

 **Health & Safety Cornwall**

Policy and Procedure Name:	<b>Health and Safety</b>
Date Effective:	<b>February 2013</b>
Written By:	<b>Josh Bourne</b>
Review Date:	<b>July 2016</b>

**STATEMENT OF INTENT**

It is A1 Health and Safety Cornwall’s intention that its work will be carried out in accordance with the relevant statutory provisions and all reasonably practicable measures taken to either eliminate where practicable or minimise risk to its employees or others who may be affected by its activities where risk cannot be eliminated.

Management and Supervisory Staff have the responsibility for implementing this policy throughout the organisation and must ensure that health and safety considerations are always given the priority in planning and day to day supervision of work.

All employees, volunteers and contractors are expected to co-operate with the organisation in carrying out this policy and must ensure that their own work, so far as is reasonably practicable, is carried out without risk to themselves or others.

The organisation have appointed the Operational Manager (Health and Safety, Public Protection and Business Support), as having particular responsibility for advising on day to day health, safety and welfare matters, and to whom reference should be made in the event of any difficulty arising in the implementation of this policy.

The operation of this policy will be implemented and monitored by the Corporate Director.

This Statement of Intent will be displayed prominently in all workplaces.

The organisation and arrangements for implementing the policy will also be available at each site and workplace for reference by any employee as required.

Signed.....Date.....  
(Corporate Director)

## **ORGANISATION**

### **General duties of the Employer to the employees**

A1 Health and Safety Cornwall will ensure the health, safety and welfare at work of all of their employees. The matter to which this duty extends will include in particular:

1. The provision and maintenance of safe plant and systems of work.
2. Ensuring the minimisation of risks to health in handling, storage and the transportation of materials, etc.
3. The provision of adequate information, instruction, training and supervision to ensure the health and safety of employees.
4. The provision of safe access to and egress from all places of work.
5. The provision and maintenance of a safe and healthy environment.
6. The provision of any necessary protective equipment, e.g., helmets, goggles, gloves, face masks, ear protectors without cost to employees.
7. The encouragement of discussion of health and safety matters between all parties including employees, and contractors.
8. To consult employees in accordance with such regulations as the Secretary of State may prescribe, and the organisation will consult on all matters of health and safety.
9. The provision of first-aid equipment as may be necessary in regard to the number of persons employed on the site.
10. First Aid Kits will be provided in accordance with First Aid at Work Regulations.
11. To make clear within its organisation who is responsible for what by means of an organisational chart and written responsibilities together with suitable arrangements, training and instruction.
12. The provision of all welfare facilities required by the Regulations and approved codes of practice such as Rest Rooms, Toilets, Washing Facilities, Drying Rooms, First Aid Rooms, etc., taking into account the maximum number of persons likely to be employed.

13. The provision of, as far as is reasonably practicable, Fire and Emergency Evacuation procedures for all sites developed from a suitable and sufficient risk assessment by a competent person.

### **General duties of Employees**

All employees have a legal duty not only to work in a safe manner, but also to co-operate in efforts made to create safe working conditions.

All employees will sign a declaration stating that they have read and understood the Organisation Health and Safety Policy and will observe the following rules:

Take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.

Comply with any duty or requirement imposed on them by the organisation or any of the relevant statutory provisions. Employees will co-operate with the employer so far as is necessary to enable that duty or requirement to be complied with.

Act reasonably on advice and instructions given on matters of health, safety and welfare.

Inform their Line Manager immediately of the breach of any relevant health or safety regulation or any potential hazard that they observe at work.

Shall not, intentionally or recklessly interfere with or misuse, anything provided in the interest of health, safety or welfare in pursuance of any of the relevant statutory provisions.

### **Corporate Director's Responsibilities**

1. Have prepared and kept up to date the Health and Safety Policy and ensure that it is brought to the notice of all employees.
2. Read and understand the Health and Safety Policy and ensure that it is brought to the notice of all employees under his control.
3. To ensure an assessment of risk is carried out prior to the commencement of work and where such risk is found to be significant, implement suitable and sufficient controls to minimise the risk as far as is reasonably practicable. The Corporate Director must also ensure such assessments are documented and communicated to all those involved with the activity in question.

4. Ensure that the requirements of the Health & Safety at Work etc. Act 1974 and any other relevant statutory requirements are complied with.
5. Ensure that an assessment has been carried out of any substance or process hazardous to health and that appropriate control measures, training, instruction, protective clothing, etc., have been provided.
6. Ensure that Employees required to use machinery are trained in its use.
7. Ensure that work areas are laid out and maintained to ensure safety of Employees and visitors.
8. Arrange all necessary insurances and carry out necessary reporting of incidents to insurers. Provide detailed accident investigation reports to insurers, where appropriate.
9. Ensure that Fire Risk Assessments are undertaken by a competent person for the offices and that all firefighting equipment is maintained, fire exits kept clear, an Emergency Fire Plan is in place and fire drills organised on a regular basis.
10. Ensure that first aid facilities are available.
11. Ensure that all accidents are reported in accordance with this Policy.
12. Ensure that employees work safely and do not take unnecessary risks.
13. Ensure that all necessary welfare provisions are provided and maintained.
14. Set a personal example.
15. Administer the Policy throughout the organisation by championing health and safety through example and safe practice.
16. Prepare instructions for the organisation and methods for carrying out the Policy, to make sure each member of staff is aware of their responsibilities and the means by which they can carry them out.
17. Know the appropriate statutory requirements affecting the organisation's operations by the nomination of a competent person to monitor changes in procedure and legislation.
18. Develop and implement an annual Health and Safety Plan to ensure the improvement of health and safety controls and monitoring.

19. Develop and resource an annual Health and Safety Training Plan to ensure that appropriate training is given to all Employees as is necessary to ensure their health and safety.
20. Insist that sound working practices are observed as described by written Methods of Work and that work is planned and carried out in accordance with the statutory provisions.
21. Ensure that contracts are awarded only when full consideration has been given that the competence and resources of the contractor are suitable and sufficient and meet, where practicable, the CHAS standards.
22. Ensure that there is liaison on health and safety matters between A1 and others working on the site. (Technicians or Agency Staff)
23. Insist that effective documented monitoring is undertaken to ensure that submitted methods of work are being followed.
24. Institute reporting, investigations and costing of injury, damage and loss, promote analysis of investigations to discover trends and eliminate hazards.
25. Reprimand any employees failing to discharge satisfactorily their responsibilities for health and safety.
26. Instigate liaison with external accident prevention organisations and encourage the distribution of safety literature throughout the organisation.
27. Arrange for funds and facilities to meet requirements of the Policy.
28. Arrange for regular meetings with managers and employees to discuss organisation accident prevention, performance, possible improvements, etc.
29. Commission a regular Audit or review (minimum bi-annually) in accordance with the requirements laid down in HSG 65.

## **ARRANGEMENTS**

### **1. Health and Safety Training (Instruction and Review)**

A1 Health and Safety Cornwall, mindful of the duties imposed on them by the Health and Safety at Work etc. Act 1974 and subordinate Regulations including the Management of Health and Safety at Work Regulations 1999, hereby commits to ensuring the provision of adequate Health and Safety Training, Information and Instruction for all employees and contractors to minimise risk as far as is reasonably practicable from their work activities.

#### **Definitions**

**Training:** The bringing of an individual or group of employees or contractors to a predetermined standard by instruction and practice.

**Information:** Provision of predetermined theoretical or practical understanding of an issue, topic or subject.

**Instruction:** Teaching and making known to an individual or group of employees or contractor what they are required to do.

#### **Responsibilities**

The Corporate Director is responsible for ensuring the provision of adequate resources for the full implementation and maintenance of these arrangements.

Heads of Service is responsible for identifying those members of staff who will require Health and Safety Training, Information and Instruction, through the appropriate Staff Appraisal Form and ensuring the formulating of an annual Health and Safety Training, Information and Instruction Plan through the process of a Training Needs Analysis (TNA) which will include details of:

- a) A list of who is to be trained;
- b) Type of training, information and instruction required;
- c) Content required including assessment of understanding by individuals;
- d) Training providers;
- e) Dates by which the training, information and instruction is to be facilitated.

All employees have a legal duty for looking after their own health and safety and the health and safety of others who could be affected by their acts or omissions. Employees and Contractors are therefore required to cooperate with A1 Health and Safety Cornwall by utilising knowledge, guidance and instructions by following the laid down procedures acquired as the result of such information. Instruction and training provided. In the interests of equality and diversity any employee requiring assistance with educational needs to facilitate such training will be supported by confidential application to the Head of Service.

## **Training Need Analysis (TNA)**

The TNA will take into account:

- a) the type of training required
  - induction
  - job specific
  - general safety
  - on procedure/equipment changes
  - supervisor/manager
  - specialised
- b) The timescales and priorities, for example the overall numbers involved from identification of individuals/groups/departments/ risk assessments, with attainment of relevant standards.

The identification of the type and content of Health and Safety Training is crucial to ensure the correct standards are met. Examples of readily available sources are:

- a) Legal or Approved Code of Practice compliance. (ACOP)
- b) Results of job safety analysis
- c) Workplace risk assessments results
- d) Accident investigation reports
- e) Requests from supervisors/managers
- f) Renewal of competence certification, e.g. Health and safety, first aiders and professional development requirements.

## **2. Monitoring, Audit and Review**

Effective monitoring and review of health and safety performance is paramount to ensure that the standards laid down are maintained at all times. A1 Health and Safety Cornwall makes a commitment to ensure effective monitoring and reviews are undertaken as appropriate to ensure that arrangements in place are maintained and/or amended if found to be ineffective.

The following procedures are required for monitoring of health and safety performance both within individual teams and the organisation as a whole.



## **Measuring Safety Performance**

**The Corporate Director** is responsible for ensuring that effective systems of monitoring and review are put in place to ensure the health and safety of employees and others who could be affected by our work activities.

## **Supervision**

On a day-to-day basis all employees of the organisation who supervise other staff, contractors or volunteers have a responsibility to ensure, so far as is reasonably practicable, that work is carried out in accordance with the arrangements laid down by A1 Health and Safety Cornwall

They must also ensure that work is conducted in a manner that minimises the risks to the safety of all those who may be affected, so far as is reasonably practicable.

## **Periodic Inspection and Review**

In addition to the normal supervisory arrangements described above, a system of periodic inspection should be established at Departmental level to enable Senior Managers to satisfy themselves that the safety arrangements that have been put into effect within Departments are being followed and are appropriate and effective. It is for them to decide the frequency and nature of such inspections.

Inspections should normally be conducted by staff that are familiar with the type of work carried out in the area. In complex or specialised settings, it may be appropriate to include someone from outside the Department on the inspection team, to provide a fresh perspective. A written report on the inspection should be prepared so that the Senior Managers can ensure that appropriate remedial action is taken.

## **3. Employee Consultation**

### **Preamble**

A1 Health and Safety Cornwall understands that a commitment to consult with employees and contractors over significant health and safety issues is crucial in creating and maintaining a safe and healthy working environment. By consulting employees and contractors the company realises it sends a clear message that such matters are taken seriously and that employees and contractors can be better motivated in practicing safe behaviour on site.

### **Commitment**

A1 Health and Safety Cornwall understands that there is both a moral responsibility and legal duty (The Health and Safety (Consultation of Employees) Regulations 1996) to consult on matters relating

to health and safety where there is significant risk and makes a commitment to ensure its arrangements are communicated and maintained throughout the organisation.

### **Definition**

“Consultation” involves the company not only giving information to employees but also listening to and taking account of what employees say before making any health and safety decisions.

Employees must be assured that decisions made following such consultations will take into consideration any reasonably practicable controls identified in present Approved Codes of Practice, Codes of Practice or Guidance published as current best practice. These are available on the HSE website ([www.hse.gov.uk](http://www.hse.gov.uk)).

### **Responsibilities**

The Corporate Director has overall responsibility to ensure these arrangements are followed and maintained.

Heads of Service have responsibility to ensure these arrangements are implemented and recorded to provide evidence that the organisation has done all that is reasonably practicable to carry out meaningful employee consultation as required by the Health and Safety (Consultation of Employees) Regulations 1996.

Line Managers have the responsibility for the day to day implementation and maintenance of these arrangements on site and where matters of serious imminent risk are identified these must be acted upon immediately and relevant Manager informed by the quickest possible means.

### **Arrangements**

Employees and contractors are encouraged to report and consult on matters which they consider to be a significant risk to health and safety of themselves or others. Where such matters in the opinion of the employee or contractor may result in imminent serious injury or ill health this must be reported, by the quickest possible means to the direct line supervisor or manager.

A1 Health and Safety Cornwall has in place an employee six monthly appraisal system where issues relating to health and safety (including training requirements) will be discussed and consulted upon.

### **Monitoring**

Heads of Service have the day to day responsibility to ensure the above arrangements are monitored and recorded where appropriate e.g. where changes in work arrangements may affect individuals health and safety and during the Performance, Review and Development process, where members of

staff will be encouraged to take this opportunity to discuss any health and safety concerns, failings or omissions perceived by them.

#### **4. Incident and Ill Health Reporting (Accident Reporting Procedure)**

All injuries or damage arising out of or in connection with work activities, however minor, will be reported by the relevant member of staff on the Incident Report Form and copies sent to the Health and Safety Advisor and where necessary the Insurance Company. This applies to injuries received by sub-contractors, members of the public, visitors etc. as well as employees. **The Corporate Director must cause a full investigation to be carried out** in the event of a fatal or major injury to any person, dangerous occurrence, or member of the public being taken directly to hospital with a work related injury.

The Operational Manager (Health and Safety, Public Protection and Business Support) in his absence will then immediately notify the Health & Safety Executive by telephone (0845 300 99 23), and confirm details of the accident in writing to the Health & Safety Executive within 10 days on Form F2508 (Report of an injury or dangerous occurrence).

Where any injury to any employee, self-employed operative or person undergoing training (other than those reported as above) results in the injured person being absent from work for more than 7 days, the Corporate Director will send Form F2508 to the Health & Safety Executive within 15 days of the incident if details have been received from site workplaces in accordance with paragraph 1 above.

If a medical certificate or other written diagnosis from a doctor has been received in respect of an employee who is absent from work and the disease is one of those listed in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, then the Health and Safety Advisors must be contacted for advice. If the disease is reportable, the Corporate Director will complete and send Form F2508A (Report of a case of disease) to the Health & Safety Executive. The Corporate Director must report all such incidents to the Health & Safety Advisor who may wish to carry out their own investigation and report independently to the Corporate Director.

The Corporate Director will prepare a full and detailed report of any Incident/Accident including Photographs and Witness Statements of Truth and other relevant material to comply with current RIDDOR Regulations, and to seek compliance with the Civil Protocol. **This full and detailed report will be forwarded to the organisation's Insurance Company and Health and Safety Advisors as soon as possible, but must be within 5 days of the Incident/Accident.**

All fatalities, major injuries, reportable diseases, dangerous occurrences and other notifiable injuries will be recorded by filing copies of F2508 and associated forms. This record will be kept by the Corporate Director who is responsible for ensuring that all details are entered and that records are kept for at least 5 years from the date of the last entry.

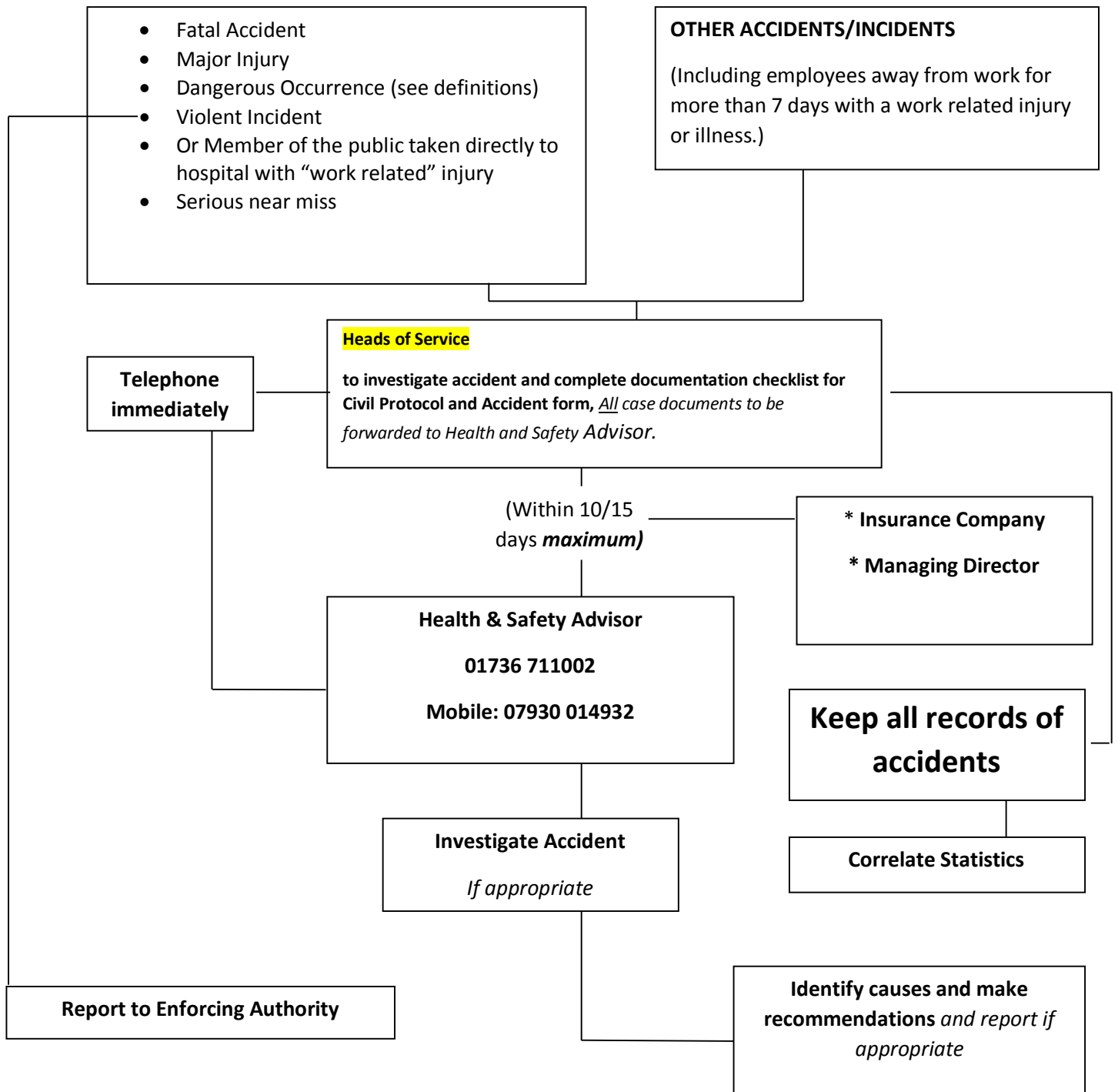
If a form BI76 (DWP claim form) is received from the DWP in respect of a claim for Industrial Disablement Benefit, this will be completed by the Corporate Director and returned as required. A copy of the completed form will be kept for record purposes, and a further copy must be sent to Heads of Service to be included in the Civil Protocol accident file.

If any person, be they employee, self-employed, or member of the public, who is injured as a result of an accident at work or associated with work, dies within one year of the incident from injuries received then the Health and Safety Advisors must be informed.

### **Documentation Checklist for Incident/Accident Reporting**

The Corporate Director or in their absence the designated Deputy, is requested to complete each Section - where Sections are **NOT** ticked off Heads of Service will progress chase to ensure deadlines are met to ensure compliance with the Civil Claims Protocol and RIDDOR requirements. The completed checklist, together with copies of relevant documents, must be forwarded to the Health and Safety Advisors as soon as possible (**within 5 days of the incident occurring**). Fatalities, major injuries, dangerous occurrences, violent incidents and accident to members of the public must also be reported immediately (by telephone) to the Health and Safety Advisors (see flow diagram and definitions).











The Corporate Director, or in their absence the designated Deputy, must report accidents and dangerous occurrences involving their staff (or members of the public) whilst at work in the following manner:



## **Definitions**

DSE	-	Display Screen Equipment
COSHH	-	The Control of Substances Hazardous to Health Regulations
CDM	-	Construction (Design & Management) Regulations 2015
PPE	-	Personal Protective Equipment
RIDDOR	-	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
HSE	-	Health & Safety Executive
F10	-	Official Construction Notification Form (CDM)
DWP	-	Department for Work and Pensions
F2508	-	Official Accident/Incident Reporting Form required by HSE

## **Reportable Major Injuries are:**

-  Fracture other than to fingers, thumbs or toes;
-  Amputation;
-  Dislocation of the shoulder, hip, knee or spine;
-  Loss of sight (temporary or permanent);
-  Chemical or hot metal burn to the eye or any penetrating injury to the eye;
-  Injury resulting from an electric shock or electrical burn leading to unconsciousness; or requiring resuscitation; or admittance to hospital for more than 24 hours;
-  Any other injury: leading to hypothermia, heat-induced illness or unconsciousness or requiring resuscitation; or requiring admittance to hospital for more than 24 hours;
-  Unconsciousness caused by asphyxia or exposure to harmful substance or biological agent;
-  Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin;
-  Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

***Dangerous Occurrences are:***

- ☠ Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- ☠ Explosion, collapse or bursting of any closed vessel or associated paperwork;
- ☠ Failure of any freight container in any of its load-bearing parts;
- ☠ Plant or equipment coming into contact with overhead power lines;
- ☠ Electrical short circuit or overload causing fire or explosion;
- ☠ Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion;
- ☠ Accidental release of biological agent likely to cause severe human illness;
- ☠ Failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period;
- ☠ Malfunction of breathing apparatus while in use or during testing immediately before use;
- ☠ Failure or endangering of diving equipment, the trapping of a diver, an explosion near a diver, or an uncontrolled ascent;
- ☠ Collapse or partial collapse of a scaffold over 5 metres high, or erected near water where there could be a risk of drowning after a fall;
- ☠ Unintended collision of a train with any vehicle;
- ☠ Dangerous occurrence at a well (other than a water well);
- ☠ Dangerous occurrence at a pipeline;
- ☠ Failure of any load-bearing fairground equipment; or derailment or unintended collision of cars or trains;
- ☠ A road tanker carrying a dangerous substance overturns, suffers serious damage, and catches fire or the substance is released;
- ☠ A dangerous substance being conveyed by road is involved in a fire or releases;

***The following dangerous occurrences are reportable except in relation to offshore workplaces:***

- ☠ Unintended collapse of: any building or structure under construction, alteration or demolition where over 5 tonnes of material falls; a wall or floor in a place of work; any false-work;
- ☠ Explosion or fire causing suspension of normal work for over 24 hours;

- ☠ Sudden uncontrolled release in a building of: 100 kg or more of flammable liquid; 10 kg of flammable liquid above its boiling point; 10 kg or more of flammable gas; or of 500 kg of these substances if the release is in the open air;
- ☠ Accidental release of any substance which may damage health.

***Reportable Diseases include:***

- ✍ Certain poisonings;
- ✍ Some skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis acne;
- ✍ Lung diseases including: occupational asthma, farmer's lung, pneumoconiosis, asbestosis, mesothelioma;
- ✍ Infections such as: leptospirosis; hepatitis; tuberculosis; anthrax; legionella and tetanus;
- ✍ Other conditions such as: occupational cancer; certain musculoskeletal disorders, decompression illness and hand-arm vibration syndrome.

**5. General Risk Assessment**

The Management of Health and Safety at Work Regulations 1999 place duties on employers and the self-employed to take certain actions as summarised below:-

1. Assess the risks to the health and safety of employees and any others who could be affected by work activities. This also includes contractors and temporary staff engaged for specific work. Relevant procedures must be specified to eliminate or minimise the risks. Generic assessments incorporated as Methods of Work within a Safety Policy document will be acceptable provided arrangements for identifying additional risks are in place.
2. Where the risk is considered to be significant, then this must be recorded in writing and, where relevant, identify those groups of employees being especially at risk.
3. Risk assessments should be reviewed and altered if they are no longer valid or circumstances have changed significantly.
4. Provide health surveillance where there is a potential for disease or adverse health condition related to the work concerned, provided that it is able to be detected and there is a reasonable likelihood it may occur under working conditions.
5. Appoint one or more nominated competent persons to assist in complying with requirements.



6. Establish emergency procedures to be followed in the event of serious and imminent danger, and nominate sufficient competent persons to implement evacuation procedures.
7. Provide relevant information to employees on the identified risks, the control measures to be taken, emergency procedures, names of competent persons, and risks where work areas are shared with other employees.
8. Co-operate fully with other employees where work areas are shared, by exchanging information on the protective measures and risks associated with each other's activities, and subsequently pass such information to employees in those areas.
9. Provide relevant training to employees in respect of:-
  - (i) Duties and tasks allocated to them;
  - (ii) Induction on first being employed;
  - (iii) When transferred to new work or given increased responsibility;
  - (iv) When changes in work equipment or methods are introduced.

The training must be repeated periodically and take account of changes, and also take place during working hours.

The Corporate Director has the responsibility for implementing the provision of these arrangements.

**Employees also have duties as follows:**

1. Use anything supplied by the employer in accordance with the instructions and training given. This includes machinery, equipment, dangerous substances, means of transport, plant and safety equipment etc.
2. Inform the employer of any dangerous work situation or any matter that is considered to be a shortcoming in the employer's health and safety protection arrangements.

Definitions:-

Hazard - this is the potential for harm

Risk - this is the likelihood that actual harm will occur

Assessment of risk will take into account the severity of the hazard, the number of people likely to be exposed and the possible consequences.

#### General Procedure:-

1. Identify the hazards and activities;
2. Assess the risks, i.e. what is the nature and extent of the risk;
3. Are existing control measures or precautions adequate?
4. Is there full compliance with the law?
5. Are further precautions required?
6. Record the findings, and arrangements to be implemented if necessary.

#### **Procedure for carrying out Risk Assessments**

The Corporate Director will nominate his personnel, from those who have received Risk Assessment Training, a person or persons to carry out the necessary documented assessment for any given activity.

Ideally the team would comprise:-

- (i) A trained and competent management representative;
- (ii) A trained and competent employee.

The risk assessment will be carried out and recorded on the standard risk assessment forms in use by the organisation (see attachments)

The copies will then be distributed as per the instructions on the risk assessment form.

The top copy should be photocopied and issued to the supervisor of the activity concerned for onsite use.

The risk assessment and any control measures (e.g. Tool Box Talk) must be shown and explained to all persons involved in the work activity.

The review of any Risk Assessment will take place when:

- (a) An incident/accident has occurred which indicates a failure of the control measures for that particular assessment.
- (b) When circumstances relating to that work activity has changed.

## **6. Manual Handling**

### **Preamble**

Statistics show how that manual handling is one of the most common causes of absence through injury at the workplace. More than one third of lost time accidents are caused in this way. These injuries may often have long-term effects. These arrangements are intended to reduce the risk of manual handling injuries to A1 employees and to provide guidance on the measures that should be taken to ensure safe lifting and carrying within the workplace.

The Corporate Director has the responsibility for implementing the provision of these arrangements.

### **Elimination of Hazardous Manual Handling Activities**

A1 will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Measures to achieve this include ergonomic design of the workplace and activity and the provision of mechanical aids where practicable.

### **Assessment of Risk**

An assessment of manual handling activities, where a potential for significant risk has been identified, will be carried out by the trained Risk Assessor trained specifically in Manual Handling Assessments procedures, using the approved assessment form (see attachments).

Where specific manual handling activities are undertaken on a regular basis, the organisation will produce generic method statements to prevent continuous individual assessments having to be carried out. Risks that are identifiable will be reduced to the lowest possible level practicable, and the following factors will be considered in the assessment.

### **The Task**

Bending and stooping to lift a load significantly increases the risk of back injury. Items should ideally be lifted from no lower than knee height to no higher than shoulder height. Outside this range, lifting capacity is reduced and the risk of injury increased. Where items are required to be lifted from above shoulder height, a stand or suitable means of access should be used. Items which are pushed or pulled should be as near to waist level as possible. Pushing is preferable particularly where the back can rest against the fix of the object to give leverage. Carrying distances should be minimised, especially if the task is regularly repeated. Receptive tasks should be avoided wherever possible. Tasks which involve lifting and carrying should be designed in such a way as to allow for sufficient rest breaks to avoid fatigue. Avoid tasks that require twisting the torso wherever possible.

## **The Load**

The load should be kept as near as possible to the body trunk to reduce strain and should not be of such size as to obscure vision. An indication of the weight of the load and the centre of the gravity should be provided where appropriate. Unstable loads should be handled with particular caution. The change in centre of gravity is likely to result in overbalancing. Ensure that there is a secure hand hold and use gloves where necessary to protect against sharp edges or splinters.

## **The Individual**

Consideration must be given to age, body weight and physical fitness of the member of staff. Regard must be given to personal limitation; **Employees must not attempt to handle loads that are beyond their individual capability.** Assistance must be sought where this is necessary. Persons with a physical or clinical reason for avoiding lifting should be made allowance for, as should pregnant women, who should not be required to undertake hazardous lifting or carrying task. Sufficient knowledge and understanding of the tasks in question will be an important factor in reducing the risk of injury. Individuals undertaking lifting or carrying will be given suitable instruction training and information to undertake the task with minimal risk.

## **The Working Environment**

There must be adequate space to enable the activities to be conducted in safety and the transportation route must be free from obstruction. Lighting, heating and weather conditions must be taken into account. Floors and other working surfaces must be in a safe condition, and adequate ventilation is required, particularly where there is no natural ventilation.

## **Other Factors**

Use of personal protective equipment may be necessary whilst carrying out manual handling activities. If the use of safety equipment restricts safe and easy movement, this should be reported.

## **Duties of the Corporate Director**

The Corporate Director must ensure that:-

- (a) Manual handling assessments are carried out where relevant, and records are kept and copies sent to the Head of Service.
- (b) Employees are properly supervised.

- (c) Adequate information and training is provided to persons carrying out manual handling activities.
- (d) Any injuries or incidents relating to manual handling are investigated, with remedial action taken.
- (e) Employees adhere to safe systems of work.
- (f) Safety arrangements for manual handling operations are regularly monitored and reviewed.
- (g) Employees undertaking manual handling activities are suitably screened for reasons of health and safety, prior to undertaking the task.
- (h) Special arrangements are made, where necessary, for individuals with health conditions that could be adversely affected by manual handling operations.

### **Duty of Employees**

Employees must ensure that:

- (a) They report to the Head of Service (in confidence) any personal conditions which may be detrimentally affected by the manual handling activity;
- (b) They comply with any instruction and training which is provided in safe manual handling activities;
- (c) Their own health and safety is not put at risk when carrying out manual handling activities;
- (d) They use equipment which has been provided to minimise risks arising from manual handling activities;
- (e) Any problems relating to the activity are reported to a responsible person.

### **Information and Training**

Suitable and sufficient information and training will be provided to persons who are required to carry out manual handling activities. Training needs will be identified and reviewed by the Corporate Director. Refresher training will also be given at reasonable intervals. Where possible employees will be informed of appropriate weights of loads that are handled and objects which have eccentric weight distribution.

## **7. Display Screen Equipment**

### **Introduction**

All employers are under a general duty to assess the risks to the health and safety of their employees and to anyone else who may be affected by their activity, so that necessary preventative measures can be identified and implemented. As part of this general assessment, work with display screen equipment (DSE) must be assessed against the requirements of the Health and Safety (Display Screen Equipment) Regulations 1992 (amended 2002).

### **Application**

This policy applies to all workstations (see definitions) used as part of A1's activities.

### **DSE Workstation Assessment**

All DSE workstations must be assessed using the approved form (see attachments) to ensure compliance with the Regulations. All assessments must be undertaken by a competent trained assessor.

Where the assessment demonstrates that the workstation is below the standard required then the Corporate Director must take remedial action to correct the deficiencies identified.

The assessment and any remedial action must be recorded and retained by the Head of Service. Assessments should be undertaken on commencement of employment and a reassessment undertaken if the:

- Workstation conditions alter (change in location, office layout changed);
- Work practices or software significantly change;
- Equipment is changed;
- User has symptoms of DSE related health issues;
- Assessment is older than 3 years.

### **Eye and Eyesight Testing**

The organisation will offer on request eye and eyesight tests to users in accordance with the DSE Regulations. The cost of the test and, where identified by the optician, the cost of the pair of basic,

single prescription spectacles will be borne by the Corporate Director **only if the following procedure is adhered to.**

### **Procedure**

- The employee informs the Head of Service of any visual difficulties and requests a test or retest;
- The employee contacts an optician and arranges an appointment. The user attends the appointment;
- The optician completes the eye test and advises the user regarding their requirements for DSE glasses accordingly, and informs A1 in writing that the glasses are required for DSE use;
- The user pays for the cost of the eye test and glasses, and obtains a receipt;
- The user returns the receipt to the Head of Service who will arrange payment.

### **Notes**

**Payment-** the organisation is only liable to pay for those costs of any spectacles chosen which are attributable to the requirements of the DSE work.

In cases of financial hardship application should be made to the Corporate Director for alternative means of funding.

### **Information**

All users of DSE equipment will be given information on the associated risks to health and the operational arrangements to minimise risks to health.

### **Training**

DSE Assessors will be trained to the DSE British Safety Council Assessors Certificate Standard (or similar) to provide assistance and advice in the assessment of the suitability of workstation equipment, the adjustments required to make best use of the equipment and in identifying and reducing the health effects associated with DSE work.

DSE users must also be provided with training in the use of DSE and associated health risks by competent staff (DSE Assessors). The training should either be given at the time of induction or when the assessment is carried out.

The Corporate Director must:

- Plan the activity so as to reduce the workload at the workstation;
- Arrange for new users to be assessed on commencement of work;
- Ensure that all workstations and users are assessed by persons competent persons;
- Ensure that sufficient DSE assessors are trained;
- Take the required remedial action if deficiencies are reported ;
- Ensure that a record of the assessment and any remedial action taken is kept and that records are amended accordingly;
- Upon request from a user make arrangements for an eye and eyesight test. The test should be repeated either every two years or as instructed by the Optician.

### **Equipment**

If the assessment identifies the need for any DSE equipment specific to the user, only approved (Health and Safety Advisor) DSE equipment should be supplied.

### **Reporting injuries associated with DSE**

If informed by a user that they may have sustained an injury or suffer a health problem that might be associated with DSE work, the Corporate Director must report this on the organisation's Incident Form and inform the Health and Safety Advisor as soon as practicable.

### **Guidance for Employees**

All users should have a DSE assessment undertaken on induction.

All employees/volunteers who are DSE users can request an eye test. The purpose of the test is to establish the need for glasses specifically for DSE work; typically between 5% and 10% of the workforce are affected. Under this legislation NO other types of glasses will be paid for e.g. glasses also needed for far-vision correction - driving, or near-vision correction (reading), multiple lenses such as bi-focal or varifocal, tinted or coated lenses.

The cost of the eye test will be paid by A1. A basic pair of DSE glasses (frames & lenses) up to a pre-agreed rate will be paid for. Employees will be reimbursed for the eye test and DSE glasses. If the glasses cost less than the agreed rate the employee will be reimbursed only for the actual cost of the glasses. Retesting is advised every two years unless the user experiences visual difficulties before the retest is due.



## **Reporting injuries associated with DSE**

Employees who sustain an injury or suffer a health problem that might be associated with DSE work must report this to the Corporate Director immediately and request the completion of the incident report form detailing injuries or ill health sustained.

## **8. First Aid**

All injuries must be attended to immediately, however, slight they may appear, e.g. even grazes should be shown to a first aider who will treat or provide the means for self-administered treatment.

The Health & Safety (First Aid) Regulations 1981 place a general duty on the A1 as an employer to ensure that:-

1. All personnel are informed of the arrangements that have been made in connection with the provision of first aid, including the location of equipment, facilities and trained personnel.
2. There is provided for its personnel if they are injured or become ill at work:
  - (a) equipment and facilities as are adequate and appropriate (subject to formal risk assessment) in the circumstances for enabling first aid to be rendered and
  - (b) such number of suitable persons as is adequate and appropriate in the circumstances for rendering first aid.
3. In determining what is adequate and appropriate for the nature of the undertaking, the number of employees at work, the location of the establishment and work areas to which employees go must be taken into consideration.
4. Where it is considered that the circumstances of employment justify a qualified first aider ("suitable person") being appointed and the first aider is absent in temporary or exceptional circumstances, a person must be appointed ("appointed person") to take charge throughout the period of any such absences:
  - (a) of the situation relating to an injured or ill employee who will need help from a medical practitioner or nurse and
  - (b) of the equipment and facilities.

Where it is considered that the circumstances of the employment do not justify the appointment of a qualified first aider a person should be appointed to take charge as outlined above ("appointed person").

The Corporate Director in conjunction with the Senior First Aid may make recommendations on which work areas should have a first aider and should review the designated areas from time to time.

Basic first aid instructions should be included in staff training programmes. Certificates of qualifications in first aid are valid for three years only. A re-qualification course followed by re-examination is required before expiry of the current Certificate.

First aid boxes are provided around the building containing the items shown below.

5. Where Employees are sent to work alone or in small groups away from the employer's establishment they should be provided with travelling first aid kits for their use if:-
  - (a) they are at work in isolated locations
  - (b) their work involves travelling for long distances in remote areas where access to accidents and emergency facilities will be difficult; or
  - (c) their work involves the use of potentially dangerous equipment or machinery.
6. All first aid cases treated including self-treatment must be recorded in accordance with First Aider's Reporting Procedure for first aider's treatment and recording accidents (see report form at the final page of these arrangements).
7. First aiders are responsible for ensuring the maintenance of their required standard of first aid boxes and other first aid items issued to them. They should be granted adequate time to comply with this requirement.

The Head of Service should keep a written record of the dates on which first aiders obtained their Certificates and the dates on which they received re-qualification training.

The Head of Service shall organise the necessary training and re-training of first aiders.

All first aid boxes and travelling kits shall be periodically checked to ensure first aiders are maintaining the boxes and a log kept of the check as well as ensuring the travelling kits are also maintained.

### **First Aid Boxes (Or Other Containers)**

The boxes shall contain, in accordance with the Health and Safety Executive's recommendations, only the following items and **nothing else**:

- (a) card giving the general first-aid guidance set out in the Annex to these guidance notices;
- (b) surgical gloves;
- (c) 20 individually wrapped sterile adhesive dressings (assorted sizes);

- (d) 2 sterile eye pads, with attachment (an example of a suitable eye pad currently available would be the Standard Dressing No 16 BPC);
- (e) 6 individually wrapped triangular bandages (these should if possible be sterile; if not, sterile coverings appropriate for serious wounds should also be included);
- (f) 6 safety pins;
- (g) a selection of sterile unmedicated wound dressings, which should include at least the following:
  - 6 medium sized individually wrapped sterile unmedicated dressings (approx 10 cm x 8 cm; examples of suitable dressings currently available are the Standard Dressings No 8 and No 13 BPC);
  - 2 large sterile individually wrapped unmedicated dressings (approx 13 cm x 9 cm; examples of suitable dressings currently available are the Standard Dressings No 9 and No 14 BPC and the Ambulance Dressing No 1);
  - 3 extra-large sterile unmedicated dressings (approx 28 cm x 17.5 cm; an example of a suitable dressing would be the Ambulance Dressing No 3);
  - and in cases where the Food Safety Act 1990 and Regulations made there under apply, the first-aid items specified in those Regulations are also suitable and should be kept in the first-aid boxes or similar containers in addition to the items listed above.

Soap and water and disposable drying materials, or suitable equivalents, should also be available. Where tap water is not available, sterile water or sterile normal saline (0.9%) in sealed disposable containers each holding at least 300 ml, should be kept easily accessible, and near to the first-aid box, for eye irritation. At least 900 ml should be provided, and once the seal has been broken the contents should not be re-used.

Sufficient quantities of each item should always be available in every first-aid box or container.

### **Travelling First-Aid Kits**

The contents of small travelling first aid kits (for use, in some circumstances, in establishments where there is dispersed working, or by employees working away from their employer's establishment or by self-employed persons) may vary according to the circumstances in which they are to be used.

However, items included should always be among those specified in paragraph above. In general, the items listed should be sufficient:

- (a) A card giving general first-aid guidance;
- (b) Surgical gloves;
- (c) 6 individually wrapped sterile adhesive dressings;
- (d) One large sized sterile un-medicated dressing (approximately 13 cm x 9 cm; examples of suitable dressings currently available are the Standard Dressing No 9 and No 14 BPC);
- (e) 2 triangular bandages (this should, if possible, be sterile; if not, a sterile covering appropriate for serious wounds should also be included);
- (f) 2 safety pins;
- (g) Individually wrapped moist cleaning wipes.

## **9. Contractors, Sub-Contractors and Suppliers**

### **Preamble**

Staff involved in letting of work to contractors and suppliers should fully familiarise themselves with the contents of this document.

### **Legislation**

Apart from the Health and Safety at Work etc. Act. 1974, the other main piece of legislation that applies to the use of contractors and suppliers is the Management of Health and Safety at Work Regulations 1999. Other regulations that lay out legal responsibilities under health and safety regulations dealing with specific hazards these include:

- Construction (Design and Management) Regulations 2015;
- Control of Substances Hazardous to Health Regulations 2002;
- Control of Asbestos at Work Regulations 2012;
- Control of Lead at Work Regulations 1998;
- Gas (Installation and Use) Regulations 1998.

These will not be covered in detail but need to be considered when applicable together with the applicability of other acts and this should be undertaken prior to selection of contractors.

### **The Management of Health and Safety at Work Regulations 1999**

In any client/contractor relationship, both parties have duties to ensure that their employees, other contractors and members of the public are not put at risk by the work being undertaken.

Key requirement of the Regulations are:

#### **Identifying the work:**

The client needs to clearly identify all aspects of the work they want the contractor to do. The client needs to consider the health and safety implications of the work required. The level of risk will depend on the nature of the work and this will require the client to undertake an assessment of the risk. The risk assessment will enable the client to make the following decisions:

- What level of competency or licensing is required by the contractor;
- Information and training required;
- Methods of co-ordination and communication between different parties;
- Level of management and supervision required.

#### **Selection of Contractor**

A1 (the Client) will need to satisfy themselves that contractors are competent to do the job required safely and without risks to the health and safety of others. The degree of competency required will depend on the level of risk associated with the work required. To assess a contractor's competency it is necessary to review their experience with type of work involved, their health and safety management systems and performance records etc.

#### **Risk Assessment**

The client is required to undertake a risk assessment for their own business activities. The contractor must assess the risks for the contracted work. This information must then be exchanged and agreed so that where necessary preventative and protective steps can be applied when work is in progress.

If we are aware that sub-contractors are involved they should also be included in this discussion and agreement process.

### **Co-operation and co-ordination**

The client is required to set up liaison arrangements between all parties to ensure that they co-operate and co-ordinate activities to ensure maintenance of health and safety at all workplaces and anyone else likely to be affected.

### **Management and Supervision**

Clients need to effectively manage and supervise the work of contractors. The level of management required will vary depending on the level of risk to health and safety posed by the work. There is a need to monitor the contractors and sub-contractors health and safety performance as work progresses. Where problems occur it is the client's responsibility to investigate, have all matters of health and safety concerns put right and if necessary stop the work until requirements can be met.

### **Application**

A1 recognises the need to protect employees and others from the dangers of work undertaken by contractors and sub-contractors on our behalf by:

- (a) Complying with the above regulations.
- (b) Providing standards not less than those set out in the approved Codes of Practice.
- (c) Taking all reasonable steps to employ competent contractors and to ensure they undertake work without risk to employees or any other person who could be affected.
- (d) To co-ordinate contractors and ensure necessary information is transferred to all parties affected by the work.

In support of this A1 will instigate the following practical steps:

### **Selection of suitable Contractor:**

It is important that all contractors are assessed to ensure they are competent to undertake the work for A1. Contractors assessed as being health and safety competent are held on a national internal

based database (Contractors Health and Safety Scheme [CHAS]). Where practicable consideration will be given to contractors who are registered on the CHAS database.

### **Identification of Risks:**

The Corporate Director is responsible for letting work to contractors and must undertake a risk assessment prior to going to tender.

The person undertaking risk assessment needs to be competent and have sufficient health and safety knowledge to be able to make a satisfactory assessment of the risk. It is at this stage that the Client would determine the level of competency required by the contractor. There may be a legal requirement to use licensed contractors when dealing with work involving removal of special waste or removal of some asbestos containing materials etc.

It is also necessary to identify any situations where work is required and inform the contractor of these risks. This should be undertaken at the tender stage to enable the contractor to price the work taking into account all materials containing asbestos.

### **Safe Systems of Work**

All work undertaken by a contractor must be undertaken safely and without risk to employees or others who may be affected as far is reasonably practicable. Prior to work commencing and in more high-risk areas before the contract is awarded, the contractor must have demonstrated that they have suitably assessed the risks and will be undertaking the work using safe working procedures.

Before awarding contracts or contracts which involve high-risk work it is also necessary to discuss the working procedures to be used and method of control the Client intends to exercise.

### **Co-operation and co-ordination**

The Corporate Director must ensure that he has put into place sufficient liaison arrangements to manage the co-ordination and co-operation of all parties involved to ensure the health and safety of all employees or visitors at A1 work activities and anyone else affected. Necessary meetings and briefings will be provided for the contractors to facilitate any necessary exchange of information. If employees are likely to be affected the contractor should also make arrangements to facilitate any necessary consultation with the staff.

### **Management and Supervision:**

The Corporate Director in consultation with the Health and Safety Advisors must decide what level of management and supervision is required to ensure that contractors undertake work safely without risk to staff or others who may be affected. This will vary depending on the type of work and the risks to health and safety. The contractor must be made aware of the arrangements in place for monitoring their work and the control measures which could be implemented where problems are encountered.

It is also necessary to request that the contractors monitor their own health and safety and inform the Corporate Director of such things as reportable injuries and dangerous occurrences.

It is important to ensure that adequate supervision and monitoring is undertaken of contractors. This could mean that several health and safety monitoring visits are undertaken to single contracts and that a percentage of jobs within a contract where a number of contractors undertake similar work are monitored at random. A written record of the inspection must be produced (See attachments) and a copy provided to the contractor which includes any problems encountered. Following this the Corporate Director must take steps to ensure that any health and safety breaches are rectified. If the nature of the risk is serious it may be necessary to provide the contractor/sub-contractor with a "stop notice" with the effect of stopping work until satisfactory measures have been taken to rectify the health or safety dangers (See attachments).

It is important that on completion of the contract, or periodically during the contract, the Corporate Director reviews the health and safety performance. This should be used to assess the contractor's health and safety performance but also to review the Client's procedures with a view to try and improve co-ordination and information where appropriate.

### **Training**

All staff involved in the letting of contracts will receive appropriate training in management of health and safety, risk assessment and the procedures for managing contractors.

### **Implementation of the policy**

The policy will be continuously monitored and regularly reviewed by the client to ensure that it is effective in the management of health and safety of contractors and suppliers. Progress of the implementation of the policy will be reported in the Corporate Director annual review of in-house health and safety which is presented at the end of each financial year.

## **10. Portable Electrical Safety**

### **Elimination of Hazards Relating to Electrical Activities**

The Corporate Director will ensure that dangers when working with electricity are eliminated, so far as is reasonably practicable. Measures to achieve this include suitable and sufficient risk assessments, selection of equipment suitable for its use, regular maintenance of electrical equipment, user checks, visual examination and electrical testing.

### **Responsibility**

The Corporate Director has the responsibility for implementing the provision of these arrangements.



## **Assessment of Risk**

An assessment of working with electricity, where a potential for significant risk has been identified, will be carried out by a “competent person”.

Where specific activities relating to working with electrical equipment and systems are undertaken on a regular basis, those employees are advised to produce generic method statements to prevent continuous individual assessments having to be carried out. Risks that are identifiable will be reduced to the lowest possible level that is reasonably practicable.

The main principles for protecting against electrical shock are to avoid contact with live conductors by insulation or enclosure of the conductor. Other methods of protection will include:

- The use of low voltage equipment.
- Ensuring that conductors are adequately ‘earthed’.
- Limiting the flow of current.
- Selecting and maintaining systems.

## **Portable Electrical Equipment**

Portable appliances can prove particularly hazardous and normally require a higher level of maintenance, including user checks, visual examination and electrical testing.

The frequency of such checks will be determined through the process of risk assessment i.e. the higher the risk, the higher the frequency of testing. Some low-risk equipment may only need inspection every three to five years other equipment may need inspection and testing every three months.

The person responsible for ensuring Portable Appliance Testing and thorough examination of electrical equipment and the keeping of appropriate records is the Corporate Director.

## **Fixed Electrical Systems**

Fixed electrical systems (non-portable) will be constructed so as to avoid the risk of injury. All new work on electrical systems will be carried out to the levels specified in the IEE Wiring Regulations (current edition). A maintenance program will be developed to ensure the system remains safe.

A1 will only permit competent persons to work on or use electrical systems and equipment. All work on electrical systems will be undertaken by a qualified and competent electrician only. The use of a

'permit to work system' will be necessary to ensure the safety of persons working on such electrical systems.

### **Duties of those awarding contracts**

Those responsible for awarding contracts must ensure that:-

- (a) Where work with electrical equipment and systems are undertaken assessments are carried out where relevant, and records are kept and copies sent to the Corporate Director.
- (b) Employees are properly supervised when undertaking the work.
- (c) Adequate information and training is provided to persons carrying out activities involving electrical equipment.
- (d) Any injuries or incidents relating to electricity are investigated, with remedial action taken.
- (e) Employees/contractors adhere to safe systems of work.
- (f) Safety arrangements for electrical operations are regularly monitored and reviewed.
- (g) Employees/contractors undertaking electrical work are assessed to ensure they meet the standards contained within these arrangements.

### **Duties of Employees**

Employees are required to ensure their own safety as well of the safety of others. Before undertaking any work with electrical equipment employees will carry out a visual check (see attached guide) to ensure the equipment is safe to use. Employees are reminded that only equipment that is suitable for the work to undertaken should be used – **IF IN DOUBT ASK the Head of Service.**

### **Guide to Visual Inspection of Electrical Equipment before use.**

Many faults with work equipment can be found during a simple visual inspection:

- Switch off and unplug the equipment before you start any checks.
- Check that the plug is correctly wired (but only if you are competent to do so).

- Ensure the fuse is correctly rated by checking the equipment rating plate or instruction book.
- Check that the plug is not damaged and that the cable is properly secured with no internal wires visible.
- Check the electrical cable is not damaged and has not been repaired with insulating tape or an unsuitable connector. Damaged cable should be replaced with a new cable by a competent person.
- Check that the outer cover of the equipment is not damaged in a way that will give rise to electrical or mechanical hazards.
- Check for burn marks or staining that suggests the equipment is overheating.
- Position any trailing wires so that they are not a trip hazard and are less likely to get damaged.

If you are concerned about the safety of the equipment you should stop it from being used and ask a competent person to undertake a more thorough check.

## **11. Purchase, Use and Maintenance of Work Equipment**

### **Preamble**

A1, mindful of their duties under the Health and Safety at Work Act and subordinate legislation to ensure that all Plant and Equipment purchased, leased, operated and maintained is free from risk as far as is reasonably practicable hereby authorises the following arrangements to ensure their effective management.

### **Elimination of Hazards Relating to Work Equipment Activities**

A1 will ensure that dangers when working with workplace equipment are eliminated, so far as is reasonably practicable. Measures to achieve this include suitable and sufficient risk assessments, selection of equipment suitable for its use, regular maintenance of workplace equipment to ensure continuity of safety to ensure employees and others health and safety. User checks, visual examination, thorough examination and testing where required will be regularly undertaken by competent persons and records kept.

## **Corporate Director's Responsibilities**

The Corporate Director has the overall responsibility for implementing the provision of these arrangements and ensuring adequate monitoring of controls in place for the minimising of risk as far as is reasonably practicable.

The Head of Service will be responsible for the day to day implementation of these arrangements which will include:

- selection of appropriate workplace equipment ensuring the safety and health of employees and others as far as is reasonably practicable;
- the location of machinery is assessed to ensure the safety and health of employees and others;
- the keeping of the A1 register of work equipment ensure all machinery and lifting equipment can be individually identified with an appropriate unique mark or number;
- the operation and use of workplace equipment has been appropriately assessed and records maintained and reviewed as necessary;
- the appropriate maintenance of workplace equipment in compliance with both the legal requirements and the manufacturer's instructions and records kept;
- user checks, visual examination, thorough examination and testing where required are regularly undertaken by competent persons and records maintained.
- the appropriate readily comprehensible information, training and instructions to ensure the safe use of workplace equipment and records maintained

## **Duties of Employees**

Employees are required to ensure their own safety as well of the safety of others. Employees are reminded that they must only operate work equipment they have been authorised to use. Before commencing to use any work equipment the employee will carry out a visual check to ensure such work equipment is safe to use. All faults or equipment/machinery damage must be reported before use – **IF IN DOUBT ASK THE HRM.**

## **Definition of Work Equipment**

The scope of 'work equipment' is wide. It covers almost any equipment used at work, including:

- 'tool box tools' e.g. hammers, knives, etc;
- single machines e.g. shrink wrappers, photocopiers, binders, guillotines printers and labellers etc;
- lifting equipment e.g. fork lift trucks, lifting cage etc;
- other equipment e.g. ladders, pressure washers etc.

## **Assessment of Risk**

To ensure full compliance with the Provision and Use of Work Equipment Regulations 1998 safety and health will be considered before the selection of all work equipment and an assessment undertaken relating to the ergonomic, noise, vibration and environmental risks of the operation of such equipment to ensure such risks are minimised as far as is reasonably practicable. Equipment selected will be suitable, by design, construction or adaptation for the work to be undertaken and used in accordance with the manufactures instructions.

Upon the installation of work equipment a 'machinery installation safety assessment check list' will be completed to the satisfaction of the Corporate Director before the operation of the said work equipment begins.

An assessment of working with individual machines and equipment, where a potential for significant risk has been identified, will be carried out by a competent risk assessor

Where activities relate to working with individual machinery and equipment on a regular basis nominated risk assessors are advised to produce generic method statements to prevent continuous individual assessments having to be carried out. Such generic method statements should be reviewed regularly to ascertain whether they have remained 'suitable and sufficient.'

## **Mobile Work Equipment**

Mobile work equipment can sometimes prove particularly hazardous and normally require a higher level of maintenance, including user checks, visual examination and testing.

The frequency of such checks will be determined through the process of risk assessment i.e. the higher the risk, the higher the frequency of testing. Some low-risk equipment may only need inspection every three to five years; other equipment may need inspection and testing every six months.

### **Training, Information and Instruction**

Appropriate readily comprehensible information, training and instructions to ensure the safe use of workplace equipment will be issued and records maintained in compliance with the Provision and Use of Workplace Equipment Regulations, Lifting Operations and Lifting Equipment Regulations and manufactures guidance.

## **12. Fire Precautions**

### **Preamble**

A1 accepts that one of the most significant risks to its activities is that of fire.

A1 will do all that is reasonably practicable to minimise the risk of fire and other emergencies to its buildings and activities.

A1 accepts the requirements of The Regulatory Reform (Fire Safety) Order 2005 and will comply with the Order and applicable Legal Requirements and Guidance as far as is reasonable practicable.

### **Responsibility for Implementing Fire and Emergency Procedures**

The Head of Service, Facilities Managers and Supervisors are the appointed competent persons responsible for the following to ensure effective prevention and control of fire and emergency evacuation procedures through the formulation of a suitable and sufficient fire risk assessment (see attached model risk assessment form):

- The provision of clear and relevant information on the risks to employees, and visitors identified from the required fire risk assessment; the measures taken to prevent fires and how these measures will protect them if a fire breaks out.
- Consult with employees and about the nomination of persons to carry out particular roles in connection with fire safety (e.g. Fire Wardens).
- The provision of information about who are nominated competent persons and the fire safety procedures in place.

## **Fire**

It is essential that every member of Staff knows the following:-

- the evacuation procedure;
- the location of fire exits, fire equipment, break glass switches;
- the location of their assembly points;
- the use and limitation of fire extinguishers;

### **On discovery or suspicion of a fire**

RAISE ALARM - break glass on alarm point (or shouting "FIRE" where appropriate).

TACKLE FIRE - **only if trained and competent and risks are minimal**

DO NOT PUT YOURSELF AT RISK. IF IN DOUBT, GET OUT.

### **On hearing the alarm**

LEAVE THE BUILDING THROUGH THE NEAREST FIRE EXIT AND TAKE WITH YOU ANY VISITOR IN YOUR CARE.

CLOSE DOORS BEHIND YOU WHERE POSSIBLE.

GO TO YOUR DESIGNATED ASSEMBLY POINT.

REPORT TO THE FIRE ROLL CALL OFFICER.

**YOU MUST NOT** UNDER ANY CIRCUMSTANCES RE-ENTER THE BUILDING UNLESS SPECIFICALLY INSTRUCTED TO DO SO BY YOUR SUPERVISOR OR A FIRE ROLL CALL OFFICER.

IF UNABLE TO EVACUATE, STAY IN, OR GO IF POSSIBLE, INTO A ROOM WITH AN EXTERNAL WINDOW: SHUT THE DOOR: SEAL THE SIDES AND THE BOTTOM OF THE DOORS AS MUCH AS POSSIBLE TO PREVENT THE INGRESS OF SMOKE AND FLAMES: SHOUT FOR HELP, SMASHING THE WINDOW GLASS IF NECESSARY. REMEMBER THAT SMOKE CAN OFTEN BE AS DANGEROUS AS FLAMES AND LEAD TO RAPID ASPHYXIATION. SMOKE WILL TEND TO TRAVEL UP STAIRCASES AND ENGULF STAIRS, LANDINGS AND PASSAGEWAYS.

## Emergency Procedures

Outlined below are your responsibilities in the event of a fire and/or hearing the alarm. Please read them carefully and ensure that you understand them and know where your nearest escape routes, fire extinguishers and alarm points are, and where you are to assemble after evacuating the building.

### On Discovery or Suspicion of Fire:

RAISE ALARM - break glass on alarm point (or shouting "FIRE" where appropriate).

TACKLE FIRE - only if trained and competent and risks are minimal.

IF IN DOUBT, GET OUT.

### On Hearing the Alarm:

DIAL 999 and inform emergency services that there is a fire at (LOCATION). Give full address (in the event of a fire DRILL you will be pre-warned, and in these circumstances the Fire Service **MUST NOT** be called).

The Duty Roll Call Officer should note on the signing out board who is within the building.

HELP IN ASSISTING members of the public within the building to leave the building quickly through the nearest available fire exit.

AND THEN:

- LEAVE THE BUILDING.
  
- CLOSE DOORS BEHIND YOU (if possible).
  
- GO TO FIRE POINT FOR VISITORS.
  
- TAKE A ROLL CALL OF ALL AND REPORT TO THE FIRE AND EMERGENCY PROCEDURES OFFICER GIVING NAMES OF ALL UNACCOUNTED STAFF AND VISITORS.
  
- AWAIT FURTHER INSTRUCTION BEFORE GIVING THE GO AHEAD TO RETURN TO THE BUILDING.



### **13. Procedure for New Employees**

This procedure is to be carried out by the Line Manager.

- On Induction the Line Manager will explain to the new employee what they will be required to do and to whom they will be directly responsible.
- Inform the new employee of the whereabouts of a copy of the Safety Policy and explain its purpose and ensure that the employee is aware of their responsibilities and issue safety booklet and record.
- Ascertain if the new employee has any disability or illness that could prevent them carrying out certain operations safely or require additional protective measures.
- Warn new employees of any potentially dangerous areas of operations on site or in the workplace.
- Issue to the new employee, following the carrying out of a risk assessment, any protective clothing or equipment necessary. Also train, inform and instruct on their use and obtain their signature for items issued.
- Show the new employee the location of the first aider and the first aid box. Also explain the procedure in the event of an accident, in particular, the necessity to record all accidents, however, trivial it may appear at the time.
- Additional procedures for New Employees/Trainees/Young Persons
- Where an employee/trainee is below the minimum school leaving age, risk assessments must be undertaken pertaining to the individual's work activities. Copies of all such assessments must be forwarded to the individual's parent or training agency before work commences.

### **14. Driver Safety**

#### **Preamble**

It is estimated that, out of a total of 3,400 road collision fatalities each year, between 800 and 1000 (25– 30 per cent) were likely to be collisions involving vehicles being driven for work purposes.

Further evidence from the Health and Safety Executive's survey of self-reported work related injury has shown that there are some 77,000 injuries to employees every year as a result of "at work" road collisions.

### **General Arrangements**

A1 through the Corporate Director has a legal duty to assess the "at work" road risks and must take "reasonable practicable" measures to ensure safe systems of work for their drivers.

Occupational Safety Legislation defines "at work" to include the following:-

- Travelling between sites
  
- Any A1 business

A1 recognises and accepts its responsibilities as an employer and expects all drivers travelling on A1 business (whether in their own car, or vehicles hired or leased by A1. This also includes users of off road vehicles, motorcycles and bicycle use) to comply with the requirements of the Road Traffic Act 1988, the Highway Code and the A1 Health and Safety Policy.

It is the policy of the A1 that its employees, when driving in the course of their duties, shall at all times show due care, respect and consideration for their own safety and that of passengers and all other road users.

A1 will, so far as is reasonably practicable, ensure the Health and Safety of employees who are required to drive as part of their employment. It further recognises and acknowledges that hazards may arise when driving or riding and that these will be identified as part of the risk assessment process. It is the A1 intention to ensure that risks are reduced to a minimum and it will provide adequate information, instruction, training and supervision as is necessary.

The aim of this policy is to ensure that employees, their passengers or other road users are not put at risk from the driving required by the activities of A1.

### **Responsibilities**

The Corporate Director will be responsible for implementation of this policy including ensuring that suitable and sufficient risk assessments are carried out and safe systems of work, procedures and control measures are put in place which will include suitable and sufficient information, instruction and training.

The Corporate Director will ensure that the provisions of this policy are met and that employees are aware of the following:-

- The importance of safe driving and that it is an essential element of the service they provide to both their clients and the public at large.
- That vehicles used by them, as a requirement of their employment, are classified as “workplace equipment and tools” under Provision and use of Work Equipment legislation.
- That instructions issued and received by drivers should be given in a manner to ensure that they drive at a safe speed and to a safe standard having full regard to any prevailing conditions.
- Their responsibilities under the Health and Safety at Work Act etc. 1974 to take care of their own safety and that of other persons affected by their actions or omissions and co-operate with A1 to enable them to carry out its own responsibilities.

**The Corporate Director will promote road safety by ensuring:-**

- That driving risks are considered during the risk assessment procedure and also through PDRs. This will also include appropriate control measures, safe systems of work and monitoring.
- That staff are issued with appropriate information and training.
- That staff understand that they are permitted to allocate sufficient time for travelling (including delays).

**Vehicle Drivers will ensure that:-**

- Under their duties of Section 7 of the Health and Safety at Work 1974 Act they take reasonable care of their own safety and that of others who may be affected by their acts or omissions and they must also co-operate with A1 so far as is necessary to enable it to comply with any duty or requirements placed on it.
- They do not use **their own** vehicles on A1 business until they have produced, to the satisfaction of the Head of Service, an appropriate and valid driving licence, and an Insurance Certificate covering business use.
- They will be required to comply with any safe systems of work, instructions or procedures following the risk assessment process.
- They know the correct procedure to follow at the scene of an accident whilst

driving their own vehicle or a A1 owned/supplied vehicle.

- They must inform the Corporate Director immediately of any changes to their driving licence including any penalty points or incidents that may lead to disqualification.
- They are fit to drive and inform their line manager immediately if they are taking any medication that might affect their ability to drive – this also includes herbal remedies. They must also inform their line manager immediately if any illness/ailment is diagnosed that may affect their ability to drive.
- They have periodic eye tests to comply with the minimum eyesight requirements for driving. Drivers who need glasses are obliged to wear them. Tinted glasses should not be worn at night or in poor visibility.

## **15. Lone Working**

### **Introduction**

A1 recognises that some members of staff are required to work by themselves for significant periods of time without close or direct supervision, in isolated work areas and out of hours. The purpose of this policy is to protect such Employees so far as is reasonably practicable from the risks of lone working.

A1 also recognises it has an obligation under the Health & Safety at Work Act etc. 1974 (HSW Act) and the Management of Health & Safety at Work (MHSW) Regulations 1999, for the health, safety and welfare at work of its employees. These responsibilities apply equally to those employees that, for whatever reason, work alone.

### **Scope of the Policy**

This policy is provided for use of all employees in their day-to-day work. This policy also covers where appropriate, contractors. The policy applies to all situations involving lone working arising in connection with the duties and activities of employees.

## **Definition of Lone Workers**

Lone workers are those who work by themselves without close or direct supervision such as:

- Employees working at A1 when:
  - only one member of employees works on the premises;
  - Employees working separately from others;
  - Employees working outside normal hours.
  
- Mobile lone workers working away from their base and when their work may be carried out in:
  - clients' homes;
  - other company's or business's premises.

It is recognised that any member of staff may spend a limited amount of their working time 'alone'.

## **Aims of Policy**

The aim of the policy is to: -

- increase staff awareness of safety issues relating to lone working;
- ensure that the risk of lone working is assessed in a systematic and on-going way, and that safe systems and methods of work are put in place to reduce the risk so far is reasonably practicable;
- ensure that appropriate training is available to all employees that equips them to recognise risk and provides practical advice on safety when working alone;
- ensure that appropriate support is available to employees who have to work alone;
- encourage full reporting and recording of all adverse incidents relating to lone working; and reduce the number of incidents and injuries to Employees related to lone working.

## **Responsibilities**

### **The Corporate Director:**

Is responsible for:

- ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working;
- providing resources for putting the policy into practice; and
- ensuring that there are arrangements for monitoring incidents linked to lone working and that the Line Manager conducts reviews the effectiveness of this policy.
- ensuring that all Employees are aware of these arrangements;
- ensuring that risk assessments are carried out and reviewed regularly;
- putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;
- ensuring that Employees' groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updates and refresher training as necessary;
- ensuring that appropriate support is given to Employees involved in any incident;
- managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.

### **Employees**

are responsible for: -

- taking reasonable care of themselves and others affected by their actions;
- co-operating by following rules and procedures designed for safe working;
- reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate;
- taking part in training designed to meet the requirements of the policy; and

- reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

### **Risk Assessment**

Risk assessment is essential to good risk management. Assessments shall be carried out for and by all employees whose working practice makes them vulnerable. This includes employees that are office based but work in isolation as well as mobile employees whose work takes them out into the community.

Recommendations will be made to eliminate or to reduce the risk to the lowest level reasonably practicable.

In all cases the need for lone working should be questioned. The Corporate Director must decide whether systems can be adopted to avoid workers carrying out tasks on their own.

If this is not possible the working practice of the member of Employees plus other contributory factors must be risk assessed.

Where Employees either work alone in buildings the Head of Service should first complete the relevant Lone Worker's Risk Assessment Form (see attachments)

The Risk Assessment is used as a tool to assist in identifying if the existing control measures are adequate and if not, what modifications or additional actions can be considered necessary to help reduce the risks associated with Lone Working.

Following completion of the Risk Assessment, consideration should be given to any appropriate action that is required. The Corporate Director must ensure that risk assessment systems are in place to meet the specific needs of all lone workers.

### **Incident Reporting**

An incident can be defined as an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage. In order to maintain an appropriate record of incidents involving lone workers it is essential that all incidents be reported through the Incident Reporting Form.

**Employees should ensure that all incidents where they feel threatened or 'unsafe',**

**(even if this was not a tangible event/experience) are reported. This includes incidents of verbal abuse.**

## **Contacting /Involving the Police**

If a situation arises which precipitates the need for Police attendance, the employee at risk should contact the Police.

Employees who need assistance from the police whilst out and about or travelling should dial 999.

A1 is actively committed to protecting employees from violence and assault and will support criminal proceedings against those who carry out assault.

All employees are encouraged to report violent incidents to the police and will be supported by the Corporate Director throughout the process.

Except in cases of emergency, employees should inform the Head of Service of any incidents immediately. The Head of Service will thereafter take responsibility for contacting the Police to report the details of the incident.

## **Support for Employees**

All new Employees to A1 will be subject to an induction process included in this will be reference to the Lone Worker's Policy, and this will be highlighted as part of the company's induction.

Employees working for the Organisation should know that their safety comes first. Employees should be aware of how to deal with situations where they feel they are at risk, or unsafe. Employees should also be able to recognise how their own actions could influence or even trigger an aggressive response.

The Corporate Director will therefore ensure that all lone workers' training needs are assessed and that they receive appropriate training.

## **Immediate Support Following a Violent Incident**

In the event of a violent incident involving a lone worker, the Corporate Director should immediately ensure that the employee(s) receives any necessary medical treatment and/or advice. If an incident occurs out of hours the Corporate Director (or his Deputy) must be contacted.

The Corporate Director should be sensitive to the employee's need to talk about the incident and should take care to avoid any impression that this is not accepted or expected. Discussion should involve identifying any significant learning points for the employee and other colleagues if necessary. Employees should be made aware that a confidential counselling service can be accessed directly.

The Corporate Director should also consider whether the employee needs specific information or assistance relating to legal or insurance aspects.

The importance of colleague support should never be underestimated. Colleagues are likely to be seen as primary emotional supports. The Corporate Director may wish to seek additional support.

The Corporate Director should ensure appropriate written and verbal reporting of any violent incident.



## **16. Managing Distress**

### **Preamble**

Stress is a natural component of everyday life.

Individual employees can perceive stress differently depending on their ability to cope with the demands placed on them. Too much (or too little) stress can lead to distress which in extreme cases can result in illness.

This Policy has been devised to ensure that **all employees** are aware that workplace distress can exist. Through the involvement of all employees, however, in a comprehensive stress/distress management policy we can all help alter thinking and behaviour so that we all feel in control, thus turning stress from a negative, into a positive experience.

### **A1 Policy on Managing Distress in the Workplace**

A1 is conscious of the need to recognise workplace distress as a condition which could affect any member of Employees and accepts that it has a responsibility to do all in its power to reduce the possible causes within the working environment. It seeks to do this by a willingness to consider working conditions and practices which will enable employees to work in an environment which is healthy and relevant to the type of work undertaken. In addition the organisation will provide Employees with equipment suitable for the job, which is properly maintained and ergonomically correct.

A1 will provide opportunities for Employees to participate in appropriate training for the work undertaken and will create an environment through good management practices in which newly acquired knowledge and skills can be used. Training will also be provided to help Employees meet changes in tasks, equipment and working practices. Whenever possible, the organisation will enable Employees to contribute to decisions affecting their jobs and will ensure that goals and expectations are both reasonable and clear. It will ensure that where changes in roles, structures etc. are proposed they will only be implemented after reasonable consultation with Employees and at a pace to which they can adjust.

A1 will through regular training attempt to ensure that Employees are managed consistently within clear well communicated objectives.

A1 acknowledges that the services provided to their clients are only as good, efficient and effective as the Employees employed to provide them and that from time to time their ability to carry out tasks will vary dependant on a whole range of factors. These factors will be considered when appraisals or evaluations are carried out either as part of normal supervision or in other investigations. The Corporate Director training will include consideration of factors at work which might produce workplace distress, how to identify symptoms of distress and ways of managing it.

A1 where appropriate it will consider flexible ways of helping Employees meet temporary and unexpected situations which affect their work.

A range of indicators will be monitored to help identify the levels of workplace distress including regular stress surveys and absence monitoring.

### **Duties of the Corporate Director**

The Corporate Director will be responsible for assessing and evaluating working practices to minimise the potential for ill health resulting from workplace distress. He will monitor low work performance and investigate patterns of sickness absence. When a problem is recognised, The Corporate Director should be supportive and understanding and along with any guidance received from the Head of Service the problem should be discussed and appropriate help offered, without making an individual feel that they may be weak or inadequate. Professional counselling will be offered, where this is considered appropriate, to the individual.

### **Employees**

Employees should make themselves familiar with A1's distress policy and if they feel that they are suffering from workplace distress, they must discuss any problems with the Head of Service or Corporate Director.

### **Distress Reporting Procedure**

Where a member of staff considers themselves suffering from work related distress or a colleague believes somebody to be distressed, this matter should be raised at the first instance to the Line Manager who will discuss and consult the issues with the appropriate individual to ensure adequate professional assistance is offered. Confidentiality will be observed at all times.

### **How to Recognise and deal with Distress**

Stress is a natural and necessary component of everyday life. However, individuals at all levels should be able to recognise where stress is likely to have an adverse effect and become distress.

The following may indicate that someone is suffering from distress:-

- Difficulty in concentrating;
- Anxiety;
- Indecisiveness;
- Argumentative;
- Tiredness;
- Depression;
- Excessive eating and/or alcohol consumption;

- Aches and pains;
- Inability to delegate;
- Frequent absences from work

Once it is recognised that distress is a problem, action should be taken to deal with it.

If an individual feels that they may be suffering from distress, they may wish to consider ways to relieve their symptoms by:-

- Taking regular exercise;
- Healthy Eating;
- Avoiding excessive use of alcohol, drugs or cigarettes;
- Managing time more effectively;
- Setting realistic goals and deadlines;
- Improving working practices;
- Concentrating on positive and acknowledging the success;
- Seeking medical advice.

## **17. Slips, Trips and Falls**

### **Preamble**

A1 is aware that national statistics indicate that a third of all major injuries within the workplace are caused as a result of a slip or trip and is the most common cause of injuries at work.

### **Management**

The Management of Health and Safety at Work Regulations (Reg 3) requires that “suitable and sufficient” risk assessments are undertaken and significant findings are recorded. The Corporate Director is responsible for ensuring a suitable and sufficient risk assessment is undertaken.

The Corporate Director and staff will work together to identify areas where there is the potential for significant risk such as falls by personnel, falling materials, structural collapse or other events which could affect the health and safety of employees or others.

- Floors: conditions such as, loose finishes, cracks, holes, worn carpets and rugs, wet or dusty surfaces due to work processes of environment;
- Obstructions: objects left lying around, work tools and equipment unattended, trailing cables and wires;
- Footwear: where surfaces are difficult to keep dry, appropriate footwear must be provided which is slip resistant.
- Lighting: lighting must be appropriate for the conditions e.g. can employees and visitors see obstructions or a potentially slippery floor?

A1's risk assessment procedure and form will be used for the recording of such assessments.

## **Responsibilities**

Supervisors will be responsible for:

- Delegating responsibilities where appropriate to ensure areas under their control are kept safe e.g. getting spillages and objects cleaned up quickly, keeping access routes clear and ensuring lighting is to the correct standard and maintained;
- Keeping records of who is responsible for which arrangements;
- Carrying out regular checks to ensure that working practices are being carried out correctly, e.g. smooth floors are not left wet, housekeeping is good, and any leaks from equipment and roof lights are repaired quickly;
- Keeping records of cleaning and maintenance work etc;
- Implementation of appropriate training, information and instruction;
- Encouraging good health and safety practice;
- Ensure that pedestrian and traffic routes are properly planned and avoid overcrowding;

- Monitor incident and accident reports to try to identify deficiencies in the management arrangements.
- Review as and when required.

## **Employees**

Employees are responsible for carrying out remedial action that has been formulated through the process of risk assessment and to report its impact on the dangers of slips, trips and falls.

### **18. Smoke Free Workplace**

On July 1st 2007, England introduced a new law to make virtually all enclosed public places and workplaces in England smoke free. A1 will ensure that smoking is not allowed within their buildings.

### **19. Violence against employees**

A1 recognises that their employees risk meeting violence or the threat of violence in their day to day work activities.

#### **Definition of Violence**

Any incident in which an Employee/volunteer is abused, threatened or assaulted by a member of the public or co-worker in circumstances arising out of the course of their employment and may include:-

- (a) Physical Assault;
- (b) Verbal Abuse and Threats (with or without a weapon);
- (c) Sexual and Racial Harassment;
- (d) Harassment because of disability or sexuality;
- (e) Bullying.

A1, through the Corporate Director, accepts a legal duty to ensure the health, safety and welfare of all employees and will endeavour to, as far as is reasonably practicable, provide a safe working environment, by identifying, through the process of risk assessments, where a potential violent situation may arise and put into operation control measures to minimise those risks.

The A1 management, through the Corporate Director, will be supportive of any employee/volunteer who suffers violence whilst at work or in connection with official duties, by ensuring that:-

- (a) All such violent incidents against an employee are taken seriously.

- (b) All such incidents are recorded, monitored and reviewed at management level in order to, and if required, make changes if they need to be made to, for example, policies, procedures, instructions, rules or workplace. All such changes will be submitted to the A1's Health & Safety Advisors and the Policy updated accordingly.
- (c) The Corporate Director will report all injuries to employees/volunteers or members of the public from violent acts occurring through A1's work activities, to the organisation's Health and Safety Advisors by the quickest possible means. In the first instance by telephone and followed up with a copy of a completed accident form.
- (d) For those employees/volunteers that are victims of physical violence, the organisation, through the Corporate Director, will earnestly and seriously consider all avenues of support, including legal.
- (e) A1, through the Corporate Director, in planning, organising the physical setting and layout of the workplace will take all steps, as far as it is reasonably practicable to ensure that employees/volunteers are not subject to undue risk of violence and will consult with the employees/volunteers affected.
- (f) Assistance in the completion of application forms for claiming compensation from the Criminal Injuries Compensation Authority will be provided where an employee/volunteer so requests.
- (g) Where an act of violence occurs against an employee/volunteer by an employee/volunteer, whilst at work or in connection with work, the matter will be dealt with in accordance with the appropriate disciplinary procedures.
- (h) Where a perpetrator of violence can be positively identified, the Corporate Director will take appropriate action.
- (i) Where a violent incident takes place, or in the opinion of the interviewing officer or other trained person present at the time a violent incident is likely to take place at A1, the Police will be called. Wherever possible employees/volunteers should withdraw from the situation.
- (j) On request, specialist counselling help may be made available.
- (k) Training in coping with aggression and potential violence for employees/volunteers identified as being at risk will be provided as far as it is reasonably practicable.

Each employee should ensure that they:

- (a) Take reasonable care for the health and safety of themselves and others at work.
- (b) Familiarise themselves with the relevant policy, procedures, guidelines, control measures, instructions and rules.
- (c) Participate in any training which is made available.
- (d) Give due consideration to availing themselves of appropriate counselling support provided.
- (e) Because of the varied nature of A1's business and the need to build and maintain a positive safety culture, the Corporate Director will make arrangements for the production of written guidelines and control methods through the process of written risk assessments.
- (f) All policies, procedures, guidelines, control methods, instructions and rules will be made available to employees.