

Volunteer It Yourself (VIY) Health & Safety Policy

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HEALTH AND SAFETY POLICY ACKNOWLEDGEMENT FORM 53

This Policy contains the health and safety information you require to comply with. After reading it you will be required to sign to confirm that it has been brought to your attention. If you have any queries regarding the contents, please do not hesitate to ask.

Volunteer It Yourself (VIY) takes its responsibility for health and safety very seriously and is committed to a programme of progressive improvement that requires input from all its employees. If you see anything during your work that gives rise to a concern you are positively encouraged to report it to you manager.

Safety is everyone's responsibility and that includes you.

VIY's Board recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by our activities, and that managing health and safety is a business critical function.

In order to discharge its responsibilities, the Board will:

- Bring this Policy to the attention of all employees
- Carry out and regularly review Risk Assessments to identify proportionate and pragmatic solutions to reducing risk
- Communicate and consult with our employees on matters affecting their health and safety
- Comply fully with all relevant legal requirements, regulations and codes of practice in the UK
- Eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- Encourage staff to identify and report hazards so that we can all contribute towards improving safety
- Ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- Maintain our premises, provide and maintain safe equipment
- Only engage mentors (and contractors) who are able to demonstrate due regard to health & safety matters
- Provide adequate resources to control the health and safety risks arising from our work activities
- Provide adequate training and ensure that all employees are competent to do their tasks
- Provide an organisational structure that defines the responsibilities for health and safety
- Provide information, instruction and supervision for employees
- Regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement

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

Signed: **Dated:** 1st November 2026



Name: Ed Sellwood **Position:** COO

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

In order to discharge its responsibilities, the Board will:

- Bring this Environmental Policy Statement to the attention of all stakeholders
- Carry out regular audits of the environmental management system
- Comply fully with all relevant legal requirements, regulations and codes of practice in the UK
- Eliminate risks to the environment, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- Ensure that emergency procedures are in place at all locations for dealing with environmental issues
- Establish targets to measure the continuous improvement in our environmental performance
- Identify and manage environmental risks and hazards
- Improve the environmental efficiency of our transport and travel
- Involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- Minimise waste and increase recycling within the framework of our waste management procedures
- Only engage mentors (and contractors) who are able to demonstrate due regard to environmental matters
- Prevent pollution to land, air and water
- Promote environmentally responsible purchasing
- Provide adequate resources to control environmental risks arising from our work activities
- Provide suitable training to enable employees to deal with their specific areas of environmental control
- Reduce the use of water, energy and any other natural resources
- Source materials from sustainable supply, when practicable.

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

Signed: **Dated:** 1st November 2026



Name: Ed Sellwood **Position:** COO

Employee Responsibilities

It is the responsibility of all employees to co-operate in the implementation of this Health and Safety Policy within their areas of influence. All employees have a legal duty to ensure their own safety and the safety of others (for example, young people, colleagues, visitors, contractors) under the Health and Safety at Work etc Act 1974.

Employees must therefore:

- Take reasonable care of their own safety
- Take reasonable care of the safety of others affected by their actions
- Observe the safety rules
- Comply with the health and safety policy
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- Dress sensibly and safely for their particular working environment or occupation
- Conduct themselves in an orderly manner in the work place / on project sites and refrain from any antics or pranks
- Use all safety equipment and/or protective clothing as directed
- Avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- Maintain all equipment in good condition and report defects to their supervisor
- Report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- Report all accidents to their supervisor whether an injury is sustained or not
- Attend as requested any health and safety training course
- Observe all laid down procedures for processes, materials and substances used
- Observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

Mentors

The Mentors will ensure that in their areas of control:

- They implement our Health and Safety Policy
- They supervise their staff/other mentors to ensure that they work safely, providing increased supervision for new and young workers
- They communicate and consult with staff on health and safety issues
- Health and safety rules are followed by all
- They encourage staff to report hazards and raise health and safety concerns
- Issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff
- Any safety issues that cannot be dealt with are referred to a manager for action
- Safety briefings for young people are identified, undertaken and recorded to ensure they are competent to carry out their work in a safe manner
- Safe systems of work are developed and implemented
- Accidents, ill health and 'near miss' incidents at work are recorded, investigated and reported
- Personal protective equipment is readily available and maintained, and relevant staff are aware of the correct use of this and the procedures for replacement
- Hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures

Young People

All Young People must:

- Take reasonable care of their own safety
- Take reasonable care of the safety of others affected by their actions
- Observe the safety rules
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- Dress sensibly and safely for their particular working environment or occupation
- Conduct themselves in an orderly manner in the work place / on project sites and refrain from any antics or pranks
- Use all equipment, safety equipment, devices and protective clothing as directed
- Avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- Maintain all equipment in good condition and report defects to a mentor
- Report any safety hazard or malfunction of any item or equipment to a mentor
- Report all accidents to a mentor whether an injury is sustained or not
- Observe the fire evacuation procedure and the position of all fire equipment and fire exit routes

Health and Safety Rules

General

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

Working Practices

- Employees must not operate any item or equipment unless they have been trained and authorised
- Employees must make full and proper use of all equipment guarding
- Employees must not clean any moving item of equipment
- Employees under the age of 18 years must not operate any item or equipment unless they have received sufficient training or are under adequate supervision
- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions
- Employees must not smoke except in prescribed areas

Hazard / Warning Signs and Notices

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

Working Conditions / Environment

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

Protective Clothing and Equipment

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

Fire Precautions

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

Accidents

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

Health

- Employees must report to their manager any medical condition or medication which could affect the safety of themselves or others
- Employees must co-operate with the Board on the implementation of medical and occupational health provisions

Project Site Rules

All personnel working on a Project Site are required to comply with these rules. Failure to comply will result in employees being removed from site. All employees visiting or resident on site must ensure they are aware of, and comply with, the local Site Safety Regulations including the emergency evacuation procedures.

AUTHORITY

The Project Manager has total authority for Health and Safety matters. Safety instructions from the Mentor must be complied with immediately

Personal Protective Equipment

- Personal Protective Equipment (PPE) must be used where risks cannot be eliminated or reduced to an acceptable level by other means.
- All PPE must be to the required BS EN standards and CE marked.

Contractors

- Contractors must assess the need for PPE, provide it and supervise its use by the young persons.
- Self-employed persons must provide their own PPE.
- All PPE must be inspected regularly, maintained and replaced where necessary.

Construction personnel

- Construction personnel will be supplied with the necessary PPE.
- Visitors to site will be provided with Hard Hats and vests from the site.

Safety Footwear of a suitable nature must be worn on site at all times.

High visibility jackets or vests must be worn at all times.

Hearing protection must be worn when noise levels reach the second action level. Noise affected areas will be clearly signed.

Eye protection must be worn when a foreseeable risk of eye injury exists.

Respiratory protection must be worn when working in dusty/hazardous atmospheres or when using certain chemicals.

Maintenance of equipment -your protective equipment is there to protect your health. Look after it and get it replaced if worn or damaged.

SCAFFOLD

Unauthorised interference with scaffolding is strictly prohibited. Only persons authorised by the Mentor or an authorised scaffolder are allowed to modify scaffolds.

EQUIPMENT

Abrasive wheels and disc cutter use

- Goggles must be worn at all times when using abrasive wheels/ disc cutters.
- Hearing protection must be worn.
- Ensure that no loose clothing that may increase the risk of entanglement is worn
- Only trained and appointed persons may change cutter blades.
- A copy of your training certificate must be provided to site manager before you may use an abrasive wheel or disc cutter on site.

Electrical Tools (Mains and Generator Powered)

- Only 110v tools may be used on site.
- All electrical equipment must be well maintained and correctly earthed.
- Electrical equipment must be regularly inspected and have a current valid portable appliance test sticker attached.

Ladders

- Never use a damaged ladder.
- Always secure a ladder before use.
- Never ignore an untied ladder, either report it or secure it – Do not use it.
- When using a ladder, ensure it is up the right way (wire under timber rung).
- Visually inspect the ladder for defects before use.
- Maintain 3 points of contact at all times.

Plant

- All plant operators must be properly trained and where appropriate, possess a CITB or equivalent Certificate of Training Achievement (CTA) or Construction Skills Certification Scheme (CSCS).
- Unauthorised persons are not permitted to drive or operate plant.
- All plant operators must be over 18 years old.
- The carrying of passengers on site plant is strictly forbidden.
- A copy of your training certificate must be provided to the site manager before you may use any plant on site.

SERVICES

When services are underground, overhead or within dwellings:

- Always assume services are LIVE until confirmed otherwise
- Always check the location of services before starting work
- Remember ELECTRICITY CAN KILL.

HAZARDOUS SUBSTANCES

- Always protect yourself when using a product that may be hazardous to your health.
- Ask the Project Manager or Mentor to check when precautions are needed.
- Follow your COSHH Assessment details and ensure you have the necessary PPE before starting work where it is required.

EXCAVATIONS

- Obtain a permit to work from the site manager before any excavation work is started.
- Never enter a deep excavation unless it is safely shored up.
- Make sure your supervisor has checked the excavation and its support before you enter.
- Ensure a safe means of escape plan has been prepared.
- Always ensure all excavations are guarded against falls and stop blocks are used to prevent vehicles falling into them.
- All manholes and openings must be covered and precautions taken to prevent trips and falls.

BEHAVIOUR

All employees and contractors are expected to behave in a professional manner. Pranks, horseplay and “messing about” in a manner which puts other peoples’ safety at risk will not be tolerated.

All contractors are expected to clear up their own rubbish and dispose of their waste material in the skips provided. On completion of each job/process the work area must be left in a clean and safe manner.

WELFARE

Toilets, washing facilities, canteen and drying room are provided. It is important for your health that these facilities are used.

There is a no smoking policy is in force across the site, smoking is only allowed in designated smoking areas.

The use of toilets etc. inside buildings under construction is prohibited. Use the welfare facilities provided.

Any canteen, food eating area, drying room, washing facilities etc., are to be kept as you would expect to find them. They are cleaned on a regular basis.

First Aid

- First Aider details are at the Site Office.
- The First Aid Box is located at the Site Office.
- All incidents, unsafe conditions, near misses and injuries, however minor, must be reported to the Project Manager or Mentor and entered into the Accident Book.

Protecting the public

- Always go out of your way to protect the public, remember unlike you they are not “site wise”.
- Leave all public areas safe and tidy particularly when construction is in progress next to occupied buildings.
- Do not ignore a potential hazard to the general public - **REPORT IT.**

Children on site

Children are not permitted in construction areas.

- At the end of the day, make the site “CHILD SAFE”.
- Ensure all plant/machinery is immobilised.
- Secure perimeter fencing.
- Take down ladders.
- Board over or back fill excavations.
- Put up warning signs.
- Secure and lock any buildings.
- Put dangerous substances (especially glues and solvents) in secure containers.

SITE SPECIFIC HAZARDS

Some sites have specific dangers which do not occur on other sites. You must report to the Project Manager or Mentor when arriving on site for an update.

Emergency procedures

- The site telephone numbers in case of emergency are displayed in the Site Office.
- There are fire extinguishers located on the Site Office and in the Canteen.
- Hot Work (any work involving heat e.g. grinding, welding, brazing, soldering and any open flame) requires written authorisation from the site manager in the form of a hot work permit.

Dangerous occurrences

If you see something dangerous or are required to work in an unsafe way, you should:

- Put it right if you can
- Prevent others from being put at risk
- Inform the Project Manager or Mentor and ask him to put it right.

GENERAL SITE RULES

- You must make the Site Manager aware of any illness or medication you have if it is likely to affect yours or others health, safety and welfare.
- No person that is under the influence of alcohol or drugs will be allowed on site.
- All persons must keep their working areas tidy.
- All rubbish/waste must be placed in the appropriate skips provided.
- All excess material should be returned to the storage areas.
- Cars must only be parked in the area designated by the Project Manager or Mentor.
- Radius of all lifts of scaffold are provided with brick guards. These must not be removed or altered.
- All first floor and above open landings are provided with a barrier which is installed on completion of the floor decking. Authorisation is required to remove these barriers.
- All persons under the age of 18 must report daily to the Mentor. They must not use plant/equipment unless under direct supervision.
- When moving around site, use only constructed footpaths or designated walkways.

Rules Covering Gross Misconduct

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

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

Accident, Incident and Ill-Health Recording, Reporting and Investigation

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **near miss/incident** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by an employee through the course of work or from a non-employee as a result of activities carried out by the charity.

Reporting

All accidents resulting in personal injury must be recorded in the charity 's Accident Book, which is located in the on each site and centrally on the intranet. Employees must ensure that they are aware of the location of the accident book.

Incidents and work related ill-health need to be reported directly to your Manager or Supervisor.

Asbestos



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

If you notice any material that causes you concern or you become aware of any damage to asbestos material, you must report it immediately to your supervisor/manager. Please be aware of any asbestos materials which are labelled as shown.

Communication and Consultation



Our charity has established effective lines of communication so as to involve and consult our employees.

These may include:

- Individual conversations
- Notice boards
- Internal publications
- Staff meetings
- Health and Safety meetings.

In addition, the charity will display the 'Health and Safety Law – What You Need to Know' poster in a prominent position.

The charity will consult with our employees and provide information on any changes that may affect their health and safety, including:

- Changes in procedures, equipment or ways of working
- The dangers and risks arising from their work activities, the measures taken to eliminate or reduce these risks and what action to take if they have to deal with them
- The planning of health and safety training
- The health and safety consequences of introducing new technology.

The charity recognises that consultation is a two-way process and expects constructive feedback from our employees.

Contractors

In order to meet our legal obligations with regard to contractors we will ensure that prior to engaging any contractor they are competent and that any works are carried out safely.

Similarly, we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

If you observe contractors who appear to be working unsafely then you should report this immediately to a manager / supervisor. We will investigate and where necessary stop any work until resolved.

Disabled Persons

The charity will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this, the charity will:

- Treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
- Ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
- Encourage employees with special needs to suggest any premises or task improvements to their line managers
- Discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity
- In an emergency evacuation, ensure suitable plans are in place which will assist disabled people to leave the premises swiftly.

Display Screen Equipment

All reasonable steps will be taken by the charity to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the charity will carry out an assessment of each user's workstation and implement necessary measures to remedy any risks found as a result of the assessment.

Eye Tests and Corrective Appliances

The charity will arrange for the provision of free eye tests when requested and at regular intervals thereafter or where a visual problem is experienced, at no cost to the employee. Where employees require corrective appliances specifically for use with display screen equipment, the charity will arrange for the supply of corrective appliances up to current cost limits.

Training

Employees working with display screen equipment (DSE) should comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided.

Health

Employees should inform their departmental supervisor/line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE. In addition, they should also report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE. Any health information will be treated confidentially.

Driving for Work

Driving is an integral part to some roles within the charity and as such requires driving on charity business. Driving has inherent risks associated with it which drivers should be made aware of.

The charity is committed to reducing the risks its staff face or create when driving at work and therefore will:

- Ensure risk assessments are completed and that journeys are planned
- Not put unreasonable time constraints on travel
- Ensure those driving for business are competent (and where required, authorised) and fit
- Provide any additional training that may be deemed necessary to reduce driving related occupational risks
- Provide sufficient information and guidance for managers and drivers to enable them to understand the additional occupational risks involved in driving
- Establish a travel plan which will limit the requirement for travel and make provisions for long journeys
- Require drivers to annually submit copies of their insurance, the mot certificate or evidence of the MOT exemption for their vehicle and their current driving licence.

Implementation

The charity asks its entire staff to play their part, whether they use their own or a hire vehicle.

Drivers

Drivers will remain responsible for their safety and others and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform their manager of:

- Anything that could affect their driving e.g. Health conditions or injuries, use of prescribed medication
- Changes to licence such as; limitations, offences recorded, period bans
- Vehicle defects that affect ability / safety to drive
- Any accidents / incidents that occurred whilst driving on behalf of the charity.

Before driving, drivers must

- Review the need to travel
- Have a valid licence for the vehicle they are driving and for any overseas travel if required
- Ensure valid insurance for business use
- Carry out a pre-use vehicle check
- Allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- Ensure sufficient rest
- Be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive
- Have had an eye test in last 2 years and be using any required corrective appliance
- Adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.

Whilst driving, drivers must

- Drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- Take regular rest breaks every 2-3 hours or at first signs of tiredness
- Remain in control of the vehicle at all times
- Only use hands free electronic devices e.g. Mobile phone, satellite navigation, mp3 player, when safely set up to do so i.e. Using an appropriate hands-free device

Managers

Managers should ensure that the driving policy is brought to the attention of drivers and they will:

- Lead by example, both in the way they drive and by not tolerating poor driving practices amongst colleagues
- Challenge unsafe attitudes and behaviours and encourage staff to drive safely
- Monitor compliance with the driving policy at team meetings, staff appraisals and periodic checks

Drugs and Alcohol

Alcohol

Employees must not drink alcohol on the charity 's premises or the premises of its customers or clients without express permission from a senior manager or director.

Any employee who is found consuming alcohol on the charity 's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the charity 's disciplinary procedure.

Drugs and medication

The possession, use or distribution of drugs for non-medical purposes on the charity 's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work, you should discuss the problem with your manager or supervisor.

If the charity suspects there has been a breach of this policy or your work performance or conduct has been impaired through substance abuse, the charity reserves the right to require you to undergo a medical examination to determine the cause of the problem.

Medical Examination

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

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

If, having undergone a medical examination, it is confirmed that you have been positively tested for a controlled drug, or you admit there is a problem, the charity reserves the right to suspend you from your employment (with or without pay) to allow the charity to decide whether to deal with the matter under the terms of the charity 's disciplinary procedure and/or to require you to undergo treatment and rehabilitation.

Reasonable Grounds

The charity reserves the right to search you or any of your property held on charity premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The charity reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the charity 's premises.

Electricity

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



Employees must:

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

Environment

All reasonable steps will be taken to protect the environment and all employees are expected to cooperate with the charity in ensuring that:

- Any pollution to land, air or water is avoided
- Water and energy usage is kept to a minimum
- Surplus materials and waste are recycled using the facilities provided
- Any incidents of pollution or wastage are reported.

Environmental complaints procedure

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

- The name, address and contact details will be taken from the complainant along with details of the complaint including dates, times, frequency, impact and location

- Full details of the complaint will be recorded and passed a senior manager or director for an investigation to be instigated

- Investigations will be commenced at the earliest opportunity and at least within 24 hours

- Where the complaint is found to be justified immediate measures will be taken to remedy the problem as far as is reasonably practicable

- Results of all investigations will be recorded and copied to the complainant and a senior manager or director

- The complainant will be kept advised of the results of any investigation and the measures being taken to seek a solution; including details of the proposed timescales where immediate resolution is not possible.

All employees are responsible for working towards the objectives contained within this policy.

Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

The charity does not require persons to attempt to extinguish a fire, but extinguishing action may be taken if it is safe to do so. Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

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

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

First Aid

The charity is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work. To achieve this objective the charity will appoint and train a suitable number of first aid personnel to cover all work patterns and communicate their identities to all staff.



If you are interested in becoming a first aider or appointed person, please inform your manager/supervisor.

Should you require first aid treatment, please contact your nominated first aider/appointed person. Please ensure all accidents have been recorded accordingly.

First Aid supplies

A first aid box will be provided and should be kept stocked. If you use any of the contents, please inform the persons responsible for the contents. Portable first aid kits will be available for staff members required to work away from the normal workplace, where access to facilities may be restricted.

Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.



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



Employees should **not** use any hazardous substance unless they have received the information and training for the safe use of that substance.

Health, Safety and Welfare

The charity is committed to providing suitable health, safety and welfare facilities in line with current legislation, in particular the provision of:

- Adequate maintenance of workplace and equipment
- Appropriate ventilation, temperature control and lighting
- Suitable cleanliness and housekeeping standards
- Adequate workspace allocation
- Properly designed workstations
- Well maintained traffic routes and floors
- Appropriate fall protection
- Suitable glazing
- Safe access and egress (well maintained exits and entrances)
- Appropriate sanitary and washing facilities
- Separate toilet facilities for men and women
- Plentiful drinking water supply and cups
- Seating with an incorporated back rest
- Accommodation for keeping clothing clean and dry
- Facilities for changing, rest periods, hot drinks and meals preparation
- Showering facilities if the nature of an employees work requires this
- Appropriate first aid provision
- Appropriate emergency, fire and evacuation equipment and procedures.

The charity recognises these responsibilities are required for any work whether on a remote work site, at their usual workplace or head office.

Home Working

Home workers are subject to the same health and safety requirements as workers based on charity premises and their health and safety will be managed accordingly.

If you are a home worker, then you will be required to complete an assessment annually to review any requirements identified.

The assessment will review (but not limited to), equipment supplied, electrical testing, training, interaction with colleagues, communication.

Training

All home workers will be fully trained in the tasks that they are employed to do and the equipment they will be using.

Infection Control

For some work activities, staff may be at risk of infection or of spreading infection. The charity aims to prevent the spread of infection through work-based activities by adopting suitable control measures.

Employees must:

- Follow any procedures set out and good hygiene practices
- Wear personal protective equipment (PPE) as directed.

Training and Information

Training and information will be provided to all employees who are identified from the risk assessment as being potentially exposed to infections. Training will be given for any tasks they are employed to do, the equipment they will be using and any safe procedures to adopt.

Staff Illness and Reporting

It is important to remember that infection can also be passed onto people from staff. Staff should notify their manager if they develop any infectious disease that may affect work or people around them, for example:

- Skin infections or exposed areas of infestation
- Severe respiratory infection (e.g. Pneumonia, tb)
- Severe diarrhoea
- Jaundice
- Hepatitis
- Chicken pox, measles, mumps, rubella
- Norovirus
- Gastroenteritis
- Coronavirus

Managers will need to discuss with the individual suitable controls. In some cases, employees may need to be referred to an Occupational Doctor or their GP for advice.

Staff should also report any illness or disease which has been contracted through work. In some circumstances if a staff member contracts a disease whilst at work, this is reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Certain diseases including Leptospirosis, Hepatitis, TB, and Tetanus are specifically required to be reported.

Confidentiality

Confidentiality will be maintained at all times in relation to an employee who is known to have any infectious disease.

No health information will be disclosed without the written consent of the employee concerned and any breach of such confidentiality, either inside or outside the organisation, will be regarded as a disciplinary offence and may result in disciplinary action.

Pandemics and Epidemics

When notified that the country is experiencing a pandemic or epidemic, the charity will aim to prevent the spread of infection through work-based activities by adopting suitable control measures.

Employees must:

- Assist the charity with implementing measures specified by government agencies, including adopting alternative methods of working such as home working where needed,
- Use any required personal protective equipment (PPE) as instructed,
- Ensure that they inform the charity about any relevant changes to their medical circumstances, and
- Adopt good hygiene practices.

Lone Working

The charity will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Employees will be required to follow the safe working procedures devised including:

- When working alone, e.g. In an isolated area of a building with all doors closed, ensure that someone is aware of your presence

- Check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person

- If possible and arranged beforehand, keep in regular contact with someone else, e.g. Use a mobile phone to call into the office every couple of hours indicating your movements

- Do not put yourself at risk; if you do not feel safe discuss the situation with your immediate manager

- Report all accidents, injuries, near-misses and dangerous occurrences to your immediate manager.

Manual Handling

To prevent injuries and long term ill-health from manual handling the charity will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the charity will carry out an assessment to determine what control measures are required to reduce the risk to an acceptable level. In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Information and Training

Adequate information and training will be provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution.

Health

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

Employees who have a medical condition that may prevent them undertaking a task should notify their Manager / Supervisor beforehand. Should you become injured whilst handling anything then this must be reported to your Manager/Supervisor so it can be suitably investigated.

New and Expectant Mothers

The charity recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

Should you become pregnant or are returning to work after having a baby, then you are requested to notify your manager at the earliest possible opportunity so a risk assessment can be carried out.

Any necessary control measures will be implemented and reviewed regularly. Where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary providing suitable alternative work or suspension with pay.

New or expectant mothers should inform their manager of any changes which may affect the risk assessment including any medical conditions, incidents etc.

Peripatetic Working

The charity will ensure, so far as is reasonably practicable, that employees who work away from their normal base are not put at any additional risk to their health and safety.

Staff working away from base, are responsible for ensuring that:

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

Personal Protective Equipment

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

Employees provided with PPE must:





- Wear the PPE as instructed or where indicated by signage
- Maintain it in good condition
- Report any defects to your supervisor/manager
- Ensure the PPE fits correctly, is comfortable and fully adjusted.

Employees may also be required to remove jewellery or other small items when using PPE. Employees must remove such items as instructed; employees with concerns about removing items worn for ethical, philosophical or cultural reasons should speak to their supervisor.

Risk Assessment

Risk Assessment involves identifying the hazards present in the work place or arising out of any work activity and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness. The charity will arrange for competent people to carry out risk assessments of all activities, substances, equipment, plant or working conditions likely to give rise to a significant risk of injury or ill health.

Employees will be advised as to the results of the risk assessment process and the additional control measures to be implemented to reduce risk to an acceptable level. Employees are expected to support the risk assessment process and adopt any changed controls implemented to reduce risk to an acceptable level.

Smoking

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

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



Smoking is prohibited throughout the entire workplace and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This includes charity vehicles that are used by more than one employee. If you have a charity car that is designated for your sole use and that is never used by other employees then you can smoke in it if you wish – but the charity recommends that you do not do so. This policy applies to all employees, customers and visitors.

Implementation

All staff are obliged to adhere to and facilitate the implementation of the policy.

The charity will ensure that all employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

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

Stress at Work

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly demanding work colleagues. As a reasonable charity, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their Manager or through the charity ’s grievance procedure. If deemed appropriate, the charity will provide access to confidential counselling for employees affected by stress caused either by work or external factors

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

Training

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the charity to enable them to make a far more effective contribution to health and safety, whether as individuals, teams or groups.

All employees will receive **induction training**.

Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

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

Work Equipment

The charity will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

Employees must

- Only use work equipment for which they have received information and training for
- Not undertake any maintenance work unless competent and authorised to do so
- Not interfere with or remove anything which has been provided for safety reasons
- Report defects immediately to their manager/supervisor
- Use any personal protective equipment as required.

Young Workers

Whilst precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A ‘young person’ is defined as one who is below the age of 18 years.

To ensure the safety of young persons the organisation will:

- Carry out risk assessments to cover the activities of young persons
- Implement the actions determined by the risk assessment process
- Inform the young persons of any risks associated with their work and the control measures taken to protect them
- Provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age
- Provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment.

Asbestos

Asbestos fibres are present in the environment in Great Britain, so people are exposed to very low levels of fibres. However, a key factor in the risk of developing an asbestos-related disease is the total number of fibres breathed in.

Working on or near damaged asbestos-containing materials or breathing in high levels of asbestos fibres, which may be many hundreds of times that of environmental levels could increase your chances of getting an asbestos-related disease.

When these fibres are inhaled, they can cause serious diseases which are responsible for around 4000 deaths a year. There are three main diseases caused by asbestos: mesothelioma (which is always fatal), lung cancer (almost always fatal) and asbestosis (not always fatal, but it can be very debilitating).

Remember, these diseases will not affect you immediately but later on in life, so there is a need for you to protect yourself now to prevent you contracting an asbestos-related disease in the future.

It is also important to remember that people who smoke and are also exposed to asbestos fibres are at a much greater risk of developing lung cancer.

You are mostly at risk when:

- You are working on an unfamiliar site
- The building you are working on was built before the year 2000
- Asbestos-containing materials were not identified before the job was started
- Asbestos-containing materials were identified but this information was not passed on by the people in charge to the people doing the work
- You don't know how to recognise and work safely with asbestos
- You know how to work safely with asbestos, but you choose to put yourself at risk by not following proper precautions, perhaps to save time or because no one else is following proper procedures.

Remember, as long as the asbestos is not damaged or located somewhere where it can be easily damaged it won't be a risk to you.

- You can't see or smell asbestos fibres in the air
- The effects of asbestos take many years to show up - avoid breathing it in now
- Smoking increases the risk many times
- Asbestos is only a danger when fibres are made airborne.

What to do if you suspect Asbestos

- DO NOT disturb the material
- Check the design specification (details asbestos procedure)
- Notify the responsible person on the site
- Ask to see the site asbestos log / survey report
- DO NOT carry out any drilling or removal of the suspect material until it has been declared safe by an approved specialist or the material has been safely removed by a licensed contractor.

How do I identify Asbestos?

There is no clear way of identifying asbestos by just looking at it, but the following images do clarify the main areas you are likely to find it and what it looks like.



Asbestos textured coating



Asbestos containing ceiling tiles



Asbestos cement drainage pipe (downpipe)



Pieces of Asbestos Insulating Board (AIB)



Suspended Asbestos Insulating Board tiles in a corridor



Asbestos cement downpipe, hopper and profile sheet



Asbestos rope used as insulation on a pipe



Pieces of Asbestos Insulating Board (AIB)



Asbestos panelling around a gas meter



Asbestos containing floor tiles in a corridor

This list is not exhaustive and is a basic example of products which you may come into contact with.

Control of Substances Hazardous to Health (COSHH)

There are a range of Hazardous Substances to which the regulations apply. These include:

- Those classified and shown with warning label
- Substances with occupational exposure limits
- Biological agents e.g. Legionella bacteria
- Any kind of dust
- Substances generated by work processes e.g. Various bacteria/viruses from bodily fluids' premises with covered or underground parking that may expose people to vehicle exhaust fumes and some manufacturing and cleaning processes that may give off dusts, vapours or fumes.

Hazard Labelling

Hazardous substances may be defined as being toxic, corrosive, a health hazard, a serious health hazard, flammable, oxidising, explosive, harmful to the environment or gases stored under pressure.

Classification of hazardous substances is currently done under the Classification Labelling and Packaging (CLP) Regulations, which came into full effect in June 2015. These Regulations require hazardous substances to be packaged and labelled to an internationally agreed standard.

Hazardous substances can be readily identified by their label:

Health Hazard 	**Corrosive** 	**Toxic** 
Flammable 	**Oxidising** 	**Harmful to the environment** 
Serious Health Hazard 	**Explosive** 	**Gases under pressure**

Hazardous substances that are generated by work processes are not as easily identifiable as they do not come conveniently labelled. You will be informed of any hazardous substances generated by the company's work processes.

Exposure Routes

Exposure to hazardous substances may be via:

- Inhalation e.g. Dust/ particulate or vapours/ fumes
- Contact with eyes or cuts
- Absorption through the skin
- Ingestion
- Injection.

Hazard Effects

Effects on health may be short-term or long-term and will generally vary according to levels and duration of exposure. Effects of substances also vary with some having an accumulative effect and some that will have only temporary health effects.

Control Principles

The principles applied to substances to control exposure are:

1. Elimination e.g. Don't use the substance
2. Substitution e.g. A less hazardous substances
3. Engineering controls e.g. Local exhaust ventilation
4. Information, instruction, supervision and training
5. Personal Protective Equipment (PPE) e.g. gloves, glasses, overalls.

Working with Hazardous Substances

Prior to working:

- Ensure you understand the risks of working with any hazardous substances and the controls in place
- Ensure you know the location of the material safety data sheets and risk assessments
- Ensure the controls specified in the risk assessment, including any items for emergencies are:
    - In place
    - Fully operational
    - Available.
- Ensure you understand how to operate or use any control measures safely and have received training prior to starting work.

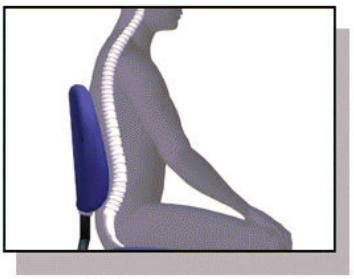
Whilst working

- Ensure regular check controls are effective
- Clean up any spillages etc
- Report any problems or defects immediately to your manager
- Report any ill-health or accidents to your manager.

Display Screen Equipment (DSE)/Visual Display Unit (VDU)

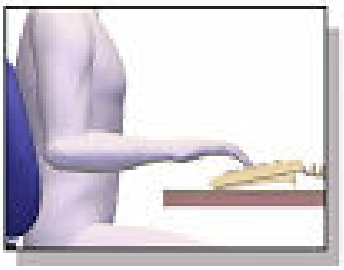
Some practical tips:

Getting Comfortable



- Adjust your chair and VDU to find the most comfortable position for your work. As a broad guide, your lumbar should be supported by the seat cushion, forearms should approximately horizontal and your eyes the same height as the top of the VDU.

- Make sure you have enough work space to take whatever documents or other equipment you need.



- Try different arrangements of keyboard, screen, mouse and documents to find the best arrangement for you. A document holder may help you avoid awkward neck and eye movements

- Arrange your desk and VDU to avoid glare, or bright reflections on the screen. This will be easiest if neither you nor the screen is directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light



- Make sure there is space under your desk to move your legs freely. Move any obstacles such as boxes or equipment

- Avoid excess pressure from the edge of your seat on the backs of your legs and knees. A footrest may be helpful, particularly for smaller users.

Keying in

- Adjust your keyboard to get a good keying position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists when not keying.

- Try to keep your wrists straight when keying. Keep a soft touch on the keys and don't overstretch your fingers. Good keyboard technique is important.

Using a mouse

- Position the mouse within easy reach, so it can be used with the wrist straight. Sit upright and close to the desk, so you don't have to work with your mouse arm stretched. Move the keyboard out of the way if it is not being used.

- Support your forearm on the desk, and don't grip the mouse too tightly.

- Rest your fingers lightly on the buttons and do not press them hard.

Reading the screen

- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.

- Make sure the screen surface is clean.

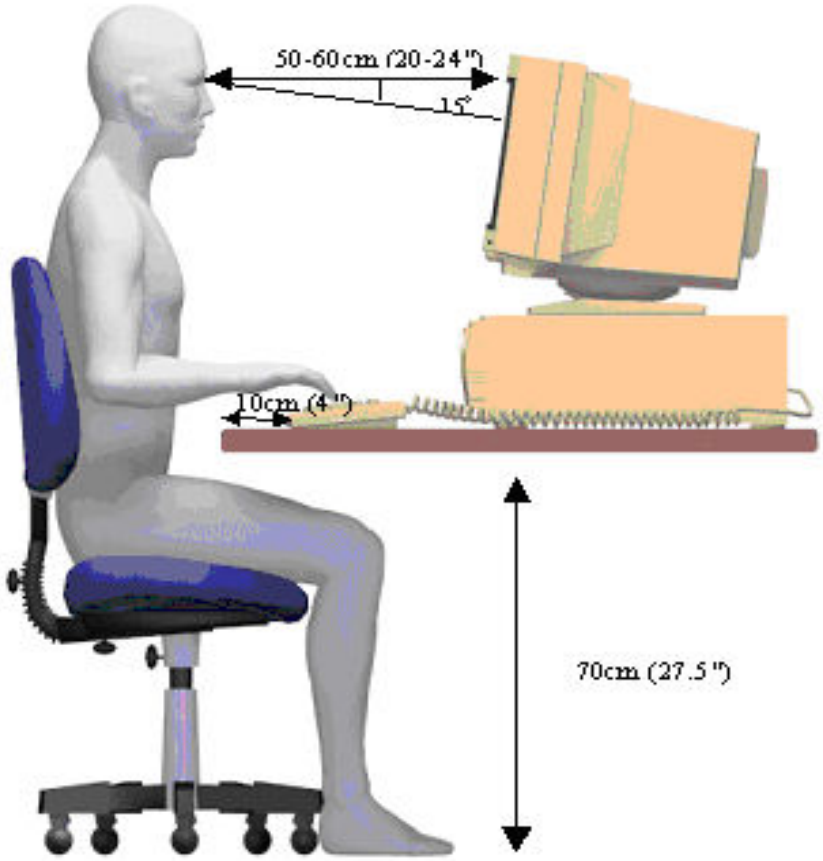
- In setting up software, choose options giving text that is large enough to read easily on your screen, when you are sitting in a normal, comfortable working position. Select colours that are easy on the eye (avoid red text on a blue background, or vice-versa).

- Individual characters on the screen should be sharply focused and should not flicker or move. If they do, the VDU may need servicing or adjustment.

Posture and Breaks

- Don't sit in the same position for long periods. Make sure you change your posture as often as practicable. Some movement is desirable, but avoid repeated stretching to reach things you need (if this happens a lot, rearrange your workstation).

- Most jobs provide opportunities to take a break from the screen, e.g. to do filing or photocopying. Make use of them. If there are no such natural breaks in your job, your employer should plan for you to have rest breaks. Frequent short breaks are better than fewer long ones.



Driving

Driving is the most dangerous work activity that most people do. Research indicates that around 20 people are killed and 250 seriously injured every week in crashes involving someone who was driving for work purposes. The charity encourages employees to follow the guidance given in order to minimise risk to themselves and other road users.

Vehicle Maintenance and Checks

charity vehicles will be maintained by approved companies and in accordance with the manufacturer's recommendations and schedules. Employees are required to ensure that their vehicles are maintained in accordance manufacturers recommended service intervals and are in a safe roadworthy and legal condition at all times. If your vehicle is over 3 years old, it requires an annual MOT test.

Regular checks should be carried out on vehicles by drivers, especially prior to undertaking a long journey. These should include:

- Oil, coolant and brake fluid levels
- Power steering fluid level
- Screen washer fluid level
- Wiper condition and operation
- Windscreen condition and cleanliness
- Tyre pressure, tread depth and general condition
- All lights are working
- Seatbelts
- Bodywork.

If any faults are found that may affect vehicle safety, the vehicle MUST NOT be used until they are remedied.

Vehicle Breakdown

Breaking down can be a stressful and worrying experience, particularly if you are alone or in an unfamiliar place. It can also be hazardous. Following the basic safety guidelines below can help to reduce risk.

On motorway

If at all possible, leave the motorway at next exit or pull into a service station. If this is not possible then the hard shoulder should be used accordingly:

- Use the hard shoulder lane to decelerate before stopping as far to the left as possible, preferably near an emergency telephone
- Turn on hazard warning lights along with sidelights if dark or visibility is poor. Do not display a red triangle or other warning device
- Get out of the car by doors on the verge side. Ensure passengers also vacate the vehicle the same way
- Take note of marker posts and contact the emergency services, where possible, using an emergency phone instead of a mobile phone
- If walking along the hard shoulder to a telephone, keep as far away from the traffic as possible
- If you feel at risk from another person, return to your vehicle by the passenger door and lock all doors. Leave the vehicle again as soon as you feel danger has passed
- Do not attempt even minor repairs
- Once the vehicle is
- Repaired, return to the motorway using the hard shoulder to accelerate to merge fully with traffic in the first lane.

If you cannot get your vehicle onto the hard shoulder, switch on the hazard warning lights and only leave your vehicle when you can get safely clear of the carriageway.

You must NEVER use the motorway hard shoulder to:

- Stop for a break, to eat or drink or to go to the toilet – use the service stations
- Use a mobile telephone
- Check a route or map.

Off the motorway

If your vehicle breaks down on an ordinary road or carriageway, you should:

- Leave your car in as safe place as possible, ideally away from traffic
- Switch off the engine
- Switch on hazard warning lights along with sidelights if dark or visibility is poor
- Display a red triangle, if you have one, on same side of road at least 45 meters (147ft) behind
- Find the nearest telephone or use a mobile phone to phone for assistance
- Wait for assistance in a safe place, away from your vehicle, keeping clear of the road and traffic
- Do not stand between your vehicle and oncoming traffic as you may obscure lights.

Tyre Safety

You need good tyres to drive safely as they affect the steering, braking and acceleration of your vehicle. Faulty tyres work less efficiently and don't last as long; they could also mean a heavy fine and penalty points on your licence. It is against the law to have:

- Car tyres with tread worn below 1.6mm
- A mix of radial and cross ply tyres
- Over or under inflated tyres
- Tyres with cuts, lump, bulges or tears
- The wrong sort of tyre fitted.

Tyre pressures and inflation

Refer to the manufacturer's handbook for guidance on recommended pressures for your vehicle. Care must be taken when inflating a tyre. Only fill the tyre to the manufacturer's recommended pressure for the type of driving to be undertaken. Do not use tyre inflation devices near to cuts / open wounds etc. Tyre pressures should be checked every 2 weeks and when the tyres are cold (pressures are raised when warm).

Accidents

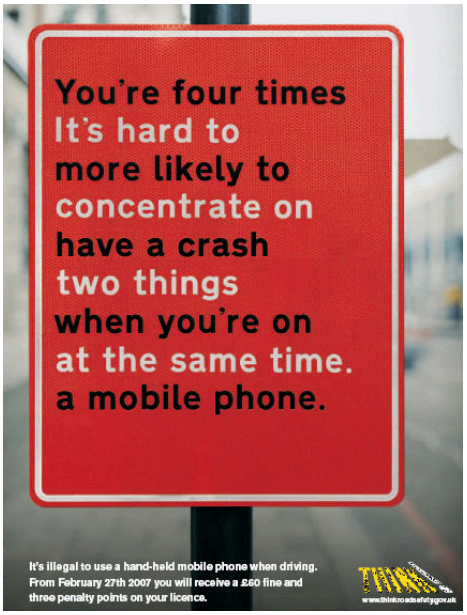
Any accidents involving physical injury to an employee driving on charity business (excluding commuting to and from work) or involving a member of the public must be reported through the charity 's accident reporting procedures.

Mobile Phones

Research has shown that the potential for being involved in an accident whilst using a mobile phone can be significantly increased due to the individual concentrating more on the phone conversation than on their immediate surroundings.

The law has now made it illegal to use a hand-held mobile phone when driving, even when you are stopped at traffic lights or in a queue of traffic. This includes making or receiving calls, pictures, text messaging or accessing the internet.

You can also be prosecuted for using a hands-free mobile phone if you fail to have proper control of the vehicle. If you drive carelessly or dangerously when using any phone, the penalties can include disqualification, a large fine and up to two years imprisonment.



Mobile phones should be used in accordance to the charity 's agreed policy when driving on charity business.

Driver Fatigue

Research shows that physical fatigue and tiredness in drivers is a significant cause of accidents, particularly on motorways.

Drivers should recognise the signs of fatigue, which are:

- Increased yawning
- Not remembering the last few minutes
- Jerking your head or body from the brink of falling asleep
- Losing concentration
- Car veering off the road.

If drivers feel sleepy, they should get off the road into a safe parking area to take a break. In order to keep awake until reaching a suitable parking place, drivers should turn on the radio, open the window or increase the cold air ventilation. To avoid fatigue, try the following tips:

- Plan your journey to include a 15 minute break every 2 hours
- Drink coffee or high caffeine drink
- Don't start a long trip if already tired
- Ensure you have had sufficient sleep if starting early
- Avoid driving between midnight and 6am when you are likely to feel sleepy.

Driver Eyesight

Drivers should be able to read a number plate at the legal distance of around 20 meters (65 feet), using any corrective appliances such as glasses or contact lenses. The general recommendation is to have eyesight tested every two years. Having an eyesight test will usually identify the majority of common eyesight conditions and also give clues about other less common diseases.

If there is any problem with the employee's vision, because of either injury or disease or following an eyesight test, the employee must notify their line manager immediately.

Adverse Weather

The British weather is unpredictable and adverse weather can occur suddenly. If you drive regularly for work, you should ensure that you are prepared for the weather conditions. When adverse weather has been forecast, relevant details should be obtained to decide whether it is appropriate to travel.

Alternative methods of travel may be more suitable depending on the weather conditions. Driving in adverse weather should take account of visibility, ability to stop when roads are wet or icy and load etc being carried.

Poor Visibility

When visibility is seriously reduced you should drive at a safe distance with dipped headlights on. You may also use front and rear fog lights (in addition to the headlights) but you must switch them off when visibility improves.

Wet Weather

In wet weather, stopping distances will be at least double those required for stopping on dry roads. This is because your tyres have less grip on the road. In wet weather:

- You should keep well back from the vehicle in front. This will increase your ability to see and plan ahead
- If the steering becomes unresponsive, it probably means that water is preventing the tyres from gripping the road. Ease off the accelerator and slow down gradually
- The rain and spray from vehicles may make it difficult to see and be seen. Use dipped headlights.

Flooded roads

Occasionally roads becoming flooded when there is a high rainfall over a short period of time.

- Don't attempt to cross if water seems too deep
- Drive slowly in first gear but keep the engine speed high by slipping the clutch to avoid stalling
- Avoid the deepest water
- Test brakes after driving through floods.

Icy and Snowy Weather

Great care should be taken when driving in icy or snowy weather. Vehicle drivers are advised to carry a spade, warm clothing, a warm drink and emergency food in case your vehicle breaks down.

When driving:

- Keep well back from the vehicle in front as stopping distances can be ten times greater than on dry roads
- Take care when overtaking gritting vehicles
- Watch out for snowploughs, which may throw out snow on either side. Do not overtake them unless the lane you intend to use has been cleared
- Drive extremely carefully when the roads are icy. Avoid sudden actions as these could cause a skid.

Windy Weather

High side vehicles are most affected by windy weather, but a strong gust can also blow a car off course. This can happen on stretches of road exposed to strong cross winds, or when passing bridges or gaps in hedges. In strong winds your vehicle may be affected by turbulence created by large vehicles. Motorcyclists are particularly affected, so keep well back from them when they are overtaking high sided vehicles.

Personal Security

Lone driving forms part of the charity 's policy regarding charity vehicles, whether the driver is female or male. Below is a checklist for personal security when driving:

- Keep the doors of the vehicle locked, especially when in towns to avoid ‘car-jacking’
- Keep 'valuables' including briefcases etc. Out of sight when driving and on parking, lock whatever is to be left behind in the boot
- When parking, if possible, drivers should use a manned car park and park near the exit. Reversing into parking spaces is also advised to allow drivers to drive off immediately
- Keep the vehicle well maintained and with a surplus of fuel for the planned journey or to the next planned rest break or refuelling point
- Keep a mobile phone with you to summon help or keep in contact with your manager / office
- Avoid eye contact with other drivers and do not get into personal confrontation
- If you believe you are being followed, drive to a police station, if possible, or a crowded place
- Always approach the vehicle with the key alarm/sender in hand, and be aware of people around you
- Carry a torch (integral with the key if possible) to make locating the lock at night easier
- Look in the back seat before entering and lock the car once seated.

Alcohol and Drugs



Driving under the influence of alcohol or drugs (whether prescribed or illegal substances) is against the law. Drugs and alcohol can both seriously impair your ability to drive and the effects may last for a number of hours (or days). There is no safe limit of alcohol and drugs as their effects can be dependent on a number of factors:

- Weight
- Sex
- Age
- Metabolism
- Amount of food consumed
- Amount and type of alcohol consumed.

Before driving, employees must ensure they are fit to drive and have a level of alcohol below the maximum limit allowed, ideally zero and not under the influence of any drugs that may affect ability to drive (check with your pharmacist / GP for the effects of any prescribed or over the counter drugs).

If driving on charity business this should be in accordance with the charity policy. Consumption of alcohol whilst driving is prohibited both during charity time or whilst driving a charity vehicle. The possession, use or distribution of drugs / substances for non-medical purposes is strictly forbidden.

Refuelling of Vehicles

Due to the risks of fire and explosion, when refuelling any vehicle, the following should be adhered to:

- Do not use any naked flames whilst on the filling station forecourt
- Do not use mobile phones
- Do not smoke.

Care should also be taken when walking on the forecourt due to the possibility of spilt diesel and petrol being present.

For those using an unfamiliar vehicle check fuel type prior to dispensing. If using diesel, then gloves should be worn when refuelling.

Safe Speed

One of the most significant risks for drivers and road users is inappropriate speed. This includes both exceeding the speed limits and driving within the limits but in unsuitable conditions.

When driving you should observe the following guidance:

- Ensure you know the national speed limits for the roads and vehicle you are driving
- Plan journeys allowing for poor weather, traffic delays etc
- Obey posted speed limit signs at all times (even if late at night / early morning)
- Reduce speeds for poor weather, busy roads, unfamiliar roads, high pedestrian activity etc.

Further Advice and Information

http://think.direct.gov.uk/

Electrical Safety

What are the hazards?

The main hazards are:

- Contact with live parts causing shock / burns (normal mains voltage, 230 volts AC, can kill)
- Faults which could cause fires
- Fire or explosion where electricity could be the source of ignition in a potentially flammable or explosive atmosphere, e.g. In a spray paint booth

Ensure that:

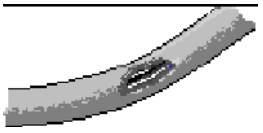
- Suspect or faulty equipment is taken out of use, labelled 'DO NOT USE' and kept secure until examined by a competent person
- Where possible, equipment, tools and power socket-outlets are switched off before plugging in or unplugging
- Equipment is switched off and/or unplugged before cleaning or making adjustments.

Visual checks on electrical equipment

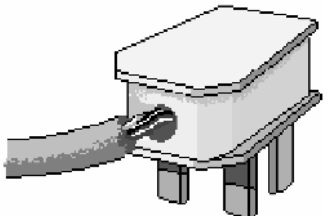
1. Inspections and testing of all portable electrical equipment and the fixed electrical installations is the responsibility of the charity, though the responsibility for undertaking visual checks falls to all employees.

2. Around 95% of all faults or damage can be found by visual checks and this will involve checking:

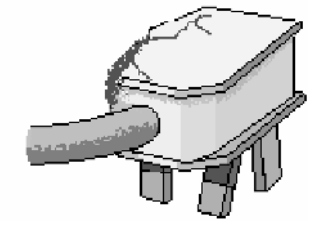
- For damage to the cable covering, such as cuts and abrasions, apart from light scuffing, or non-standard repairs e.g. Cable wrapped with electrical tape



- Where the cable enters the plug. Internal wires - those covered by the outer sheath may be exposed or the cable may be loose and move within the plug



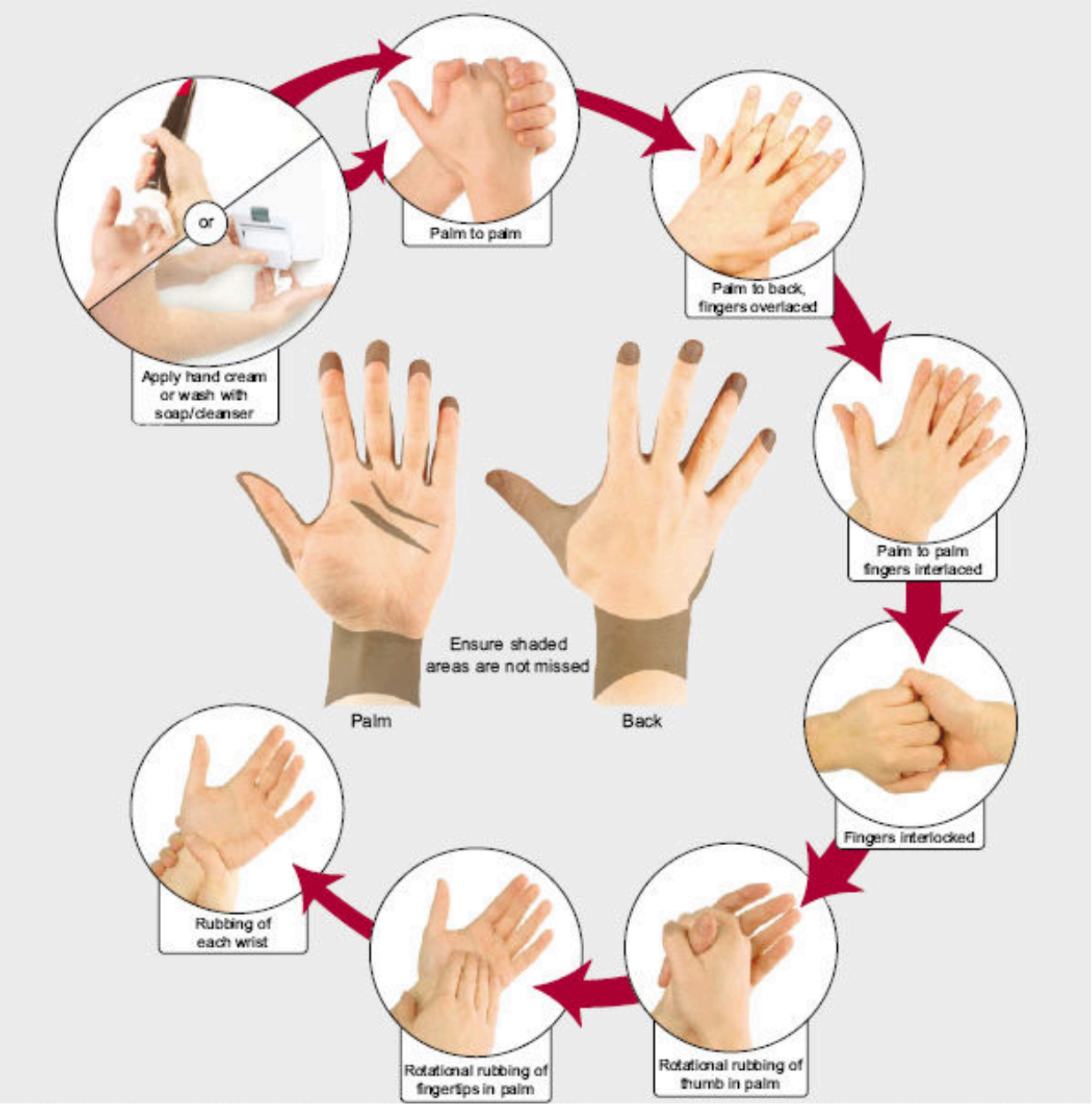
- For damage to the plug, such as the cracked casing, bent pins, evidence of overheating i.e. Burn marks or discoloration



- For damage to the sockets, switches, etc. E.g. Cracked or broken casing
- That equipment has been used in conditions for which it is not suitable, e.g. A wet or dusty workplace or has damage to the outer cover of the equipment or has obvious loose parts or screws
- Cables are routed safely, with the one extension lead used per socket. Where there is a risk of tripping over cables and they cannot be re-routed, cable strips must be fitted.

Hand Washing

It is important to look after your skin. Wash hands using steps below to remove any contamination from your skin promptly and remember to thoroughly dry your skin after washing. Using moisturising creams can also help to protect your skin.



Regularly check your skin for dermatitis. Look for signs of dryness, itching and redness. If you think you may have dermatitis, report it to your supervisor.

Lone Working

There are certain circumstances where two staff must always be involved and specifically, that a safe system of work should be followed e.g. working in confined spaces. If you think that the job cannot or should not be done safely alone discuss it with your manager or supervisor prior to starting.

Working alone can involve a number of scenarios. However, the following practical tips will apply to all of these:

- Always tell someone, record where you are going, when you are going and your expected time of return
- Take a mobile phone with you and ensure that it is charged in case you need to use it
- Ensure your manager or colleagues have a record of your mobile telephone number
- Keep valuables / cash to a minimum
- Maintain regular contact with colleagues or manager.

WALKING

Anyone who is on foot should develop a sensible level of awareness to danger that is relevant to the circumstances. The use of a few sensible precautions should minimise risks:

1) Walking safely

- Avoid short cuts through dimly lit or enclosed areas
- After dark keep away from bushes, doorways and alleyways
- Tell your manager or colleagues your precise destination and expected time of return
- Walk facing oncoming traffic, this avoids a vehicle coasting quietly upon you from behind
- Walk confidently and purposefully, avoid sending out signals of fear and vulnerability
- Do not wear a personal stereo, it will reduce awareness of your surroundings
- Wear sensible footwear, do not wear footwear which may impede your actions if alarmed
- If you think you are being followed, cross the street. If they continue to follow, move to the nearest place with people and call the police using your mobile phone
- Keep your distance if asked for directions.

2) Carrying money and valuables safely

- Don’t carry more cash than absolutely necessary
- Keep wallets/purses in inside pockets
- Carry handbags close to the body, on the side away from the kerb
- Make sure the fastening on the bag is secure
- If someone grabs you bag or wallet, let it go. Personal safety is paramount.

3) Be on guard with strangers

- Be cautious in conversation; don’t give away any personal details
- Trust your instincts and avoid crowds or groups which may appear threatening
- Be wary of stationary vehicles with engines running and people sitting in them
- If a car stops and you are threatened, move away quickly in the opposite direction and use your mobile phone to call for assistance.

DRIVING

If you drive, a few sensible precautions will help minimise risks and help to make you more confident:

1) Before you set off

- Make sure your vehicle is regularly serviced and check oil and tyres etc. Regularly
- Ensure you have adequate fuel for the journey
- Plan your route
- Tell your manager or colleagues your precise destination and expected time of return.

2) On the road

- Keep bags and other valuables out of sight – even during the journey
- Keep doors locked, windows and sunroof closed as much as possible, especially in stop/go traffic
- Do not pick-up hitch hikers
- If followed, drive to the nearest police station or concentration of people and call for assistance using your mobile phone.

3) Leaving the vehicle

- Always lock your vehicle and put anything of value out of sight
- If dark or if it will be dark when returning to your vehicle, park in well lit places, as near to your destination as possible
- Wherever possible, use a manned car park
- When parking, reverse your vehicle into a parking space and leave it as close to the exit as you can
- Have your keys ready when you return to your vehicle; check the interior for intruders before getting in.

4) If you break down

- Pull off the road as far as you can and if necessary switch on your hazard warning lights
- If someone offers help and you feel uncertain about them, stay in your vehicle (except on motorway) with the doors locked and use your mobile phone to summon assistance. Do not get into a car with a stranger or try to hitch a lift
- Summon assistance using your mobile phone and give precise details of your location.

5) If you feel threatened

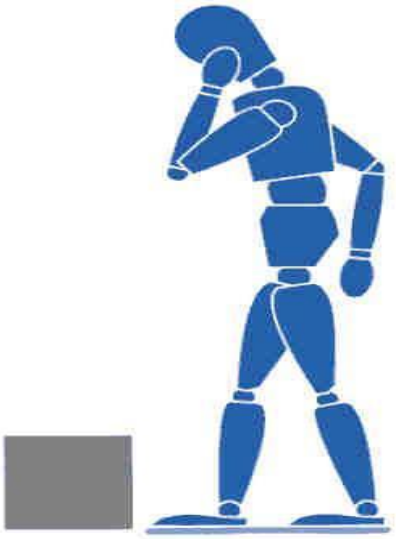
- If you are being followed, drive to a busy place
- If the occupants of a car beside you e.g. At traffic lights or road junction try to attract your attention for any reason, simply ignore them
- If a car travels alongside you at the same speed, slow down and let them pass. If the driver persists, drive to a busy place and call the police
- If a car pulls up in front of you, forcing you to stop, leave the engine running, activate your hazard warning lights and sound your horn continuously. If the driver gets out and approaches you, reverse and get away.

Manual Handling

PRINCIPLES OF GOOD HANDLING TECHNIQUE

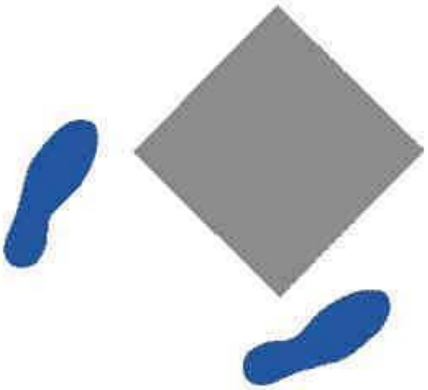
1 Planning

Plan the lift and consider: where the load is to be placed, what are the distances involved, are there any obstructions such as closed doors, is assistance required, and can handling aids or equipment be used?



2 Feet

The feet should be positioned a shoulder width apart, one foot ahead of the other in the direction of the intended movement.



3 Knees

Adopt a good posture for handling with the knees bent (not squat – don't kneel), in order to gain the most effective power from the thigh muscles.

4 Back

The back should be straight (not necessarily vertical, 15 - 20^{o} from vertical is alright) keeping the natural curve of the spine. It may help to tuck in the chin. If necessary, lean forward a little over the load to get a good grip and to keep the centre of gravity over the load.

5 Arms

The arms should be close to the body (nearer the centre of gravity) with the shoulders level and facing the same direction as the hips.



6 Hands

Ensure a firm grip on the load using the roots of the fingers and the palm of the hand. Holding the load this way is also less tiring than keeping the fingers straight.

7 Head

Raise the chin out and up as the lift begins, otherwise this results in round shoulders and a curved spine.

8 Moving the Load

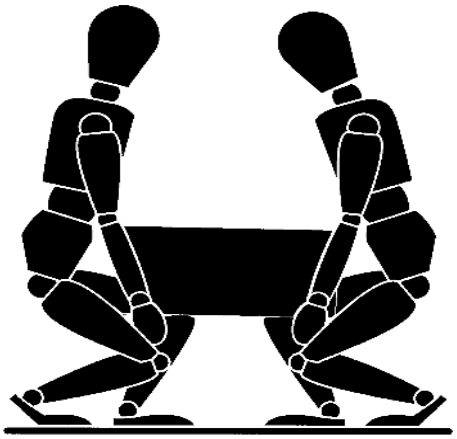
Keep the load as close to the trunk for as long as possible, and where relevant, keep the heaviest side of the load close to the body. Slide the load towards you if required.



- Lift smoothly
- Move the feet not the trunk when turning to the side i.e. don't twist.
- Put the load down and then slide the load into the required position if necessary.

9 Team handling

Handling by two or more people may make possible an operation that is beyond the capability of one person or reduce the risk of injury to a solo handler.



Additional difficulties may arise if team members impede each other's vision or movement, or if the load offers insufficient good handholds. This can occur particularly with compact loads which force the handlers to work close together or where the space available for movement is limited.

When lifting loads at or near floor level is unavoidable, it is preferable to use handling techniques which allow the use of relatively strong leg muscles rather than those of the back, provided the load is small enough to be held close to the trunk. In addition, if the task includes lifting to shoulder height, allow the handlers to change hand grip. Bear in mind however, that such techniques impose heavy forces on the knees and hip joints which must carry both the weight of the load and the weight of the rest of the body.

The closeness of the load to the body can also be influenced by foot placement. The elimination of obstacles which need to be reached over or into will permit the handler's feet to be placed beneath or adjacent to the load before beginning the manual handling operation.

Safe Use of Stepladders

This guidance is to help you:

- Know when to use a stepladder
- Decide how to go about selecting the right sort of stepladder for the particular job
- Understand how to use it
- Know how to look after it
- Take sensible safety precautions.

When is a stepladder the most suitable access equipment?

As a guide, **only** use a stepladder:

- In one position for a maximum of 30 minutes
- For 'light work' - they are not suitable for strenuous or heavy work. If a task involves you carrying more than 10 kg (a bucket of something) up the stepladder it will need to be justified by a detailed manual handling assessment
- Where a handhold is available on the stepladder
- Where you can maintain three points of contact (hands and feet) at the working position.

On **stepladders** where a handhold is not practicable you will need to consider whether it is safe to work or not.

Is it a safe place to use a stepladder?

As a guide, **only** use a stepladder:

- On firm ground or spread the load (e.g. Use a board)
- On level ground - for stepladders refer to the manufacturer's instructions
- On clean, solid surfaces (paving slabs, floors etc). These need to be clean (no oil, moss or leaf litter) and free of loose material (sand, packaging materials etc) so the feet can grip. Shiny floor surfaces can be slippery even without contamination.

Never stand stepladders on moveable objects, such as pallets, bricks, stacks of paper or boxes etc. If the stepladder won't reach, you need to use a more suitable type of access equipment.

You should **only** use stepladders:

- Where they will not be struck by vehicles, by protecting them with suitable barriers or cones
- Where they will not be pushed over by other hazards such as doors or windows, by securing doors (not fire exits) and windows where possible. If this is impractical, have a person standing guard at a doorway, or inform building occupants not to open windows until they are told it is safe to do so
- Where pedestrians are prevented from walking under them or near them, by using barriers, cones or, as a last resort, a person standing guard at the base.

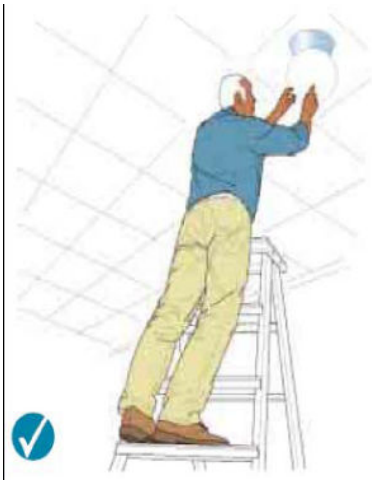
Safety in use – stepladders

On a stepladder **do not:**

- Overload it – you and anything you are carrying should not exceed the highest load stated on the stepladder
- Use it in locations where the restraint devices cannot be fully opened. Any locking devices must also be engaged
- Use the top two steps of a stepladder, unless a suitable handrail is available on the stepladder
- Use the top three steps of swing-back or double-sided stepladders, where a step forms the very top of the stepladder.



Correct – two clear rungs. Don't work any higher up this type of stepladder.



Correct – 3 clear rungs, do not work any higher on this type of stepladder

When using stepladders, avoid work that imposes a side loading, such as side-on drilling through solid materials (e.g. bricks or concrete), by having the steps facing the work activity. Where side-on loadings cannot be avoided you should prevent the steps from tipping over, for example by tying the steps to a suitable point, or you should use a more suitable type of access equipment.



Incorrect – steps side on to work activity



Correct – steps facing work activity

Where you cannot maintain a handhold (e.g. putting a box on a shelf), the use of a stepladder will have to be justified by taking into account:

- The height of the task
- A safe handhold still being available on the stepladder
- Whether it is light work
- Whether it avoids side loading
- Whether it avoids overreaching
- Whether your feet are fully supported
- Whether you can tie the stepladder.

Consider tying a **stepladder** where possible and helpful to the task (e.g. side-on working or where two free hands are needed). Stepladders should not be used for access to another level unless they have been designed for this.

Is the stepladder safe to be used?

You must check that the stepladder is in a safe condition before using it (a daily pre-use check). As a guide, **only** use stepladders that:

- Have no visible defects
- Are suitable for work use - use en 131 professional stepladders at work because non-professional ones are not normally suitable for use at work
- Have been maintained and stored in accordance with the manufacturer's instructions.

Also, you must always use a non-conductive stepladder for any necessary live electrical work.

Pre-use checks

Look for obvious visual defects before using a stepladder. Check that:

- All the feet are fitted
- The feet are in good repair (not loose, missing, splitting, excessively worn, secure etc)
- The feet are clean - the feet should be in contact with the ground
- All the screws, bolts and hinges are secure
- On a stepladder, that the "spreaders" on the ladder can be locked into place
- There are no other obvious signs of damage such as cracks.

If you find a problem, DO NOT USE the stepladder. It should be repaired (if practicable) or destroyed.

Storage

Store step ladders in the closed, vertical position.

Please read the notes below and then sign this form.

Clearly, we will do all in our power to ensure the health and safety and welfare of all our staff and we look to our employees to abide by the Health and Safety standards laid down.

We have formulated our Health and Safety at Work Policy as legally required and this policy informs you of those sections of the policy which affect you.

You should read the information contained in this policy and adhere to the rules at all times.

Please discuss any queries you may have with Ed Sellwood and sign this form.

I have read the Health and Safety Policy and understand and accept its contents. I will keep myself informed of its contents.

Signature: ..... Date: .....

Print Name: .....