



Health & Safety Policy

HEALTH AND SAFETY GENERAL POLICY STATEMENT

Important: All staff must read this statement and be familiar with the organisation policies.

It is the policy of The organisation to comply with the obligations under the Health and Safety at Work Act 1974 (as amended), the Management of Health and Safety at Work Regulations 1999 (as amended), and other supporting legislation concerning Health and Safety. At all times the organisation management will endeavour to provide and maintain a healthy and safe working environment for its staff and students as well as taking steps to protect the health and safety of all visitors to the organisation, including contractors from other firms, temporary workers, as well as any members of the public who might be affected by our operations.

The overall objective of the Health and Safety Policy is to minimise the number of instances of occupational accidents and illnesses. The ultimate objective is not to have any such instances. The organisation management will endeavour to do all that is reasonably practicable to ensure the health and safety of its staff and students, however, health and safety at work is the responsibility of each and every individual associated with the organisation. All staff and students are required to be constantly vigilant and concerned for the welfare of others.

It is also the duty of each staff and student to take reasonable care of his or her own welfare and to report any situation, which may pose a threat to the well being to himself or herself or any other person. Such hazards in the workplace e.g. frayed electrical cables, dangerously defective equipment, unsafe structures, possible fire risks, loose floor tiles etc should be reported as a matter of routine and no member of staff will be penalized for complaining if such hazards are not rectified by the management. It is therefore everyone's responsibility to report immediately any situation that could endanger the well being of themselves or others and that the reporting of injuries, however small, sustained by a person at work must never go unrecorded. Accident records are crucial to the effective monitoring and revision of The organisation policy and must therefore be accurate and detailed.

The organisation believes that the success of its Health and Safety Policy can only be achieved through the cooperation of all personnel. Staff and students will be provided with the required equipment, information, training and supervision as are necessary to implement and comply with the policy.

The Health and Safety Policy will be continually monitored and improvements to the policy will from time to time be implemented. The organisation invites all staff and students to put forward any suggestions for improvements, or any complaints, regarding the health and safety policy either informally or in writing directly to the Health and Safety Officer.

RESPONSIBILITIES OF STAFF AND STUDENTS

All staff and students, irrespective of status, have a personal responsibility with regard to Health & Safety as follows:

- To be familiar with the organisation Health & Safety Policy and with the standards and procedures it contains and to co-operate and implement its contents.
- To understand and comply with all instructions, working procedures and safety rules which apply to their work.
- To work with due care and attention at all times. Whilst it is the management's responsibility to provide and maintain the necessary equipment for safe working, it is equally the employees' and students' responsibility to use that equipment properly, and in many cases there is a legal obligation to do so
- Not to operate equipment unless the employee and/or student is trained and authorised to do so
- To report any hazards seen and, if appropriate, make suggestions for their elimination and control
- To report any defective equipment
- To ensure their work area is kept clean and tidy
- To develop a personal concern for the safety of themselves and others
- To report all accidents, injuries, dangerous occurrences and 'near misses' no matter how trivial
- To raise any safety matter with the appropriate person

RESPONSIBILITIES OF THE HEALTH & SAFETY OFFICER

The organisation Health and Safety Officer has overall responsibility for all health, safety and welfare matters within the organisation. He/she will ensure that there is an effective policy for health and safety, the provision of regular reviews to its efficiency and the provision of adequate staff, funds and materials to meet the policy's requirements.

He/she will ensure:

- that; responsibility for safety is properly assigned and accepted at all levels
- that; arrangements are made for the provision of suitable and sufficient safety training for all staff and students
- that; health and safety monitoring is regularly undertaken.
- that; information is obtained from suppliers on the safe use of equipment and materials and that all relevant health and safety information and guidance is provided to staff and students as required
- that; records of statutory inspections and other appropriate records are kept
- that; records of injuries and work-related diseases are maintained and that appropriate reporting action is undertaken
- that; appropriate resources are allocated to allow for the elimination and/or control of known hazards and to safeguard against the introduction of new risks.
- that; 3rd party contractors' tenders include adequate provision for safe working if required
- that; appropriate health and safety arrangements are made with building occupiers and that relevant matters are taken into account when submitting tenders if required

- the provision of all health and safety documentation.
- the provision of any training including specialised training if required
- the provision of adequate welfare and first aid.
- the action to be taken in the event of fire or other emergency and the provision of suitable fire fighting equipment.
- the protection of the public
- to carry out risk assessments of any hazards, which could arise and determine the most appropriate order and method of working and recording such assessments. To this end he/she will liaise with staff, students and building occupiers and landlord over health and safety arrangements
- to ensure all relevant health and safety matters are discussed with building occupiers and landlord over health and safety arrangements
- to implement health and safety arrangements made building occupiers and landlord and ensure personnel within their control comply with these arrangements
- to co-ordinate work of sub-contractors and liaise with main contractors where applicable.
- to monitor health and safety procedures to ensure that all directly employed and contractors' staff and students operate in accordance with any legal requirements and The organisation policy
- to ensure that materials are stored safely and that, where appropriate, fire fighting equipment is readily available.
- to ensure only trained, competent and authorised personnel use equipment and that young or inexperienced workers are properly supervised
- to take prompt corrective action whenever unsafe acts are noticed or reported to them.
- to ensure that cleanliness, tidiness and all that contributes to 'good housekeeping' is of an acceptable standard
- to ensure that all accidents are reported and recorded, and that attention given by medical or first aid staff is appropriate
- to investigate, report and find the cause of all incidents/accidents on the site, including those, which result in only minor injuries, or cause loss or damage with no injury, and to take appropriate remedial action to prevent re-occurrence.

ON SITE, OFF SITE AND WORKING FROM HOME

If work is carried out on behalf of The organisation off-site, staff and students must be aware that when working on off site premises they have the overall legal responsibility for the health and safety of all activities and personnel whether such personnel are other client's employees, sub-contractors or members of the public. Therefore, staff and students of the organisation must make themselves aware of the health and safety procedures of other premises when working on off site and from homes. Therefore staff and students are instructed to fully comply with the health and safety procedures of off site premises as well as complying with safe working practices contained in this policy and/or any instructions given by any on-site Health and Safety Officer appointed by the organisation.

Staff and students should address any immediate concerns with regard to health and safety to the respective premises when working on other premises and/or to the on-site Safety Officer or Health & Safety Officer of the organisation if those concerns are not addressed.

Regardless of where staff and students work, staff and students of the organisation are responsible for safe-working practices at all times and this document sets out the organisation's policy and principles as to health and safety procedures.

COMMUNICATION

The organisation will endeavour to ensure that staff and students are familiar with the contents of the organisation's health and safety policy and will communicate with staff and students orally, through staff and line managers, and in writing in the form of directives and this policy.

CO-OPERATION & CARE

Staff/students are expected to co-operate with the organisation Health & Safety Officer and to accept their duties under this policy. Disciplinary action may be taken against any employee and student who violates safety rules or who fails to perform his or her duties under this policy.

SAFETY TRAINING

Safety training is essential for all effective health and safety procedures. All staff will be trained in safe working practices and procedures relevant to their duties.

Training sessions will be held as often as is deemed necessary. Despite training sessions, staff can raise concerns regarding health and safety at any time with their immediate manager or the organisation's Health and safety Officer.

INSPECTIONS IN THE WORKPLACE

The organisation will endeavour to comply with the Workplace (Health, Safety & Welfare) Regulations 1992 (as amended).

This Act requires regular inspections of the workplace from time to time. Inspections will be of a routine nature or as a result of an event or a planned change in working procedures. Inspections will always provide the opportunity to review the continuing effectiveness of safe working practices and therefore implement changes where necessary.

SUBSTANCES HAZARDOUS TO HEALTH

The organisation will comply with the Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended). Risk assessments will be undertaken should there ever be work involving exposure to hazardous substances. The organisation will then ensure that exposure of workers to hazardous substances is minimised and controlled.

COSHH PRECAUTIONS

Under the Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended) the following precautions should be taken:

- Handle hazardous substances with care and use the personal protective equipment (PPE) supplied as it is supposed to be used
- Make sure you are familiar with the rules (e.g. COSHH) for using substances. (Refer to COSHH Assessments)
- Before eating and drinking it is very important to ensure that hands are washed
- Remove lids/stoppers only when the substance is to be used
- Store highly flammable substances as per manufacturers/suppliers recommendations
- Only minimum quantities, required for immediate use, are to be kept in a workplace.

ENVIRONMENTAL POLICY

The organisation has a duty to act responsibly towards the public with regard to the effect that The organisation business operations may have on the environment and will endeavour to achieve its responsibilities through the following objectives: -

- To adhere to any current legislation and comply with any planned legislation
- Where possible, to purchase from suppliers who share concern for the environment
- To minimise waste from business operations and where possible to re-use or recycle
- To endeavour to control the level of harmful emissions whenever practicable
- To promote the use of energy efficient systems in business premises
- To support organisations those promote environmental protection issues.
- To ensure that all our staff and students understand the high level of The organisation commitment to environmental excellence.

The organisations will continue to monitor, evaluate and improve its performance whilst promoting environmental awareness to staff. The organisation welcomes suggestions from staff, students, suppliers, and public in general on ways that we can further improve the impact we have on the environment.

ENVIRONMENT MANAGEMENT RESPONSIBILITIES:

Person	Position
Mrs Umme Kulsum	Director
Mr Mashud Rana	Operations Manager

STRESS POLICY

We recognise that stress is a growing issue in modern life and acknowledge our part in managing issues in day to day operations so as to minimise any potential for increasing the psychological burden on staff and students.

Stress is the adverse reaction people may have to being put under excessive pressure, which can in extreme circumstances lead to mental or physical illness, such as depression and heart disease.

We would encourage any employee and student to approach their line management/Student Welfare Officer should an issue arise so that a successful conclusion can be achieved at the earliest opportunity. If the issue is of a nature, which would be more appropriately discussed with an alternative colleague, the organisation's Human Resources Assistant or Health and Safety Officer or Student Welfare & Liaison Officer can be contacted in confidence. In particular, where stress is believed to be work-related, it is important to raise the issue so that the problem can be addressed. Any such information will be treated with the strictest confidentiality.

The Health Information Service can provide information on sources of help. Tel: 0800 665544. Other related help is available from:-

The Samaritans 08457 909090

STAND (Stress Anxiety and Depression) www.depression.org.uk

STRESS MANAGEMENT RESPONSIBILITIES:

Person	Position
Mrs Umme Kulsum	Director
Mr Mashud Rana	Operations Manager

NEW OR EXPECTANT MOTHERS

A risk assessment will be carried out in respect of risks to new or expectant mothers. Where risks to new or expectant mothers are identified, adjustments to working conditions will be made to avoid such risks where possible.

ELECTRICAL APPLIANCES

- All electrical equipment whether fixed or portable is to be subject to periodic testing and appropriate records kept
- The correct voltage for tools and equipment must always be used
- Leads must not be allowed to trail, as this may cause a tripping hazard.
- Frayed electrical leads must be repaired or replaced immediately
- Operators must ensure that they are familiar with any safety instructions (including manufacturers instructions) relating to any equipment before use
- It is forbidden to interfere with any electrical appliance.
- The operator must check all electrical tools, leads, and plugs on any electrical equipment before bringing into use
- Only trained, competent and authorised personnel should use electrical equipment and young or inexperienced staff should be properly supervised.
- Any obvious sign of irregular operation of electrical equipment should be reported at once to the supervisor.
- If any electrical appliance is found to be faulty whilst in use it must be reported immediately to the Health & Safety Officer
- It is forbidden to carry out any repairs or fit any plug to an electrical appliance unless authorised to do so.
- It is forbidden to bring any electrical equipment in from home without the prior approval of the Health and Safety Officer.
- No electrical appliance may be connected to an electrical system by any means other than the correct plug or connection

ASBESTOS

Asbestos dust can kill. It can cause lung damage and cancer. The dust particles that harm are too small to see with the naked eye and the diseases that develop can take many years. There is no cure.

Asbestos can be found in most buildings and is used in asbestos cement products such as sheets, tiles, tanks, gutters, down pipes, decorative finishes, insulation board, fire doors, ceiling tiles, sprayed coatings, insulation and lagging to pipe work and plant, caulking materials, and fire protection materials.

IF YOU DISCOVER OR ENCOUNTER ASBESTOS

If you suspect asbestos or think you have disturbed asbestos based material, STOP WORK, inform the organisation Health & safety Officer and do not recommence this work until further instructions. Make sure your work colleagues are made aware of the hazard of the asbestos.

DISPLAY SCREEN EQUIPMENT

The organisation will comply with the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended).

The risks to users of VDU screens will be reduced as much as is reasonably practicable.

Staff regularly using VDU screens will be allowed periodic breaks during their work.

Staff regularly using VDU screens are recommended to have eye tests.

Where necessary the organisation will provide VDU screens to staff with the necessary corrective equipment such as glasses or contact lenses. However, the organisation will only pay for spectacles/contact lenses if "special" ones (for example, prescribed for the distance at which the screen is viewed) are needed and normal ones cannot be used.

DISPLAY SCREEN EQUIPMENT MANAGEMENT RESPONSIBILITIES:

Person	Position
Mrs Umme Kulsum	Director
Mr Mashud Rana	Operations Manager

MANUAL HANDLING OPERATIONS

The organisation will comply with the Manual Handling Operations Regulations 1992 (as amended).

Manual handling operations should be avoided as far as is reasonably practicable where there is a risk of injury.

Where it is not possible to avoid manual handling operations, an assessment of the operation should be made taking into account all factors such as the feasibility of the manual handling operation, the load, the working environment and the capabilities of staff and risk to their safety.

- Use mechanical devices rather than manual handling where such devices are provided. The devices should be appropriate for the task

- The object to be lifted or moved must be inspected for sharp edges and other hazards such as wet or greasy patches and appropriate steps taken to remove or reduce such hazards
- If lifting or moving objects with sharp or splintered edges, clean dry gloves must be worn to ensure a firm grip
- The route over which the object is to be lifted or moved should be inspected to ensure that it is free from obstructions or spillages or other hazards
- Staff and students must not attempt to lift or move an object which is too heavy and which might damage their health
- Where the lifting or moving of an object is to be done by more than one person, one of the people should be designated as the supervisor of the operation so as to coordinate the lifting or moving.
- Staff and students should assume a squatting position when lifting a heavy object off the ground by keeping the back straight and allowing the knees to take the weight of an object rather than the back.

DRIVING

From time to time you may need to drive to and from The organisation premises. Only staff and students with a valid driving licence and insurance are allowed to drive to and from The organisation premises.

Driving is a potentially hazardous activity and you are asked to drive in a manner that minimizes the risks to you, your passengers, other road users and the general public. No doubt safety awareness was a major part of the training you received prior to taking your driving test, but various books are available and you are encouraged to study these to refresh your memory especially if it has been some time since you took your driving test.

The organisation would like to stress two points.

1. Driving at high speed has been shown to be a contributory factor in accidents. You should allow sufficient time to complete your journey without having to drive too fast. You should never need to exceed speed limits in order to reach your destination on time.
2. It is your responsibility to ensure that you do not drive when you are tired or over the drinking limit.

The organisation requires you to:-

1. Advise your manager of any accidents either privately or while coming to/from The organisation premises that you are involved in.

2. To provide a copy of your driving licence on request.
3. To advise the manager of any driving convictions or fines that you receive (including speeding but excluding parking fines)

USE OF MOBILE PHONES WHILE DRIVING

Staff and students are reminded that driving whilst using a hand-held mobile phone is an offence. The definition of “whilst driving” includes time spent in traffic jams or at a traffic light. If you are involved in an incident, even with a hands free device being used you are at risk of prosecution for careless driving.

When driving to/from The organisation premises you must not either initiate or answer telephone calls. If you are a The organisation mobile phone user, then you must follow this policy both during and outside working hours. If you own your own phone then we strongly advise you to follow the same policy when driving privately and stress that if you receive a business call while driving either on business or privately, then you must not answer it. If you wish to make a business call whilst on a journey, then park when it is safe to do so and make the call from the parked vehicle with the engine switched off and the handbrake applied. If you receive a call when driving, then park when it is safe to do so and use the answering service or “missed call” facility on your mobile to find out who called you and then ring them back.

FIRE SAFETY REGULATIONS

Fire risk assessments will be undertaken as required under the Regulatory Reform (Fire Safety) Order 2005. However, staff and students must bring to the attention of the organisation Health & Safety Officer or fire marshal employed by the landlord any potential fire risks that they may become aware of.

REDUCING FIRE RISK

Prevention is better than cure when it comes to fire safety and one of the most important areas of fire prevention is to minimise and/or isolate combustible materials as follows:

- Any waste such as paper waste and other waste such as oily rags must not be allowed to accumulate and must be disposed of in appropriate containers
- Smokers must only smoke in designated areas and discarded cigarette butts must be properly extinguished and disposed of safely in appropriate containers. Smokers must not extinguish or throw cigarette butts into waste bins. It is forbidden to smoke in any public building since 2007
- Faulty electrical equipment is a common source of a fire, therefore electrical equipment not in use must be switched off and any observable defect of electrical equipment must be

reported to the organisation Health & Safety Officer or fire marshal employed by the landlord

FIRE MARSHAL

The landlord's fire and emergency policy and procedures take account of special fire hazards in specific areas of the workplace with, if possible, the cooperation and advice from the local fire service. The fire marshal has the overall responsibility for the organisation's fire and emergency policy.

GENERAL FIRE SAFETY PROCEDURES

All personnel associated with the organisation must familiarise themselves with this fire and emergency policy.

If there is any doubt that a fire cannot be extinguished immediately without risk or injury to individual persons, staff and students must inform the fire marshal or competent person who will activate the general fire alarm and immediately report the fire to the local fire service (dial 999).

Staff/students must conduct their operations in such a way as to minimise the risk of fire. All combustible materials must be separated from sources of ignition.

FIRE DETECTION EQUIPMENT

Smoke detector alarms and general fire alarms are located at points throughout the workplace. Everyone must familiarize themselves with the location of such detectors and alarms. If a smoke detector alarm sounds, staff/students must immediately inform the fire marshal or competent person to activate the general fire alarm.

GENERAL FIRE ALARM

The sounding of the general fire alarm is the signal that the building must be evacuated. The alarm may be raised for a fire or any other dangerous situation such as an unsafe structure, a bomb scare, and no employee/students must assume that a situation is not serious because there are no visible signs of an emergency in their immediate locality. When the general alarm sounds all staff/students must leave the building by the nearest available exit and assemble at the designated assembly point. Staff/students must also ensure visitors to the organisation, including contractors from other firms, temporary workers and any members of the public leave the building by the designated exit routes.

EVACUATION OF MEMBERS OF THE PUBLIC, VISITORS AND CONTACTORS

If a The organisation visitor is meeting you, it is your responsibility to ensure they follow any signing in procedure and to assist with their safe evacuation in the event of a fire drill or emergency evacuation. Visitors who are left unattended must be made fully aware of the escape routes and evacuation procedure. Ensure that members of the public are escorted from the premises during an evacuation. All contractors working at The organisation premises must be advised of the evacuation procedure by the manager.

EVACUATION OF DISABLED STAFF, STUDENTS AND VISITORS

All disabled staff, students and visitors must, where practical to do so, be located in a position within the building where it is easy to exit the building quickly and safely in the event of an emergency. As part of the fire evacuation procedure a check must be undertaken to ensure that the evacuation route is appropriate for a disabled person. Disabled visitors shall be designated two able bodied staff who can assist with the safe evacuation in the event of an emergency. The Health and Safety Officer shall be notified whenever a disabled employee or visitor is in the organisation to ensure that practical, appropriate arrangements have been made.

FIRE SAFETY MANAGEMENT RESPONSIBILITIES:

Person	Position
Mrs Umme Kulsum	Director
Mr Mashud Rana	Operations Manager

OTHER EMERGENCY PROCEDURES

In the absence of the alarm sounding in the case of a fire or other dangerous situation being detected, supervisors will warn staff/students or members of the public in the case of a fire or other dangerous situation being detected by word of mouth to evacuate the premises. They may order evacuation in the case of a fire or any other dangerous situation such as an unsafe structure, a bomb scare, and no employee must assume that a situation is not serious because there are no visible signs of an emergency in their immediate locality. Immediately supervisors give instructions, all staff and students must leave the building by the nearest available exit and assemble at the designated assembly point. Staff/students must also order/guide visitors to the organisation, including contractors from other firms, temporary workers and any members of the public to leave the building by the exit routes.

N.B: Staff/students must consider that old people, disabled people or children may need assistance to leave the premises and that people using toilets or other ancillary rooms may not be aware of the emergency.

FIRE ESCAPE ROUTES AND FIRE EXITS

All specified means of escape for the site premises must be properly maintained and kept free from obstruction. It is essential that all personnel are familiar with the means of escape and the route to be followed in case of fire. Fire exit doors and corridors must never be locked or blocked.

FIRE/EVACUATION EMERGENCIES

A fire/emergency evacuation procedure is in force at the premises of the organisation (See General Fire Alarm above) and it is the duty of ALL personnel to familiarise themselves with this procedure. When working on other sites, personnel should request the information they require from the Health & Safety Officer. It is the responsibility of the organisation Health & Safety Officer to:

- Ensure that the workplace is clear of people in the event of an evacuation for FIRE or BOMB ALERT, and to be in full knowledge of the types, positions and use of the first aid/fire appliances in their respective areas.
- Ensure that staff within their control are aware of the Fire Drill in their areas, and that they are aware of the location of the first aid/fire appliances.
- Carry out fire safety tours within their respective areas of responsibility from time to time.

FIRE FIGHTING EQUIPMENT

Fire extinguishers and fire alarms are located in common areas throughout the building. The general fire alarm must be activated and the fire reported to the local fire service.

FIRE DOORS

Fire doors and corridors should never be blocked, jammed or left open.

FIRE ESCAPE ROUTES AND FIRE EXITS

All specified means of escape for the site premises must be properly maintained and kept free from obstruction. It is essential that all personnel are familiar with the means of escape and the route to be followed in case of fire.

SMOKING

Smoking is prohibited in all public buildings. The smoke free premises regulation came into force in 2007. Combustible materials must never be stored or allowed to accumulate in designated smoking areas.

ACCIDENT INVESTIGATION & REPORTING

The organisation comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR 95). The organisation Health & Safety Officer is responsible for reporting under the Regulations. This will entail the organisation Health & Safety Officer or other

designated personnel making reports, and the cooperation of all relevant personnel involved is essential in order to establish:

- The circumstances of an accident or dangerous occurrence or disease
- The nature and severity of the accident or dangerous occurrence or disease
- The identity of eyewitnesses
- The time, date and location of the accident or dangerous occurrence or disease

Eyewitness accounts for the report will be collected as near to the time of the accident as is reasonably practicable.

Incident reporting book is available at The organisation reception for reporting and recording to any incidents.

The organisation will study the completed report and will attempt to discover why the accident or dangerous occurrence or disease happened, and then take action to prevent a recurrence of the accident or dangerous occurrence or disease.

Issues such as liability, proceedings or damages will be assessed following the completed report and, if necessary, the organisation will take appropriate professional legal advice.

ACCIDENT MANAGEMENT RESPONSIBILITIES:

Person	Position
Mrs Umme Kulsum	Director
Mr Mashud Rana	Operations Manager

FIRST AID

All staff must have ready access to first aid facilities. The organisation Health & Safety Officer will inform personnel of these arrangements.

- First aid is only to be carried out by a trained first-aider.
- Every first aid box will be of the appropriate size and have the correct contents.
- The locations of first aid box kit are as under:
 - The organisation Reception
 - Learning Resource Centre / Computer Lab

- It is the appointed first aider's responsibility to ensure that the stock is replaced in the boxes as necessary.
- In cases of more serious injury staff will be sent or taken to the nearest hospital.

ACCIDENT PROCEDURE

All staff will be instructed precisely and clearly of their duties relating to the organisation's accident procedure. It is the duty of ALL Personnel to ensure they are familiar with the procedure and comply with it at all times. They must ensure they report any potentially unsafe items of equipment or working situations, as well as all accidents, personal injuries or 'near misses' to the appropriate person.

Accident book is available at The organisation reception. ALL ACCIDENTS, no matter how trivial, must be recorded on an Accident Form 2508. It is the responsibility of First Aid Officer to report ALL ACCIDENTS to the organisation's Health and Safety Officer.

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 – RIDDOR (as amended), staff/student must report to the organisation Health & Safety Officer any accident at work which results in personal injury and they will be encouraged to identify incidents where injury was fortuitously avoided (i.e. near miss accidents).

The line managers will undertake an initial investigation of the accident and, where practicable a means of preventing a recurrence will be recommended. All serious (reportable) accidents will, additionally, be investigated by the organisation Health & Safety Officer.

GENERAL SAFETY

All office personnel have a duty to assist in reducing the risk of accidents and fire.

The following rules and precautions are to be observed:

- Keep desks tidy and ensure that waste paper is disposed of regularly
- Use a safe method of lifting any article and, if necessary, seek assistance
- Never leave filing cabinet drawers open
- Never open more than one filing cabinet drawer at a time. Fill from the bottom drawer to minimise any tendency for the unit to overbalance
- Ensure that cables and connections on all electrical equipment are sound before use.
- Ensure all passageways, stairs and exits are kept clear of any obstruction

- Ensure all flammables are kept in fire resistant storage
- All personnel must be familiar with the location of all fire fighting equipment and its use
- Access to fire fighting equipment must never be obstructed
- Avoid high shelving in storage areas that required the use of access equipment such as stepladders. Where unavoidable staff must use suitable access equipment e.g. kick steps and stepladders (minimum Class 2 EN131) that must be regularly inspected and used with care
- Never use chairs or stools to access storage areas, change light bulbs or other activities at height.

HOUSEKEEPING

Accidents happen more frequently in an uncontrolled or untidy environment. It is necessary to maintain a high standard of cleanliness and the proper and safe storage of all goods and supplies must be ensured. Regular inspections shall be carried out by management to ensure optimum standards at all times.

HYGIENE & HEALTH CONDITIONS

- Paying meticulous attention to good habits in relation to personal body hygiene will greatly help to reduce the spread of diseases and viruses in the workplace. The most important of these good habits is the thorough washing and drying of hands after toilet use and the co-operation of all staff/students in this regard is requested.
- If handling food or drink (including tea/coffee making operations) or handling crockery or utensils that are ready for use by others (kettles or cups for example) staff/students should wash their hands before such handling.
- Staff should be aware of the danger of the spread of viruses through the use of shared telephone handsets that should be periodically wiped with a clean damp cloth containing detergent or disinfectant. Where possible use dedicated telephone hand set extensions.
- Staff should ensure that workplaces are adequately lit, well ventilated and adequately heated.

GENERAL PROCEDURES

All personnel must follow the rules and procedures contained in this policy.

- All personnel must immediately report any unsafe practices or conditions in the workplace to their immediate supervisor or the Health & Safety Officer

- Personnel under the influence of alcohol or drugs are prohibited from the workplace
- Any act, including horseplay, which might endanger the health and safety of others is strictly prohibited
- An employee/student who is unfit due to injury, illness or fatigue will not be allowed to work if the impairment might put at risk the health and safety of that employee or other people
- Staff/students must not modify, adjust, move or tamper with any electrical equipment outside the scope of their duties unless instructed by a senior member of the organisation
- Waste materials, particularly combustible materials must be disposed of carefully and in such a way that they do not constitute a fire hazard or other hazard
- Staff/students should not undertake a task, which appears to be unsafe to him or her or other personnel
- Staff should not undertake tasks that require safety training without receiving the training.
- All injuries must be reported to the immediate supervisor or the relevant department and/or the organisation Health & Safety Officer
- Protective guards and safety devices must be properly fitted and used where appropriate. Defects in such guards and safety devices must be reported to the employee's immediate supervisor and/or the organisation Health & Safety Officer.

WALKWAYS AND PASSAGEWAYS

- Walkways and passageways must be kept clear from obstructions including trailing wires and cables wherever possible.
- Walkways or passageways that become slippery should be clearly marked with warning signs until the slippery surface has dried or has been removed.
- Changes in the floor elevation of any walkway or passageway must be clearly marked.
- Warning signs must be placed as appropriate to indicate any hazard that may injure or obstruct the accessing persons. The last 3 points are the direct responsibility of the landlord.

PERSONAL PROTECTIVE EQUIPMENT REGULATIONS

The organisation will comply with the Personal Protective Equipment at Work Regulations 1992 (as amended). Due to the operations of The organisation no PPE is necessary, but would be supplied and staff would receive training if there is any need ever.

LADDERS

- No ladder may be used unless it is of sound construction, of the correct length, and either secured or footed.
- Ladders supplied by the landlord must be class 1 or class 2 (BS EN131) commercial ladders.
- Defective ladders must be reported immediately to the organisation Health & Safety Officer.
- Only light work, of short duration, is to be carried out from a ladder
- Please check the specific policy on ladders when working on client's sites
- Ladders must be inspected every 6 months, copy of maintenance can be requested from the landlord
- Never use a ladder if you believe it is defective
- When using a ladder ensure that a colleague is in the near vicinity of your work area.
- The angle must be placed at 75 degrees to the floor on a stable level surface.

END OF DAY SAFETY

If you know you will be the last to leave the premises after it has been made secure:

- Make sure your car is parked in a well-lit area that is easily accessible.
- Avoid remote routes.
- Have your car keys in your hand to avoid searching for them next to your locked car.
- Report any suspicious people to the Police and do not leave the premises until you believe that it is safe to do so.
- Do not allow entry to any unplanned visitors into the premises when working alone.

VEHICLE DAMAGE

The organisation does not accept liability for damage to vehicles whilst parked on The organisation premises. All instances should be reported to Building Management.

ROBBERY/HOLD UPS

In case of robbery/hold ups whilst unlikely, the following procedure should be used.

- Remember that life is more important than money. Do as you are told
- Try to remember a description of the person, e.g. colour of eyes, any distinguishing marks, accent and clothing
- Staff not directly involved should also try to recall a description
- Do not try to stop the robber from leaving
- Sound the alarm
- PHONE THE POLICE and provide as much information as possible.
- All staff in appropriate positions should take note of car make and registration number and which way the car heads out of the drive, etc.
- All staff should write down what they remember straight away. The Police will want statements.
- The organisation Health & Safety Officer should ensure that members of staff directly involved receive medical treatment “for the shock” as soon as possible.
- The organisation Health & Safety Officer should ensure a return to normal as soon as possible but be aware that “shock” affects people in different ways

LEFT LUGGAGE

If you discover left luggage in the organisation premises advise the organisation Health & Safety Officer immediately.

- If the luggage is left in a location where it is a tripping hazard and you are sure that it not in any way suspicious, move it to a safe location.
- Try and contact the owner of the luggage as soon as possible and keep it in a secure place for them to collect.

- If you are in any doubt that the luggage is unusual in any way i.e. by where it has been left or the type of package DO NOT ATTEMPT TO MOVE THE LUGGAGE. Isolate the area and advise The organisation staff to stay away from the immediate vicinity and then contact the Police and follow their advice.

AVOIDING CONFRONTATION

If a staff/student/employee becomes unreasonable or aggressive with they're behaviour:

- Behave appropriately. Never meet aggression with aggression, be confident and professional but not arrogant
- Respect the views of others
- Use communication and assertiveness to try to defuse the situation
- If the situation is becoming difficult to handle, seek assistance from a colleague

If the situation deteriorates further:

- Ensure that the aggressor does not block your escape route
- If you are threatened and you are at risk, move away from the person facing you at all times
- In the unlikely event that you are attacked, protect yourself and consider using reasonable force to defend yourself.
- If you need to defend yourself, do it quickly. Aim for an area that will incapacitate the aggressor, get away and report the incident to the Police as soon as possible.
- Make a detailed note of the incident and the circumstances leading up to the incident together with details of any witnesses.

WORKING ALONE

- Always avoid situations where you are working alone.
- Never attempt a high-risk activity when working alone, such as working up a ladder or lifting heavy objects.
- Do not allow any suspicious client into the office if you are working alone.
- Carry a means of communication with you or ensure that you have access to a phone.

If you know you will be the last to leave the premises after it has been made secure:

- Make sure your car is parked in a public, well-lit area, which is easily accessible.
- Avoid remote routes.
- Have your car keys in your hand to avoid searching for them next to your locked car.

This document was last reviewed in July 2019. Next Review July 2020