Health & Safety Policy

Approved by: Rod Laight, Chairman
Originator: Angelique Dalton
Head of Resources/
(Acting CEO)
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Signature:

Health & Safety

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HEALTH AND SAFETY POLICY STATEMENT

Primrose Hospice accepts all the responsibilities for Health, Safety and Welfare within the Hospice and shall comply with all Health and Safety Legislation and Regulations.

The Hospice is committed to protecting and promoting the Health, Safety and Welfare for all its employees, visitors and others who may be affected by the Hospice’s activities. The aim of the Hospice is to eliminate ‘so far as reasonably practical’ the hazards and risks within the Hospice.

All senior managers, managers and supervisors are accountable and responsible for maintaining safety standards. To discharge this duty of care and statutory obligations, the Hospice shall implement and maintain arrangements for the following:

- Safe Access and Egress
- Safe Plant and Equipment
- Risk Assessments and Safe Systems of Work
- Emergency Procedures

Employees have a legal obligation to co-operate and comply with all aspects of this policy statement. Employees also have a legal obligation to:

- Take responsibility for their own health and safety and that of others that may be affected by their acts or omissions
- Co-operate with the employer so they can fulfil their legal obligations
- Report hazards or any defects in control measures
- Attend training
- Report any shortcomings in risk assessments or control measures
- Provide medical samples for analysis

Use equipment, materials and substances in accordance with training

- Not to interfere with or misuse anything provided to secure health and safety
- Inform the employer if they are about to exceed their limits of competence i.e. training, qualifications or experience
- Report situations that represent a serious and immediate danger

Primrose Hospice shall pro-actively monitor all aspects of these Health & Safety provisions through inspections, audits and reactively by analysing data from near-misses or accidents.

Katy Power, Head of Clinical Services

Angelique Dalton, Head of Resources
Health & Safety Organisation & Responsibilities

Primrose Hospice recognises and accepts responsibility as an employer for the provision and maintenance of safe and healthy working places for all employees, visitors, volunteers and contractors and regards the subject of adequate health and safety measures as a mutual objective for management and employees.

Constant effort will be made to ensure that the need for promoting health and safety throughout the hospice is fully appreciated by and implemented, so far as is reasonably practicable, by all members of the organisation in order to minimise the risks to all.

Management Structure

The management structure diagram outlines the chain of command in respect of health and safety management. It also shows who has responsibility for the implementation of the Health and Safety General Policy and are accountable for their area of responsibility.
Management Responsibilities

Health and safety law lays down specific duties on employers to make arrangements to protect the health, safety and welfare of their employees whilst at work and others (visitors, volunteers & contractors) who might be affected by their undertakings.

To help the organisation comply with these duties we have delegated specific responsibilities to Senior Managers, Managers and others who have been given specific responsibility for their area of work.

The Board of Trustees

- Recognises the importance, legally and morally, of ensuring the health, safety and welfare of employees and others using Hospice premises. The Hospice will ensure that management and staff work together to achieve a working environment which is, so far as is reasonably practicable, safe and without risk to health.

- Accepts its responsibilities to reduce workplace risks in order to achieve a safe working environment. This will be supported by the safe design, construction, operation and maintenance of buildings, equipment and facilities; by the implementation of safe systems of work, by adequate and appropriate supervision and training, as well as the provision of personal protective equipment relevant to the risk of the task.

- Requires that all employees of Primrose Hospice and other staff contracted to work on the premises will, as a condition of their employment, co-operate with management to enable the highest standards of health and safety to be achieved. It is also expected that all employees will comply with the legal requirement (Section 7, Health and Safety at Work Act 1974) to take reasonable care of their own health, safety and welfare and that of others who may be affected by their acts or omissions at work.

- Will expect and encourage all employees to report any potential hazards that they may encounter at work to their manager or Health and Safety Committee.

- Will review the Health and Safety Policy annually.

Chairman of the Board/Responsible Person

The Chairman has overall responsibility for the maintenance and development of safe working practices and conditions for all employees, visitors and contractors using the hospices’ premises.

In particular the Chairman will pay particular regard to the hazards associated with the hospice’s activities, in consultation with members of staff concerned, and will endeavour, so far as is reasonably practicable, to reduce the risks associated with such hazards to the safest possible level.
The Chairman will endeavour to ensure that all hazards are controlled by utilising the various services and control measures available.

**Main Responsibilities**

The Chairman is responsible for:

- The provision of sufficient resources to implement the Health and Safety Policy.
- Ensuring that all employees are fully aware of their statutory responsibilities and that these responsibilities are fulfilled.
- Ensuring that the Hospice complies with all statutory health and safety requirements.
- Ensuring that the arrangements for health and safety and the Health and Safety Policy are fully implemented by the inclusion of Health and Safety within all Managers’ performance reviews.
- Monitoring the effectiveness of the Health and Safety Policy and revising where necessary.
- The conduct of an annual audit of the safety provisions within the Hospice and the implementation of any recommendations arising from such an audit.
- Ensuring reports on accident statistics, trends and remedial measures indicated are submitted to the Board.

**Chief Executive Officer and Senior Managers**

The Chief Executive and Senior Managers act for and on behalf of the Chairman with specific responsibilities for ensuring the implementation of the Safety Policy, that its aims are consistently met and that management and employees satisfactorily discharge the health and safety responsibilities allocated to them:

- The implementation of the Health and Safety Policy within their areas of control.
- Effective delegation of safety responsibilities within their respective areas.
- The provision of appropriate resources for health and safety within set budgets, seeking Board approval for financial support required for health and safety resources beyond that.
- The promotion of a health and safety culture which enables all employees to fulfil their statutory responsibilities.
- That staff have adequate experience and training to undertake their work safely.
• That risk assessments, which identify significant risk to health and safety are undertaken and the results of such assessments communicated to employees prior to the commencement of all procedures.

• The purchase of appropriate equipment and facilities that are safely used and properly maintained.

• That all accidents and incidents are investigated and that the necessary reporting and recording procedures are implemented.

• Detailed analysis of all accident statistics and the development of strategies for the reduction of injury, loss or damage to equipment and risk to persons.

• Adherence of contractors to the prescribed health and safety standards.

• The development and implementation of any emergency procedures that may be relevant to their areas of responsibility.

**Line Managers**

All line managers, in addition to their responsibilities as employees, must:

• Undertake risk assessments as required and where there is significant risk to health and safety; communicate the results of such assessments to employees prior to the commencement of all procedures.

• Train staff in matters of health and safety relevant to their work.

• Develop safe systems of work to eliminate risk to people and monitor the performance of these systems.

• Investigate and report all accidents and take appropriate measures to prevent recurrence.

• Refer staff with symptoms of work-related health problems to the Hospice’s Occupational Health Company.

• Ensure regular inspections of the workplace and equipment are undertaken and take appropriate steps to eliminate or minimise any hazards identified.

• Ensure that the provision of First Aid in the workplace is commensurate to the risks established for that workplace.
Employees’ & Volunteers’ Responsibilities

Employees have specific duties and responsibilities. These are:

- Ensure that all equipment and facilities are kept in a safe condition.
- Report to their manager on any health and safety matter, including the activities of outside contractors.
- Co-operate with and assist management in implementing the Health and Safety Policy.
- Take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Undertake their tasks as instructed or trained.
- Report any accident, including injury, damage to property or equipment or potential injury, damage or loss.
- Not misuse or interfere with any equipment provided in the interests of health and safety.
- Not contravene any statutory regulation relating to their work.
Specific Arrangements

- Accident & Incident reporting
- Accident Investigation
- Cleaning
- Control of Contractors
- Controlling Waste
- Control of Substances Hazardous to Health
- Display Screen Equipment
- Electrical safety
- Equipment Use
- Fire / Emergency Arrangements
- First Aid
- Food Safety
- Hazardous Substances
- Hazards
- Lone Working
- Manual Handling
- New & Expectant Mothers
- Office Equipment
- Personal Protective Equipment
- Pest Control
- Risk Assessment
- Slips, Trips & Falls
- Smoking
- Substance Abuse / Alcohol Abuse
- Training
- Transport
- Use of Chemicals
- Violence
- Water Temperatures
- Welfare / Working Environments
- Working at Height
- Young Persons
ACCIDENT AND INCIDENT REPORTING (RIDDOR)

We understand our legal duty to report certain accidents and incidents (including specific diseases) to the Enforcing Authorities. We realise we must identify reportable injuries, deaths and dangerous occurrences and report in the appropriate manner. We have the facility to instigate control measures.

The measures will include:
- Identifying those accidents, diseases and incidents (near miss) that should be reported to the Enforcing Authority e.g. Health and Safety Executive or Local Authority
- Ensuring that all relevant incidents are reported and investigated.

Responsibility for undertaking these measures has been delegated to the following key personnel: CEO, Head of Clinical Services or Head of Resources.

Refer to Incident Reporting Procedure RM0002

ACCIDENT INVESTIGATION

We recognise our duty to undertake accident and near miss investigations so that we can prevent re-occurrence of the same incidents. We have the facility to document our findings and instigate the necessary action and control measures.

The measures will include:
- Identification of the cause of accidents/incidents
- Investigating each occurrence to identify causes and control measures to prevent a re-occurrence
- Ensuring that all relevant incidents are reported and investigated.

Responsibility for undertaking these measures has been delegated to the following key personnel: CEO, Head of Clinical Services or Head of Resources.

CLEANING

We have some particular issues to consider as regards the cleaning requirements in our facility. This is due to the inherent dangers involved whilst carrying out cleaning operations. These include the use of chemicals that can cause harm to persons. We have the facility to instigate control measures.

The measures will include:
- Ensuring that appropriate cleaning regimes and procedures are developed and maintained
- Assessing the risks involved and the control measures that need to be put into place
- Issuing appropriate safety equipment to the personnel involved
• Training on the use of the personal protective equipment and other safety measures
• Ensuring COSHH regulations are followed, appropriate risk assessments undertaken and control measures put in place

Responsibility for undertaking these measures has been delegated to key personnel.

CONTROL OF CONTRACTORS

We recognise we have a legal duty to control contractors who carry out tasks in our facility. We must identify the nature of the tasks involved and areas within the facility that may pose a significant risk of harm. This will enable us to combat the situations that may arise. We have the facility to instigate control measures.

The measures will include:
• Ensuring that the contractor undertakes a risk assessment of the task to be done
• Ensuring the contractor develops a method statement that meets our requirements
• Ensuring that all maintenance work is carried out by suitably qualified and / or competent persons (contractors)
• Ensuring that contractors used to carry out work are suitably trained / qualified / competent to use the equipment that is required to carry out the work
• Ensuring that all equipment provided and used by contractors is suitable for that use and is properly maintained
• Ensuring that all work is carried out within the scope of a Permit to Work
• Assessing the risks involved and the control measures that are required to be put into place
• Ensuring that contractors wear the personal protective equipment that is required for the work being carried out and /or use of equipment
• Providing information and instruction to all persons who may be affected by the work being carried out
• Ensuring relevant Health & Safety documentation e.g. asbestos survey, fire risk assessment, electrical reports are available to all contractors on request when working at any of the hospice sites to ensure they are able to undertake works safely

Responsibility for undertaking these measures has been delegated to key personnel.

CONTROLLING WASTE

We recognise the hazards involved due to the build-up of waste within our facility and understand that some of the requirements fall under environmental legislation which is outside the scope of this documentation. We have the facility to instigate control measures.
The measures will include:
- Ensuring that waste is removed on a regular basis
- Ensuring that controlled waste is securely stored to prevent contact with those that may be affected by associated hazards
- Ensuring that controlled waste is removed by a licensed waste management company
- Ensuring that combustible waste is secured and away from sources of ignition
- Ensuring that waste handling procedures do not cause unacceptable housekeeping conditions

Responsibility for undertaking these measures has been delegated to key personnel.

Refer to Policy & Procedure for Waste Management RM0008

**CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH**

We have some particular issues to consider as regards use of substances that could be hazardous to health within the organisation. This is due to the inherent dangers involved whilst undertaking care, facilities and cleaning operations. These include the use of chemicals that can cause harm to persons. We have the facility to instigate control measures.

The measures will include:
- The procurement of COSHH items should be kept to the minimum.
- Senior Managers are responsible for ensuring the correct items are ordered.
- Data sheets records must be received for each COSHH item, these records must be maintained within the department responsible for the items and they must be accessible to all individuals who have access to the item.
- Risk assessments must be carried out for all tasks using the most hazardous substances as per the Control of Substances Hazardous to Health Regulations 2002. The risk assessment must include the following:
  - How all staff are made aware of how to identify COSHH materials
  - Instructions for labelling decanted substances.
  - Provision and instruction on the use of specific Personal Protective Equipment.
  - Safe storage and transportation of hazardous substances.
  - Emergency procedures for cleaning spillages / escape.
  - Disposal procedures for waste, unwanted or spilt substances
- Senior Managers are responsible for safe storage of the COSHH products.

Responsibility for undertaking these measures has been delegated to key personnel.
DISPLAY SCREEN EQUIPMENT (DSE)

We recognise we have a legal duty to control work being carried out using DSE in our facility. We recognise that there are specific specifications we must adhere to when setting up DSE workstations. We must also identify the nature of the tasks involved and the areas within the facility that may pose a significant risk of harm. This will enable us to combat the risks that may arise. We have the facility to instigate control measures.

The measures will include:
- Assessing the risks involved
- Implementation of the control measures
- Training on the use of display screen equipment
- Regularly undertaking DSE assessments for all relevant staff and acting on issues raised
- The provision of eye tests for regular DSE users
- The provision of basic optical lenses where required
- The provision of adequate natural breaks from the workstation

Responsibility for undertaking these measures has been delegated to key personnel.

ELECTRICAL SAFETY

We recognise we have a legal duty to control the use of electrical equipment in our facility; this equipment includes the main supply and any portable equipment. We must identify the nature of the tasks involved and areas within the facility that may pose a significant risk of harm. This will enable us to combat the situations that may arise. We have the facility to instigate control measures.

The measures will include:
- Ensuring that all electrical installations and wiring conforms to the established legal standards
- Ensuring that all electrical supply isolation cabinets/circuit breakers are adequately controlled and access to the circuits restricted to the key personnel with the relevant competency
- Ensuring that those involved in maintenance and testing of modifications to the supply (whether carried out in house or undertaken by an external provider) have reached the necessary competency level
- Ensuring that all suitable and sufficient control measures are put into place when required (e.g. lock out procedures and permits to work information). This will be established undertaking a risk assessment
- Maintenance and testing of fixed electrical installations and wiring
- The identification, visual inspection and testing of portable electrical appliances

Responsibility for undertaking these measures has been delegated to the key personnel.
EQUIPMENT USE

We own and use a significant amount of equipment in our facility and recognise, due to the inherent dangers involved, that there is a requirement to control the use of this equipment. We realise we must comply with the legislative requirements that apply to issues such as guarding, applications and training. We have the facility to instigate control measures.

The measures will include;

- Ensuring that the equipment provided is suitable and sufficient for the relevant task
- Ensuring that the equipment is subjected to planned maintenance and servicing in line with the manufacturer’s instructions.
- Ensuring that faulty or defective equipment is placed out of use and secured, until properly repaired by a competent person
- Ensuring that only properly trained and competent persons use the equipment
- Assessing the risks involved and the control measures that need to be put into place
- Setting into place the control measures identified in the risk assessment
- Issuing appropriate safety equipment to the personnel involved
- Training on the use of personal protective equipment and other safety measures

Responsibility for undertaking these measures has been delegated to key personnel.

Refer to Equipment Management Procedure RM0011

FIRE / EMERGENCY ARRANGEMENTS

We recognise due to the inherent dangers involved and our legal duty that there is a requirement to ensure the necessary fire precautions and emergency arrangements are put into place (e.g. evacuation, firefighting equipment and major spillages). We have the facility to instigate control measures.

The measures will include:

- Identifying situations that require procedures to be put into place
- Assessing the risks
- Establishing procedures to deal with emergency situations, such as evacuation of the premises and the provision of fire fighting
- Arranging the necessary servicing, maintenance and inspections of fire equipment such as: Fire Alarms, Emergency Lighting and Fire Fighting Equipment.
- Liaising with the relevant emergency services
- Issuing appropriate safety equipment to the personnel involved
- Training for all relevant persons
- Training on the use of personal protective equipment and other safety measures
The development and implementation of safe systems of work to combat emergency situations

Responsibility for undertaking these measures has been delegated to key personnel.

Refer to Fire Safety Policy & Procedure RM0003

FIRST AID

We recognise our duty of care and legal requirement for first aid provision in our facility and understand that we must ensure adequate arrangements are provided for dealing with emergency situations that require first aid. We have the facility to instigate control measures.

The measures will include:
- Assessing the risks involved and the control measures that need to be put into place e.g. provision of First Aiders or Appointed Persons
- Ensuring an adequate number of staff are trained in first aid to meet the needs of the organisation
- Ensuring staff are informed of who the first aid trained staff are and how they can be contacted
- Ensuring that first aid kits are fully stocked, readily available and their location made known to staff
- Establishing procedures to deal with emergency situations, including evacuation of the premises or major injuries
- Implementing and monitoring the control measures
- Ensuring that emergency procedures are developed and implemented
- Issuing appropriate safety equipment to the personnel involved
- Ensuring that all operatives are properly instructed and trained on the emergency procedures, personal protective equipment and other safety measures, e.g. ensuring that body fluids are cleaned up in the appropriate manner
- Ensuring we meet current Health and Safety Regulations

Responsibility for undertaking these measures has been delegated to key personnel.

Refer to Incident Reporting Procedure (RM0002)

FOOD SAFETY

We have kitchen and catering facilities under our control. We recognise we must maintain a high standard of safety within this environment, so as to ensure the health and safety of those that may be affected by actions arising within this environment. Some of these issues will fall under food safety / food hygiene controls which are outside the scope of this documentation. We must ensure that our kitchen and catering facilities meet legal standards in order to continue to use the work areas for the preparation of food in a safe working environment. We have a facility to ensure
compliance with these standards.

The measures will include:

- Ensuring that any equipment provided within this environment is suitable and sufficient for the task it is performing and is adequately maintained
- Ensuring that these facilities are maintained and kept in a clean and organised condition
- Assessing the premises and facilities that are provided and identifying any control measures which need to be put into place

Responsibility for undertaking these measures has been delegated to key personnel.

HAZARDOUS SUBSTANCES

Our business requires contact with the use of hazardous substances. Due to the inherent dangers involved we recognise our duty to control the storage, handling and use of these substances. They may be purchased as a hazardous substance, produced as a result of our activities or exist in the form of microbiological hazards. When these situations arise we instigate control measures.

The measures will include:

- Identifying all the purchased products within the facility, so as to decide whether they pose a significant risk
- When we purchase or acquire products we request a copy of the material safety data sheet (MSDS) from our suppliers. This enables us to access information on the associated hazards involved and the suggested control measures
- Ensuring the hazardous substances are correctly labelled to the recognised standard and are stored in the appropriate containers
- Identifying the activities where hazardous products are generated as a result of the process and require control measures instigating. This will include microbiological substances
- Assessing the risks involved and the control measures that need to be put into place
- Implementing the control measures, which include ensuring that copies of the completed COSHH assessments are available at the point of use
- Ensuring that safe working practices are produced and implemented
- Installing a health surveillance programme as and when the hazardous substance could cause acute or chronic illnesses leading to long term occupational health problems.
- Ensuring that the hazardous substances are disposed of in the recognised safe manner, this includes any residual hazardous substances that may be left in used containers

Responsibility for undertaking these measures has been delegated to key personnel.
HAZARD REPORTING

So as to encourage a proactive approach to health and safety within our organisation, we have implemented a hazard reporting procedure to enable employees to raise the awareness of hazardous situations which may cause harm. We have the facility to instigate control measures.

The measures will include:

- Establishing the means by which hazards that occur can be formally reported
- Providing information and where necessary training to all personnel to enable them to identify hazards that occur and be able to report them
- Ensuring that all hazards are brought to the attention of the line management concerned
- Ensuring that hazards are promptly and properly dealt with

Responsibility for reporting hazards rests with all employees. The responsibilities to ensure that satisfactory remedial action is undertaken rests with the line manager, who will undertake or delegate any remedial work, as is necessary, to ensure that the hazard is removed.

LONE WORKING

Due to the nature of our business situations may arise whereby employees may have to work alone. Where possible we discourage this practice but sometimes this becomes unavoidable. When this situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Establishing emergency contact procedures
- Ensuring that regular contact is made with the lone worker
- Implementing the control measures
- Ensuring that safe working practices are produced and implemented

Responsibility for undertaking these measures has been delegated to key personnel.
MANUAL HANDLING

Due to the nature of our business situations may arise whereby manual handling tasks become unavoidable. Where possible we discourage manual handling and provide suitable mechanised equipment. When an unavoidable situation arises we instigate control measures.

The measures will include:
- Assessing the risks involved and the control measures that need to be put into place
- Ensuring that safe working practices are developed and implemented
- Providing and maintaining suitable and appropriate manual handling equipment
- Issuing appropriate safety equipment to the personnel involved
- Training on manual handling, the safe working practices, equipment and use of personal protective equipment and other safety measures
- Implementing and monitoring the control measures

Responsibility for undertaking these measures has been delegated to key personnel.

Refer to Safer Handling Policy & Procedure (Manual Handling) RM0006

NEW AND EXPECTANT MOTHERS

We recognise our legal duty to undertake a specific individual assessment of the tasks undertaken by new and expectant mothers, so as not to expose them to hazards that may cause harm. When this situation arises we instigate control measures.

The measures will include:
- Assessing the risks involved and introducing control measures that arise from the assessment
- Implementing and monitoring the control measures
- Providing adequate facility for rest during the pregnancy
- Monitoring the employee through the development of the pregnancy

Responsibility for undertaking these measures has been delegated to key personnel.

OFFICE EQUIPMENT

Our office has several items of electrical and mechanical equipment within it (e.g. printers, photo-copiers, laminators and desk fans). We recognise due to the hazards associated with these items that there is a requirement to control the use of this equipment. We realise our duty and must comply with the legislative requirements that apply to issues such as condition monitoring and training. We have the facility to instigate control measures.
The measures will include:

- Ensuring that this equipment is only used by authorised personnel and is appropriate to the work being carried out
- Maintaining the equipment so that its original design integrity is maintained
- Ensuring that faulty or defective equipment is taken out of use and any repairs are undertaken by a competent person
- Assessing the risks involved and the control measures that need to be put into place
- Training on the use of the equipment and personal protective equipment and other safety measures

Responsibility for undertaking these measures has been delegated to key personnel.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Due to the nature of our business situations may arise whereby the use of personal protective equipment becomes unavoidable. We realise that this should form the last resort as a control measure but this becomes the only viable option in many cases. When this situation arises we instigate control measures.

The measures will include:

- Providing suitable and sufficient personal protective equipment that meets European Standards (CE marking)
- Issuing appropriate safety equipment to the personnel involved
- Training on the use and maintenance of personal protective equipment and use of personal protective equipment
- Providing appropriate storage for personal protective equipment (PPE) when it is not in use

Responsibility for undertaking these measures has been delegated to key personnel.

PEST CONTROL

Due to the nature of our business control of pests are a major issue within our organisation. Pests can pose a significant risk to health and safety of employees, volunteers and service users.

An infection may be acquired by scratch/bite wounds, direct contact with infected animals, or through contact with a contaminated environment.

Control measures may include:

- Preventing access to an area/premises by physical measures
  - Fitting fine mesh grills to openings (doors/windows) where appropriate
  - Fitting bird repellent strips to reduce the availability of perching points where appropriate
• Implementing measures to eradicate pests
  *Specialist pest control contractors should be engaged to monitor the presence of pests on a regular basis and take the appropriate preventative action*

• Establishing good hygiene practices which minimise the risk of infection if contact should occur
  *Frequent and effective hand-washing, documented cleaning procedures, personal protective equipment such as disposable gloves and apron*

• Adopting practices that do not encourage pests to enter the area/premises
  *Control of waste, including; general, food and clinical*

• Communicating the hazards and associated control measures to employees and volunteers
  *Employees and volunteers should receive information, instruction and training concerning the hazards associated with pests where appropriate*

Responsibility for undertaking these measures has been delegated to key personnel.

**RISK ASSESSMENT**

We understand the benefits of undertaking suitable and sufficient risk assessments. We also recognise we have a legal obligation to undertake risk assessments of all activities that pose a risk and are connected with our business undertaking. We have the facility to instigate control measures.

The measures will include:
  • Assessing the risks involved and the control measures that need to be put into place
  • Implementing and monitoring the control measures
  • Ensuring that the risk assessments are documented
  • Ensuring that the risk assessments are linked to the tasks
  • Ensuring that safe working practices are developed and implemented
  • Ensuring that the risk assessments are made available to the employees involved
  • Ensuring that those involved in risk assessment training are identified and recorded

Responsibility for undertaking these measures has been delegated to key personnel.

**SLIPS, TRIPS AND FALLS**

We recognise our duty to ensure that the premises are maintained to an acceptable standard. This will involve good housekeeping and organisation. This is to ensure that situations do not arise that may cause slips, trips and falls on our premises. To ensure we maintain control of our premises we instigate control measures.
The measures will include:
- Ensuring we monitor the premises and identify any actions necessary
- Assessing the risks involved and the control measures that need to be put into place
- Ensuring that safe working practices are developed and implemented
- Providing information, instruction and training to all persons who might be affected within the facility
- Providing signage to indicate the presence of the hazard

Responsibility for undertaking these measures has been delegated to key personnel.

**SMOKING**

We recognise that we have a duty to ensure non-smoking employees are protected from the inhalation of second-hand smoke (passive smoking). Therefore, we do not allow smoking including e-cigarettes in our premises and instigate control measures.

The measures will include:
- Assessing the risks involved and the control measures that need to be put into place
- Implementing and monitoring the control measures
- Providing information to all persons affected

Responsibility for undertaking these measures has been delegated to key personnel.

Refer to Smoke Free Policy RM0018

**SUBSTANCE AND ALCOHOL USE / ABUSE**

We recognise the health and safety implications posed by employees that may be involved with substance and alcohol use and abuse. We have a low tolerance policy towards employees that are involved in these activities, but also realise our duty to assist those that have a genuine problem. When this situation arises we instigate the following procedures.

These procedures will include:
- Identifying those affected
- Identifying the use / abuse problem
- Deciding whether to invoke the disciplinary procedures
- Ensuring that adequate supervision is provided so as to monitor the actions of those affected
- Implementing and monitoring the control measures
- Providing health surveillance and / or counselling as appropriate

Responsibility for undertaking these measures has been delegated to key personnel.
TRAINING

We recognise the benefits of training within our organisation and the legal requirement to provide information, instruction and training. We have the facility to instigate control measures.

The measures will include:

- Identifying the tasks for which training must be provided to ensure that our employees achieve the necessary level of competence to carry them out
- The provision of training in the use and / or maintenance of equipment and machinery
- Ensuring that the training provided is suitable and sufficient and carried out by competent persons. In some cases, this requires approved certification
- Ensuring that only properly trained and competent persons use the equipment and machinery
- Assessing the risks involved and the control measures that need to be put into place
- Setting into place the control measures identified in the risk assessment
- Training on the use of personal protective equipment and other safety measures

Responsibility for undertaking these measures has been delegated to key personnel. Training new staff and refresher training for existing staff will be documented and reviewed on an annual basis to ensure staff are update.

TRANSPORT

Due to the nature of our business transport is a major issue within our organisation. Due to the inherent dangers involved there is a requirement to control the pedestrian/vehicle interface. We have the facility to instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Implementing and monitoring the control measures
- Ensuring that all persons involved in our transport activities are appropriately trained (see also Lone Working)
- Ensuring that all company transport is appropriately maintained and kept in a roadworthy condition
- Ensuring that personnel involved in driving activities do so in accordance with relevant legislation (i.e. Road Traffic Act, Highway Code etc.)
- Ensuring that safe working practices are developed
- Issuing appropriate safety equipment to the personnel involved
- Ensuring that our drivers do not use hand held mobile phones whilst they are driving

Responsibility for undertaking these measures has been delegated to key personnel.
USE OF CHEMICALS

Due to the nature of our business we use and handle hazardous chemicals. Because of the inherent dangers involved we recognise our duty to control the storage, handling and use of these chemicals. When these situations arise we instigate control measures.

The measures will include:

- Identifying all the purchased products used by employees and decide whether they pose a significant risk of harm
- When we purchase or acquire products we request a copy of the material safety data sheet (MSDS) from our suppliers. This enables us to access the information on the associate hazards involved
- Ensuring the hazardous chemicals are correctly labelled and stored in the appropriate containers
- Assessing the risks involved and the control measures that need to be put into place
- Implementing the control measures, which include ensuring that copies of the completed COSHH assessments are available at the point of use or contact
- Ensuring that safe working practices are produced and implemented
- Installing a health surveillance programme as and when the hazardous substance poses a risk to health.

Responsibility for undertaking these measures has been delegated to key personnel.

VIOLENCE

Due to the nature of our business, it is foreseeable that situations may arise whereby employees are exposed to a risk of abuse and violence. We recognise our legal duty to ensure we control situations that are likely to increase the risk of violence towards our employees. When this situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Ensuring we provide adequate information, instruction and training to enable those that come into contact with the situations to deal with them
- Implementing and monitoring the control measures that have been identified

Responsibility for undertaking these measures has been delegated to key personnel.

WATER TEMPERATURES

Injury may be caused to employees, volunteers and service users due to hot water temperatures, these include:
• Scalds from contact with hot water when washing hands,
• Scalds to service users during washing or bathing,

The measures will include:
• The temperature of the hot water should be set and controlled at the lowest levels to minimise risk.
• Bathing should be supervised at all times,
• Where hot water outlets are accessible to service users, employees and volunteers, water temperature must not exceed 43 Deg C (the fail-safe device installed should be capable of automatically closing off the hot water, if the cold water was to fail)
• Water temperatures should be taken and recorded on a weekly basis at each water outlet (this assists monitoring the control systems to ensure they are operating correctly, detecting fluctuations, allowing corrective and preventative actions to be taken and ensure compliance with obligations required in order to control other risks such as Legionella in water systems)

Responsibility for undertaking these measures has been delegated to key personnel.

WELFARE / WORKING ENVIRONMENT

We recognise our duty to provide a healthy working environment and suitable welfare facilities. These will include the provision of adequately ventilated, well-lit workplaces as well as sanitary conveniences and washing facilities. We have the facility to instigate control measures.

These measures will include:
• Ensuring an assessment is undertaken of the general workplace condition
• Ensuring the workplace is adequately ventilated and temperature controlled where possible
• Ensuring that the workplace lighting meets a satisfactory standard
• Ensuring good housekeeping standards are maintained and waste is cleared on a regular basis, so as not to give rise to blocked access routes and possible slips, trips and falls etc.
• Ensuring that adequate sanitary conveniences, washing and changing facilities are provided as appropriate

Responsibility for undertaking these measures has been delegated to key personnel.

WORKING AT HEIGHT

We recognise our duty to provide a healthy working environment and the provision suitable working at height equipment. We have the facility to instigate control measures.
These measures will include:

- All ladders are to be stored and maintained by the Facilities Manager.
- The Facilities Manager is to carry out the annual inspections of all equipment.
- All users are to carry out pre-use checks and report and issues to the Head of Resources or Facilities Manager. The equipment is only to be used if it is serviceable.
- Staff are to have attended the Working at Height training prior to using any ladders.

Responsibility for undertaking these measures has been delegated to key personnel.

**YOUNG PERSONS**

We recognise the legal requirement to undertake a risk assessment of the tasks undertaken by young persons. When this situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Ensuring that the control measures identified are put into place and implemented
- Restricting the work activities of young person’s where failure to do so is likely to result in injury
- Ensuring that all relevant persons are informed of the activity and risks involved
- Ensuring that the young person is managed / supervised by persons who are trained and competent
- The provision of information, instruction and training to all relevant persons

Responsibility for undertaking these measures has been delegated to key personnel.