



1. Health and Safety Policy

- 1.1 We are committed to ensuring the health and safety of our staff and customers and anyone affected by our business activities and to providing a safe environment for all those attending our premises.
- 1.2 In particular we are committed to maintaining safe and healthy working conditions through control of the health and safety risks arising from our work activities, provision and maintenance of safe equipment, ensuring the safe handling and use of substances, consulting with our staff and providing appropriate information, instruction, training and supervision and taking steps to prevent accidents and cases of work-related ill health.

What is covered by this policy?

- 1.3 In accordance with our health and safety duties, we are responsible for:
- 1.3.1 Assessing risks to health and safety and identifying ways to overcome them.
 - 1.3.2 Providing and maintaining a healthy and safe place to work and a safe means of entering and leaving our premises, including emergency procedures for use when needed.
 - 1.3.3 Providing information, instruction, training and supervision in safe working methods and procedures as well as working areas and equipment that are safe and without risks to health.
 - 1.3.4 Ensuring that equipment has all necessary safety devices installed, that equipment is properly maintained and that appropriate protective clothing is provided.
 - 1.3.5 Promoting co-operation between members of staff to ensure safe and healthy conditions and systems of work by discussion and effective joint consultation.
 - 1.3.6 Regularly monitoring and reviewing the management of health and safety at work, making any necessary changes and bringing those to the attention of all staff.
- 1.4 All staff must also recognise that everyone shares responsibility for achieving healthy and safe working conditions. You must consider the health and safety implications of your acts and/or omissions and take reasonable care for your health and safety and that of others.
- 1.5 Any health and safety concerns should be reported to your line manager.

Standards of workplace behaviour

- 1.6 You must co-operate with us on health and safety matters and comply with any health and safety instructions.
- 1.7 You must take reasonable care of your own health and safety and that of others by observing safety rules applicable to you and following instructions for the use of equipment (including safety equipment and protective clothing).
- 1.8 Any health and safety or maintenance concern, however trivial it might seem, including any potential risk, hazard or malfunction of equipment, must be reported to your line manager.
- 1.9 You must co-operate in the investigation of any accident or incident that has led, or which we consider might have led, to injury.
- 1.10 Failure to comply with health and safety rules and instructions or with the requirements of this policy may be treated as misconduct and dealt with under our Disciplinary Procedure.

Information and consultation

- 1.11 We are committed to providing information, instruction and supervision on health and safety matters for all staff as well as consulting with them regarding arrangements for health and safety management.

Equipment

- 1.12 All staff must use equipment in accordance with operating instructions, instructions given by managers and any relevant training. Any fault with, damage to or concern about any equipment or its use must immediately be reported to the relevant manager after placing an 'out of order' sign on the equipment (where appropriate).
- 1.13 Employees must ensure that equipment is not interfered with and that any damage is immediately reported.
- 1.14 No member of staff should attempt to repair equipment unless trained and designated to do so. Failure to report damage to or a fault with equipment or failure to use it as directed may result in action under our Disciplinary Procedure.

Accidents and first aid

- 1.15 Any accident at work involving personal injury should be reported to your line manager so that details can be recorded [in the Accident Book]. All staff must cooperate with any resulting investigation.
- 1.16 Details of first aid facilities and trained first aiders are [displayed on the notice boards].
- 1.17 If you suffer an accident at work you (or someone on your behalf) must report that fact to your manager as soon as possible. All accidents should be reported, however trivial. The accident will be recorded in [our Accident Book] [which is kept at reception].

National health alerts

- 1.18 In the event of an epidemic or pandemic alert we will organise our business operations and provide advice on steps to be taken by staff, in accordance with official guidance, to reduce the risk of infection at work as far as possible. Any questions should be referred to your line manager.
- 1.19 It is important for the health and safety of all our staff that you comply with instructions issued in these circumstances. Failure to do so will be dealt with under our Disciplinary Procedure.

Emergency evacuation and fire precautions

- 1.20 You should familiarise yourself with the instructions about what to do in the event of fire which are displayed on notice boards. You should also know where the fire extinguishers are, ensure that you are aware of your nearest fire exit and alternative ways of leaving the building in an emergency.
- 1.21 Fire wardens are responsible for the effective evacuation of designated areas. In the event of a suspected fire or fire alarm you must follow their instructions.
- 1.22 Regular fire drills will be held to ensure that our fire procedures are effective and to ensure you are familiar with them. These drills are important and must be taken seriously.
- 1.23 You should notify your line manager as soon as possible if there is anything (for example, impaired mobility) that might impede your evacuation in the event of a fire.

- 1.24 If you discover a fire you should not attempt to tackle it unless you have been trained or feel competent to do so. You should operate the nearest fire alarm and, if you have sufficient time, call reception and report the location of the fire.
- 1.25 On hearing the fire alarm you should remain calm and walking quickly, not running, evacuate the building immediately following the instructions of the fire wardens. Do not stop to collect personal possessions, [do not use any lifts,]and do not re-enter the building until you are told that it is safe to do so.

Risk assessments, DSE and manual handling

- 1.26 General workplace risk assessments are carried out when required or as reasonably requested by members of staff or management. Managers are responsible for ensuring that any necessary risk assessments are undertaken and that recommended changes to the workplace and working practices are implemented.
- 1.27 If you use a computer for prolonged periods of time you can request a workstation assessment by contacting your line manager.
- 1.28 Information on the regulation of manual handling can be obtained from your line manager.