmental Information Regulations 2004 (EIR)
- Food Safety Act 1990
- Gas Safety (Installation and Use) (Amended) Regulations 1998 (GSIUR)
- Health Act 2007 Smoke-free (Premises & Enforcement) Regulations
- Health Technical Memorandum 04-01: Safe water in healthcare premises
- Health and Safety at Work etc. Act (1974)
- The Health and Safety (Consultation with Employees) Regulations 1977
- Health and Safety Information for Employees (Amendment) Regulations 2009
- Health and Safety (Display Screen Equipment) Regulations 1992
- Health and Safety (First-Aid) Regulations 1981

- Health and Safety (Safety Signs and Signals) Regulations
- Health Protection (Notification) Regulations 2010
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Ionising Radiations Regulations 2017
- Lift Regulations 2016
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Management of Health and Safety at Work Regulations 1999
- Manual Handling Operations Regulations 1992
- Memorandum of guidance on the Electricity at Work Regulations
- Misuse of Drugs Act 1971
- Occupiers Liability Act 1957 and 1984
- Personal Protective Equipment at Work (amended) Regulations (2022)
- Provision and Use of Work Equipment Regulations
- Personal Protective Equipment at Work (Amendment) Regulations 1992
- Pressure Equipment (Safety) Regulations 2016
- Pressure Systems Safety Regulations 2000 (PSSR)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Public Health (Control of Diseases) Act 1984
- Public Health (Infectious Diseases) Regulations 1988
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Rider-operated lift trucks: Operator training and safe use Approved Code of Practice
- Road Traffic Act 1988
- Road Vehicles (Construction and Use) (Amendment) Regulations 2022
- Regulatory Reform (Fire Safety) Order 2005
- Supply of Machinery (Safety) Regulations 2011
- Simple Pressure Vessels (Safety) Regulations 2016
- Waste duty of care: code of practice
- Work at Height Regulations 2005
- Workplace (Health, Safety and Welfare) Regulations
- Working Time Regulations (1998)

Appendix 1: Health & Safety Risk Assessment

To be completed as a minimum annually, or when a significant change in environment, policy, procedure, process or acuity changes risks/hazards

Risk Assessment Review Record

Date	Reason for review	Changes Made	Changes implemented by:	Next review date due (annual or when required):

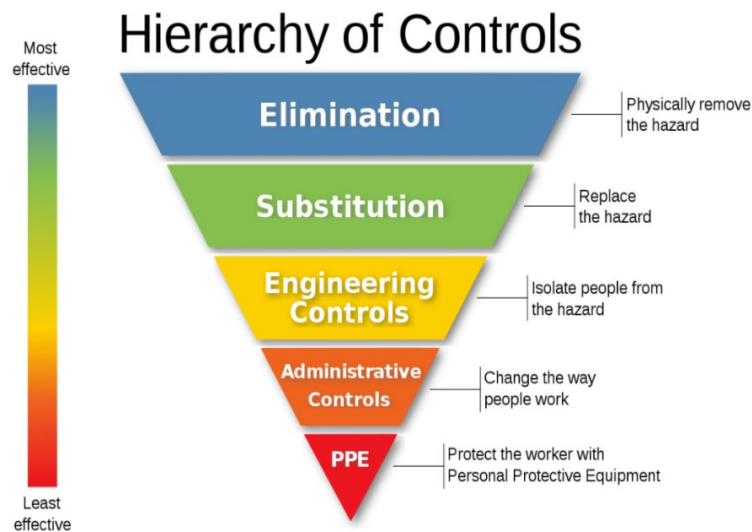
Staff sign off/communication;

By signing below, you confirm you have read and understood the contents of this assessment; have brought any queries or concerns to the attention of the author and your line manager. You understand that you have a legal duty to inform your manager should you become aware of any risks throughout your work that have not been addressed so that an assessment can be made/revised as appropriate.

Name	Job Title / Role	Department/Building	Signature	Date	Comments/queries

Risk Assessment

Location/Dept:			Date Assessed:			Assessed by:					
Task/ Activity:			Review Date:			Reference Number:					
What is the hazard?	Who might be harmed?	How might people be harmed?	Pre-Controls Risk rating			Control Measures	New rating (Residual)			Responsible Person	Due Date
			L	S	R		L	S	R		
Approved by: Print name							Signature				

Risk matrix and hierarchy of controls for the assessment of risks and impact of controls:

Risk/Priority Indicator Matrix

Severity (Consequence)
1. Negligible (delay only)
2. Slight (minor injury / damage / interruption)
3. Moderate (lost time injury, illness, damage, lost business)
4. High (major injury / damage, lost time business interruption, disablement)
5. Very High (fatality / business closure)

Likelihood
1. Improbable / very unlikely
2. Unlikely
3. Even chance / may happen
4. Likely
5. Almost certain / imminent

RISK / PRIORITY INDICATOR MATRIX						
LIKELIHOOD	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		SEVERITY (CONSEQUENCE)				

Summary		Suggested timeframe
12-25	High	As soon as possible
6-11	Medium	Within next 3-6 months
1-5	Low	Whenever viable to do so