



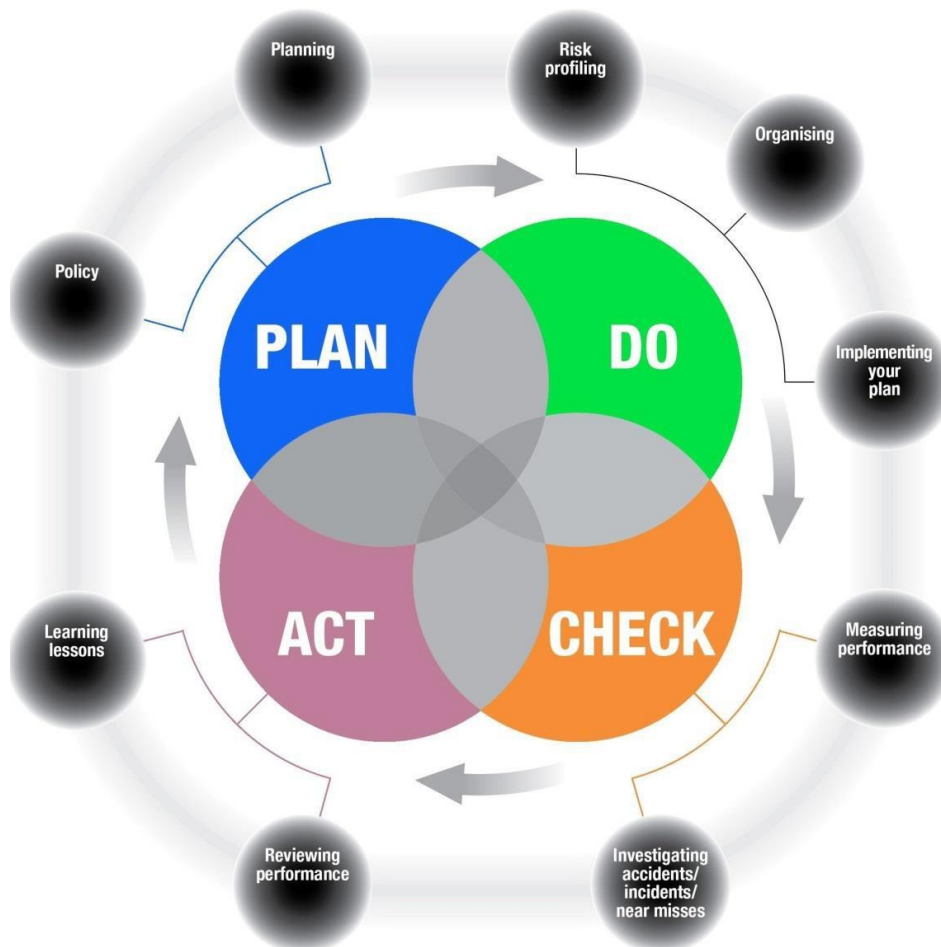
Health and Safety Policy

Responsible officer	Martin Wright
Approved by	The Board
Approved date	19.10.23
Next review date	19.10.24

Version	Amendment	Pages	Date	Who
1	Policy Completed	1-25	01/10/18	MW
1	Reviewed	1-25	01/10/19	MW
2	Reviewed due to Coronavirus	25	26/05/20	MW
3	Reviewed and additional information regards COVID – 19	25	08/02/21	MW
4	Reviewed	1-25	01/09/21	MW
5	Reviewed	1-26	08/03/23	MW
6	Added risk assessment from standalone policy. Edited committee wording and off site activities	14	31.8.23	MW

I. Statement of intent

- 1.1 Castle View Group (The Company) and its Board recognise and accept their responsibility to provide as far as is reasonably practicable, a safe and healthy working environment for all its employees, learners, and other people who use its premises, in accordance with the Health and Safety at Work etc Act 1974 and its associated regulations.
- 1.2 The Company approach to Health and Safety is based on the HSE's document 'Managing for Health and Safety' (HSG 65) whereby emphasis is placed on the following key components:



- 1.3 The Company recognises the importance of developing a positive Health and Safety culture, and to ensure this is achieved Health and Safety is actively promoted and encouraged throughout the organisation through the provision of information, training, instruction and supervision.

The Company operates a 'low blame' culture whereby employees are openly encouraged to report hazards, including near misses, without fear of reprisal to ensure the root causes of accidents are identified thus enabling measures to be put in place to eliminate recurrence.

- 1.4 Emphasis is placed on effective management ensuring a systematic approach to the identification of risks and the allocation of financial and physical resources to control them.
- 1.5 Specifically, the Company will ensure that all learners are developed regarding their capabilities and competencies in Health and Safety, have appropriate supervision arrangements, work and learning environments which are healthy and safe, are not exposed to undue risks when performing tasks, and those undertaking work experience are placed with safe employers.
- 1.6 In order to deliver these responsibilities, the Company undertakes, so far as is reasonably practical, to:
- Provide equipment and systems of work which are safe and without known risks to health.
 - Ensure safe arrangements for the use, handling, storage and transport of articles and substances.
 - Provide sufficient information, instruction, training and supervision to enable employees, learners and others to avoid hazards and to contribute positively to the health and safety of themselves and others whilst at work.
 - Maintain a safe and healthy place of work with safe access and egress.
 - Provide adequate welfare facilities.
 - Ensure that all relevant safety legislation, regulations and codes of practice are observed, and the legal requirements met.
 - Ensure that risk assessments are being carried out on an ongoing basis with employees participating in the risk assessment process. Assessments will cover the Company's undertakings and will assist in the identification of hazards and the setting of prioritised objectives for elimination and reduction of risk.
- 1.7 The Managing Director takes overall responsibility for Health and Safety including the formulation, development and implementation of the Health and Safety Policy within the Company and expects the co-operation and support of all managers, employees, learners and others in its implementation.

Tony Healer

Managing Director
September 23

III. Organisational responsibilities

1. Introduction:

- 1.1 The Managing Director is committed to establishing a pro-active approach to Health and Safety across the Company premises. An important part of this is the clear definition of responsibilities and relationships which promote a positive Health and Safety culture. In this way the implementation and continued development of the Health and Safety Policy and supporting documentation will form an integral part of the management process.
- 1.2 The Company aims to fulfil its obligations to meet all relevant Health and Safety legislation requirements and organise its activities to ensure full compliance.
- 1.3 Responsibility for Health and Safety lies with all individuals (management, staff at all levels, learners and others). The responsibilities and duties assigned below identify the policy makers, planners and implementers.

2. The Company (the Board):

- 2.1 The ultimate responsibility for Health and Safety policy in the Company rests with the Board.

3. The Managing Director

The Managing Director, will:

- 3.1 On behalf of The Company be responsible for the management of Health, Safety and Welfare in the Company.
- 3.2 Receive reports, and where applicable, recommendations from the Health and Safety Manager and others, and ensure that through the delegation of authority Company Policy is effectively implemented.
- 3.3 Report annually, but as required, to the Board on the effectiveness of the Company's Health and Safety Policy and the specific arrangements for its implementation and monitoring.
- 3.4 Identify Managers and other competent persons to delegate certain specific duties to ensure the safety of employees and others who use Company premises or premises used by the Company:
 - i) undertaking risk assessments relating to key tasks, which include the use of equipment, hazardous substances and methods of working.
 - ii) establishing, maintaining and monitoring safe working practices.
 - iii) safety inspections of the premises, plant and work activities, and ensuring that workplaces, work equipment and the control and use of substances comply

- with relevant statutory standards.
- iv) identification and implementation of appropriate health and safety training programmes for staff and others.
- v) the provision of information to employees and others to ensure their health and safety.
- vi) ensuring that, where appropriate, health surveillance is provided and undertaken.
- vii) the recording, reporting and investigation of accidents and incidents in the workplace.

4. Senior Managers (Exec and Senior Leadership Team members/Department Heads/Department Managers):

Senior Managers will:

- 4.1 In the absence of the Managing Director, assume the responsibilities as outlined above.
- 4.2 Be appointed by the Managing Director or Health & Safety Manager to become the nominated/suitably qualified person for the overall management of each site; generally, this will be the responsibility of one of the Senior Managers who is based at or responsible for a specific site. The appointed Senior Manager will be responsible for working with the Health and Safety Manager to ensure that fire safety procedures and appropriate first aid arrangements and trained staff are in place; also, that the site is in a generally sound Health and Safety condition.
- 4.3 Ensure that all managers and supervisors under their control are fully aware of their Health and Safety responsibilities and support them in the carrying out of their duties.
- 4.4 Make themselves familiar with any documentation and/or policy and/or instruction referring to the Health and Safety arrangements for employees/others, accommodation, maintenance or operation of that area of work.
- 4.5 Complete a Health and Safety Checklist on a quarterly basis.
- 4.6 Ensure appropriate and adequate risk assessments are carried out within their sphere of work and responsibility, for both operations and work practices, and ensure that records of assessments are kept and made available to employees and others as appropriate. They will also ensure that, where hazards are identified, appropriate action and advice is taken to remove or minimise such hazard or risk to the Health and Safety of any person under their control, and that all equipment under their control is regularly inspected and maintained, and records kept in accordance with relevant statutory provisions.
- 4.7 Notify the Health and Safety Department in sufficient time to ensure they conduct risk assessments of workplaces used by learners on work experience, prior to the placement.
- 4.8 Provide for all their staff the details of the organisation and arrangements for safety

relating to:

- i) the specific workplaces and working activities undertaken.
- ii) the specific equipment, materials and substances in use.
- iii) any related hazards, and
- iv) the effective planning, control, monitoring and reviewing of the preventative and protective measures. Arrangements may include safety advice and safety rules. Where safety rules apply, any infringement may result in disciplinary action.

- 4.9 Ensure that Health and Safety matters are taken into account when new methods, equipment or change are being considered or planned.
- 4.10 Seek and use safety advice, identify competent persons to undertake suitable and sufficient workplace risk assessments, and ensure that such competent persons are provided with sufficient time, training and resources to enable them to undertake their duties effectively.
- 4.11 Ensure that all managers and staff under their control are aware of first aid facilities, evacuation of premises and other emergency procedures, appoint Fire Wardens and ensure that agreed procedures on the reporting of accidents, dangerous occurrences and accident investigation are followed.
- 4.12 Ensure that all managers and staff under their control are fully aware of their Health and Safety responsibilities and support them in the carrying out of associated duties.
- 4.13 Ensure that suitable and adequate personal protective equipment (PPE) and storage facilities, where appropriate, are made available or obtained for identified staff, and ensure that personal protective equipment is properly used.
- 4.14 Ensure that all staff receive suitable training or are adequately trained in Health and Safety in relation to their duties, including offsite visits and activities.
- 4.15 Managers and course delivery staff will ensure that programmes of study include a Health and Safety induction and Health and Safety contents as appropriate.
- 4.16 Ensure the Health and Safety Department has been notified of learners' work placements in order that appropriate risk assessments can be undertaken prior to any placements commencing.
- 4.17 Managers and course delivery staff will ensure, when approving placements of learners for vocational work experience, they are satisfied with the establishment's safety policy and that the learner will receive sufficient information, instruction, training and supervision and that the work experience will be gained in a safe and healthy environment.
- 4.18 Senior Managers will be responsible for the provision of resources as appropriate and, so far as is reasonably practicable, to implement the Company Health and Safety Policy.

5. Health and Safety Manager:

The Health and Safety Manager will:

- 5.1 Provide necessary advice and assistance to the Managing Director, and where appropriate the Board, to enable the Company to fulfil its requirements and avoid prohibitions imposed by the relevant statutory provisions. This appointment does not absolve those members of staff undertaking a management or supervisory function from their duties and responsibilities expressed by the Health and Safety at Work etc. Act, 1974 and associated Regulations.
- 5.2 Formulate, disseminate and monitor appropriate health and safety policies in relation to risk assessment, first aid, and other relevant health, safety and welfare matters to enable the Company to fulfil its requirements and prohibitions imposed by the relevant statutory provisions, and that such policies are revised as may be necessary from time to time.
- 5.3 Identify and implement appropriate health and safety training for staff, learners and others including the keeping of statutory records.
- 5.4 Ensure that adequate first aid equipment and facilities including the training of personnel in first aid, are provided and that such arrangements are published to all staff and suitably displayed on all sites.
- 5.5 Ensure that policies for the reporting of accidents, dangerous occurrences, accident investigation and the evacuation of premises and other emergency procedures are in place and ensure that such procedures are disseminated to managers and staff.
- 5.6 Ensure, in liaison with Senior Managers, the effective planning, control, monitoring and reviewing of preventative and protective measures. The Health and Safety Manager will also ensure that, where appropriate, health surveillance is provided and undertaken.
- 5.7 Liaise where necessary with the County Fire Services and keep fire precautions and procedures under review.
- 5.8 Provide safety advice to managers, employees and learners, and identify competent persons to undertake suitable and sufficient workplace risk assessments.
- 5.9 Manage the Company Risk Assessment.
- 5.10 Obtain all relevant Health and Safety publications and ensure these are available to staff, learners.

6. Company Employees

All employees will ensure that they undertake the work they are required to complete with due regard for the safety of themselves, their colleagues, learners (with special attention to ensure regulations relating to those aged under 18) and others, including the general public, and will:

- 6.1 Take reasonable care for their own health and safety and that of other persons that may be affected by their acts and omissions at work.
- 6.2 Co-operate fully with the Company in all matters, rules, advice and instructions on health and safety matters and comply with all relevant statutory provisions; failure to do so could lead to disciplinary action.
- 6.3 Ensure that appropriate personal protective clothing and equipment (PPE) is used where necessary by themselves and by learners in their charge.
- 6.4 Report any defect or hazard involving equipment, systems or procedures to their line manager.
- 6.5 Report any defect or hazard involving buildings through the established Company reporting procedure.
- 6.6 Report accidents in accordance with the established Company procedure.
- 6.7 Ensure that learners in their charge have clear safety instructions affecting the use of equipment, substances, materials and processes.

7. Learners

All learners will:

- 7.1 Comply with all safety regulations and instructions and take reasonable care for their own health and safety and that of other persons who may be affected by their acts and omissions whilst on Company premises or whilst involved in Company course activities.
- 7.2 Ensure that appropriate personal protective clothing and equipment is used where specified as necessary by a trainer or other member of staff.
- 7.3 Report all accidents immediately to a member of staff.
- 7.4 Report any hazard observed immediately to a member of staff.
- 7.5 Not deface, damage, interfere with or remove any sign or equipment provided for health, safety or welfare purposes. It is Company policy to take disciplinary action against and/or prosecute offenders.
- 7.6 Further information is available in the Student Information Guide which is issued to each enrolled student; copies are also available via Reception.

8. Visitors:

- 8.1 The Company accepts its responsibility towards members of the public and visitors and will ensure, in conjunction with any additional licensing regulations where applicable, that so far as is reasonably practicable, adequate provision is made for

their health and safety when using or visiting Company premises.

- 8.2 Visitors and other persons working on Company premises must observe the health and safety rules and instructions laid down in the Company Health and Safety Policy and those intending to work will not be permitted to do so until they have accepted such relevant rules.
- 8.3 Any contractor or sub-contractor employed to carry out work for the Company will be required to operate to standards of health and safety not less than those set out in this policy, and to supply copies of their company's Health and Safety Policy with safe working procedures and appropriate risk assessment documentation, prior to commencing work.
- 8.4 It will be the responsibility of contractors when working for the Company, on or about Company premises, to take all necessary steps to ensure not only the health, safety and welfare of their own employees and subcontractors, but also to protect other persons not in their employment who may be affected by any works under their control. Such persons may include the occupants of any premises including employees, learners and all other visitors. They are required to discuss with Health & Safety Manager any risks associated with the work and provide details of any assessments.
- 8.5 All visitors will be issued with an Information on signing in at Reception.

9. Health and Safety Manager and Consultation:

- 9.1 The Company believes that a safe and healthy working environment will only be fully achieved with the full and active participation of its managers, employees and their elected representatives in the workplace, learners and through the formal consultative from the Health and Safety Manager.
- 9.2 Staff will be consulted about the arrangements for competent persons to carry out workplace risk assessments, the introduction of any measure that may substantially affect the health and safety of employees, the planning of health and safety training, the consequences of new technology for employees and persons to undertake evacuations of premises. The results of risk assessments will be available to Senior Management Team.

The Health and Safety Manager will:

- 9.3 Advise the Managing Director on matters relating to health, safety and welfare in the Company and make recommendations as to amendments to Company health and safety policy.
- 9.4 Receive reports from venue safety representatives, and other competent persons with regard to risk assessment and other safety matters and recommend appropriate action.
- 9.5 Participate in the review of measures taken to ensure the health, safety and welfare

at work of all employees, learners and visitors.

III. Health and Safety Arrangements

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Health and Safety Arrangements

The following section provides a summary of the systems and procedures in place within the Company. This is not an exhaustive list and current arrangements will be updated as necessary; in addition, guidance on new arrangements will be produced.

There is a range of operational documents used by the Company that provide additional information and support of the arrangements listed below. These are available from the Health & Safety Manager.

3.1 Information on Health and Safety:

It is the responsibility of managers to ensure the contents of all the Company's policies and procedures are brought to the attention of staff and learners. Staff must co-operate with Managers by familiarising themselves with the Company's policies and procedures, especially with regard to safe systems of work, which affect their daily working activities.

Health and Safety information will be available via:

- Staff notice boards.
- Learner classroom posters
- Direct Instruction and Training
- Posters situated throughout the Company.
- Staff Meetings
- The Health and Safety Manager

All new staff and learners will be briefed on health and safety matters through the Induction Programme and refresher training will be provided as required.

Specific health and safety queries should, in the first instance, be raised through line managers.

Advice may also be sought from the Company's Health and Safety Manager based at 4, Lumley Court, Drum Industrial Estate, Chester le Street DH2 1AN.
Phone: 0191 492 2422

3.2 Risk Assessment:

As an employer Castlview aim to create and promote a culture where employees and learners can be safe within their surroundings. The Management of Health and Safety at Work Regulations 1999 require that suitable and sufficient risk assessments are undertaken, so that significant hazards can be identified. It is the responsibility of Managers to ensure that these are carried out and that there are sufficient members of staff available to them or within their departments trained in the risk assessment process.

When carried out effectively, risk assessments account for every potential hazard and find solutions to remove or prevent them from causing harm. It is the duty of every employer to do this, and by ensuring that all risks are recognised, employees and anyone else that comes into contact with the business will be safer from these potential dangers.

All employers are required by law to protect their employees – and anyone else that is involved in

their business – from harm. Under this structure, the minimum that is expected of a business is to identify hazards that could cause injury or illness, gauge the likelihood of the potential issue causing harm and the level of risk it poses, and implement a solution to remove the problem or a plan to control and manage the issue from causing harm.

When undertaking risk assessments consideration must be given to specific Health and Safety legislation e.g., Regulations, Approved Codes of Practice, Guidance, and recognised commercial customs and practices.

Each department will keep records of assessment carried out and review them annually or sooner if there is a requirement to do so. Before any new equipment or systems are put in place a risk assessment will be carried out.

It is crucial to the process that immediately following a risk assessment an action plan is produced in order to ensure safety in the workplace. This will detail the action(s) that need to be taken to reduce the level of risk and the person who is responsible for ensuring implementation of the control measures.

Where the control measures involve personnel using dangerous machinery or hazardous substances in a specific way to avoid the risk of injury or ill-health, the Senior Manager for the department must ensure a Safe Working Procedure is written; its details must be communicated to all users and records relating to any information, instruction or training provided must be kept.

As a business Castleview, complies to The Health and Safety Executive (HSE) as they encourage businesses to regularly reassess potential risks in their workplace. To ensure that no further risks have arisen, and no new measures are needed, the HSE recommends that businesses carry out a risk assessment at least once a year.

However, they also state that a risk assessment should happen every time new procedures, equipment or substances are introduced into the workplace as they may lead to the possibility of new hazards. It could also be worth carrying out a risk assessment if there is a high staff turnover to check that all existing employees are aware of the health and safety protocol, and if there's been any concerning changes such as a rise in absences relating to a problem in the workplace.

3.3 First Aid:

Each premise will have sufficient numbers of qualified First Aiders and an adequate number of first aid boxes as required under the Health and Safety (First Aid) Regulations 1981.

It is the responsibility of Department Managers to ensure there is at least one Qualified First Aider (FAW) available to each department; higher risk areas may require additional FAWs. FAWs should where possible be office-based staff; Tutors should be trained to Emergency First Aid at Work (EFAW) level. A copy of the list will be kept at Head Office.

In the event of a member of the public or member of staff sustaining an injury the incident must be referred to a First Aider for attention, recorded, and if the person's condition is serious and requires further medical aid an ambulance should be called via the 999 system.

A record of every incident involving the intervention of a First Aider (FAW or EFAW) must be

recorded on the Company's Incident/Accident Report Form and submitted via their Department Head to the Health & Safety Manager.

3.4 Accidents involving Blood or other Body Fluids

Accidents involving blood, e.g., cuts, nosebleeds, etc. carry the danger of Hepatitis B, HIV (AIDS), etc. If possible, the injured person should put pressure on nose or cut themselves to stop the bleeding. The following points should be observed:

- Getting blood on yourself or on other people should be avoided.
- Disposable gloves should be used.
- Disposable paper towels or tissues to mop up spillage should be used, generally either by a First Aider or a qualified cleaner.
- Surface should be wiped with cleaning agent.

All contaminated material should be put into a yellow plastic bag, which should be tied up and placed into the appropriate waste bin.

3.5 Needle Safety:

In the event of a discarded hypodermic needle being found on Company premises it is essential that the incident is reported immediately to Reception or a member Management; the needle should not be touched.

Sites are provided with a 'needle safe disposal pack' and will ensure its safe disposal. The incident should be reported in accordance with the Incident/Accident Report procedure.

3.6 Accident Reporting/Recording

It is a legal requirement that all accidents are recorded and all injuries to staff, learners, visitors and contractors must be reported in accordance with the Company's Incident/Accident Report procedure. A copy of the Report Form can be obtained from Reception or from the Health and Safety Manager.

The Incident/Accident Report Form must be completed and submitted to:

The Health and Safety Manager 4, Lumley Court, Drum Industrial Estate, Chester le Street
DH2 1AN
Phone: 0191 492 2422

In the case of a notifiable accident or disease as specified under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, the Health and Safety Manager must be notified immediately or at the earliest possible moment (in the case of accidents necessitating the absence from work for more than seven consecutive (not including the day of the accident) days should be recorded and reported to the HSE)

The Health and Safety Manager will normally report such incidents to the Health and Safety Executive (HSE). However, if they are not available the HSE must be contacted on **Tel: 0345 300 9923 (Incident Reporting Centre)**. A summary of incidents requiring reporting under

RIDDOR is available on the Internet or via the Health & Safety Manager.

All reportable accidents will be investigated to determine the exact cause(s) and ensure measures are put in place to reduce the possibility of recurrence. Assistance with investigating more serious incidents/accidents should be sought from the Company's Health and Safety Manager.

3.7 Evacuation Procedures and Fire Precautions

All staff, learners, visitors, and contractors are required to evacuate premises on the sounding of a fire alarm. Records must be kept of all evacuations, including tests and false alarms. At least one emergency evacuation practice per quarter must be carried out in each premises.

It is the responsibility of the Health & Safety Manager to ensure that firefighting equipment (extinguishers, hoses, blankets, etc) is regularly checked, and means of raising the alarm and signage have not been tampered with or damaged in any way. The servicing of fire and security alarm systems and of firefighting equipment is part of a planned maintenance programme. Servicing records must be kept on premises.

- The Health & Safety Manager is responsible for making certain that all alarm systems (fire, intruder) are regularly tested and logged.
- Fire alarms should be tested on a weekly basis to ensure that the warning systems function properly and logged.
- Defective alarms should be reported immediately as an emergency repair.
- The fire appliances and appliance points should be checked on a regular basis to ensure the equipment has not been moved or tampered with in any way.
- Means of escape routes, fire exit points from the building and emergency doors should be checked on a regular basis (two or three times per week) to ensure they are free from obstruction and that all access doors from the building can be easily opened.
- All doors on escape routes and final exit doors must be kept unlocked during occupation of premises.
- In accordance with the Regulatory Reform (Fire Safety) Order 2005, the Manager at each site has been designated the 'Responsible Person'; the Health and Safety Manager has been designated the 'Competent Person'. The Health and Safety Manager will be responsible for ensuring fire risk assessments are carried out and reviewed as required.

3.8 Control of Substances Hazardous to Health (COSHH)

The Control of Substances Hazardous to Health Regulations (COSHH) 2002, require that an

assessment be made of the risks involved in using hazardous substances. If there is a risk, a non-hazardous substance should be substituted, if one is available. If not, then appropriate control measures including a safe system of work should be drawn up, disseminated to all users and training records kept.

Information required for all users includes:

- The potential health effects of the substance.
- The possible route of entry into the body.
- The correct control measures to be followed.
- Any safe working procedures to be followed.
- Any specific handling, storage and disposal procedures to follow.
- Use of any Personal Protective Equipment.
- What to do in case of accident, spillage, etc. and
- Possible medical effects of over exposure.

The Department Manager is responsible for ensuring a COSHH risk assessment is undertaken, where appropriate, in their area and that everyone who uses these substances is informed about, as well as instructed and trained in, their use. Regular monitoring and review of the arrangements are required.

In situations where staff/learners are working with hazardous substances which are classed as sensitising agents, or where they are undertaking activities which, for hygiene purposes, require the use of disposable gloves, it is the policy of the Company that **latex free gloves** are used e.g., Nitrex accelerator free – non latex gloves; under no circumstances should latex gloves be used within the Company. The Head of Department/Department Manager is responsible for ensuring the above is carried out.

Where staff/learners must use hazardous substances, the above-mentioned safe systems of work must be drawn up and made available (e.g., by display) to all who use them.

Where specific tasks have been contracted out e.g., cleaning, Contractors are responsible for providing COSHH information and training for their employees. However, it is the duty of the appropriate manager to bring it to the Contractor's notice if COSHH arrangements are not being adhered to (e.g., cupboards containing harmful substances not being locked) as others are being put at risk.

Inflammable substances and compressed gas cylinders must be correctly stored and used.

3.9 Electrical & Gas Safety

The Electricity at Work Regulations 1989, require a safe system of work to be adopted by each premise and which will include having:

- all fixed installations tested at least every 5 years (rolling annual programme).
- a certificate of the test of fixed installations.
- an inventory of all electrical apparatus/appliances.
- a record/log of inspections and annual tests.
- all portable appliances tested by a "competent" person using a portable appliance tester in accordance with current legislation.
- all portable appliances in service for over one year must display a certificate indicating that PAT testing has been undertaken. Any failed appliance must be taken out of

service and either repaired or disposed of.

Staff are encouraged to visually inspect the portable appliances they use and to report any damage or wear that they find. A visual inspection would involve checking the plugs, casings and cables looking for damage, cracks, fraying, wire exposure, etc.

Personnel must not use portable electrical appliances brought in from home on Company premises unless each appliance has been PAT tested prior to use. PAT testing can be arranged through the department concerned or via the Health & Safety Manager

Gas Safety

Maintenance and servicing will be carried out as part of the annual planned maintenance programme. In the event of an emergency involving gas, an announcement shall be made, the building will be evacuated (N.B. the alarm system for the building will not be used for this purpose) and the gas provider contacted. **If it is safe to do so**, the Health & Safety Manager will arrange to turn off the mains gas supply to the building.

3.10 Air Conditioning

The inspection and testing of air conditioning installations will be part of the annual Planned Maintenance Programme. If an installation fails to operate, or does not operate effectively, it will be closed down pending repair. Service records relating to systems should be kept on the premises.

3.11 Plant, Machinery & Equipment

All fixed installations should be inspected and tested as part of the annual planned maintenance programme. Other equipment e.g., photocopiers, etc. are serviced/maintained under contractual arrangements. Service records relating to the maintenance and servicing of all plant, machinery and equipment should be kept on the premises. The Department Manager is responsible for ensuring the above is carried out in liaison with the Health & Safety Manager.

Heads of Department are responsible for ensuring any equipment requiring statutory inspection is inspected within the designated time period and a certificate of compliance is available within the department.

3.12 Smoking

In accordance with the Smoke Free Regulations 2007 smoking is not permitted within any Company building, for the sake of the Policy this includes all vapour E-Cigarettes. The Company's Smoke Free Policy does stipulate designated areas where smoking is permitted at each site; a copy of the policy is available at site Reception.

Personnel found smoking in non-designated areas will be asked to move or extinguish their cigarette; persistent offenders will be dealt with through the Company's disciplinary procedure.

3.13 Display Screen Equipment (DSE)

The Health and Safety (Display Screen Equipment) Regulations 1992 apply to 'Users' of Visual Display Units (VDUs). A 'User' is defined as somebody who uses a VDU as a significant part of his or her normal work (e.g., uses a computer for continuous spells of an hour or more on a daily basis).

Department Managers are responsible for identifying users within their departments and ensuring risk assessment and training is carried out for each user. It is advisable that managers should select members of staff to be designated as risk assessors and ensure that they receive appropriate training.

There are 'on-line' DSE training and risk assessment packages available which can be used across the Company and staff are required to request access to it from either the Health and Safety Team or HR; all designated users will be expected to obtain the required 'pass' rate to demonstrate competence in the use of DSE. Any user who experiences ill-health issues which may be contributed to the use of DSE must complete an Incident/Accident Report Form and refer the matter to their line manager and the Company's Health and Safety Manager.

3.14 Defect and Hazard Reporting

It is the responsibility of every employee and other persons using departmental premises to report, immediately, either to their line manager or the Health & Safety Manager any situation which has the potential for harm so that action can be taken to rectify the problem.

If there is immediate danger, steps should be taken, as required, to reduce the risk as far as possible until a more permanent solution can be found. Appropriate temporary action might include:

- A warning notice alerting people to the hazard.
- Prevention or restriction of access to an area or piece of equipment.
- Temporary closure of a facility or activity.
- Erection of a barricade to prevent access to a danger area.

The Company upholds a policy of good housekeeping; in effect this means ensuring safe access and egress throughout all premises. Clear passageways must be maintained at all times throughout the buildings, on corridors, in public areas and offices to allow safe evacuation in an emergency and to avoid accidents by tripping.

Stairwells and under-stair areas must also be kept free of obstruction; they must not be used as storage areas as this constitutes an infringement of fire safety.

Good housekeeping also extends to storage areas, i.e., cupboards, shelves and storerooms. Managers in association with the Health & Safety Manager will carry out regular checks to ensure such areas do not become hazardous by poor stacking or an accumulation of equipment, etc.

3.15 Contractors

It is an obligation of Contractors to comply at all times with the provisions laid down in the Health and Safety at Work etc. Act 1974. Where work is contracted through the Company, the Head of Estates and Facilities will take all reasonable steps to ensure Contractors comply with Health and Safety law.

Managers will also take all reasonable steps, in association with the Health & Safety Manager, to ensure that persons undertaking work on the premises, but not in their employment, are not exposed to risks to their Health and Safety.

No manager shall engage contractors for provision of professional services within their area of responsibility without first notifying the Health & Safety Manager; all tendering and planning stages of all relevant Health and Safety legislation must be taken into consideration. In particular the Department Manager is to ensure that they establish on-site responsibilities and arrangements for the safety of employees, the public, and other persons who may be affected by the work being carried out. They should also make Contractors aware of the Health and Safety arrangements relevant to the premises to which they apply.

The Health & Safety Manager will ensure a person is designated to take responsibility as the project co-ordinator for the Contract and must ensure that the Contractor is aware of his/her statutory obligations. The designated person must ensure that:

- The Contractor produces on request, their Company Health and Safety Policy and arrangements.
- Relevant Risk Assessments are carried out in connection with all aspects of the work to be undertaken.
- The Contractor provides Safe Systems of Work documentation and Permits to Work, relevant to the contract. This must include details of 'special arrangements.
- By their methods of working and policy arrangements, persons both in the Contractor's employment, employees of the Company, and learners and other visitors who have access on or within the premises are not adversely affected by the Contractor's undertakings.
- The Contractor is made aware of the Company's Health and Safety policies and arrangements, and that all persons working for the Contractor carry out their work in accordance with the requirements of these policies and arrangements.

Advice on the health and safety issues of contracts may be obtained from the Health & Safety Manager

The Company does not expect staff or learners to participate in any work being undertaken by a Contractor.

3.16 Security:

Managers are responsible for ensuring that their premises are locked at the end of each day and the intruder alarm is set. The servicing of intruder alarms is part of the annual Planned Maintenance Programme.

Key holders will be called out in the event of the alarms being set off.

All staff and learners have a responsibility to ensure appropriate measures are taken to safeguard materials and equipment in their care:

- Personal valuables should not be left unattended.
- Staff, learners and visitors are expected to wear their Company ID at all times unless it is deemed unsafe to do so by a staff member.
- Lost or stolen keys, ID Cards or other property should be reported to the line manager immediately.
- The Police should be informed by the Department Manager of any thefts of departmental property and the crime number noted, and an Incident/Accident Report Form completed.
- Members of the public are responsible for their own property but in the event of a theft from a user of Company premises, staff should facilitate reporting the incident.
- Your line manager should be notified immediately if anyone is seen acting in a suspicious way.

3.17 Unacceptable Behaviour

The Company will maintain a policy on managing behaviour and it is committed to protecting staff and service users from persons using their facilities and services whose behaviour may cause disturbance, distress or disruption.

In the event of a person exhibiting unusual or threatening behaviour the manager of the department concerned should be contacted immediately; in addition, the Health & Safety Manager should be called via Reception. If the situation cannot be easily diffused, the Police should be contacted via the 999 system and requested to attend the Company.

During evening periods Senior Management can be contacted via mobile phone or the Premises telephone number which can be found on display at Reception and there is a duty manager on call for each site.

Staff are not expected to put themselves at risk of physical injury in attempting to resolve incidents of conflict.

The Company does not expect any member of staff, learners or others to be subjected to any form of verbal or physical abuse.

Any member of staff or learner being subjected to such behaviour must report the incident to their line Manager/Tutor who will ensure an investigation is carried out and appropriate action taken; an Incident/Accident Report Form must be completed and submitted to the Health and Safety Manager.

3.18 Manual Handling/Safe Systems of Work

Care must be taken, when lifting, not to strain and run the risk of injury. Managers are responsible for ensuring anyone who lifts regularly receives a risk assessment to determine the potential for injury and appropriate training in Manual Handling techniques. Details relating to Manual Handling training and risk assessment are available via the Company Health & Safety Manager.

In order to reduce the risk of injury staff should ensure they conform with the following:

Storerooms, stock cupboards, etc. will be arranged in such a way that any risk of accident, injury or fire is reduced to a minimum, if not eliminated.

- Heavy items will be placed at a height consistent with a person's physical capacity to lift them up or down without risking injury i.e., not too high, or indeed, too low.
- Storage will be planned so that the lightest and smallest (and not the heaviest or most bulky) equipment, etc. is in the more out-of-the-way places.
- There will be appropriate means of accessing any high-level storage, i.e., kick-stool or stepladders.
- Large or heavy packets can be split up to make carrying easier and safer.
- Stored items will be steady and firm, not precariously balanced or easily knocked over.
- Heavy items will not be stacked on top of each other unless they are very secure and not too high.
- There will be ease of access i.e., clear passage, to any stored items. Clutter will be cleared, and extraneous materials disposed of.
- Stepladders used for storing will be regularly inspected to ensure that they are in good condition (especially wooden ones).
- All hazardous substances (see Section 3.8 COSHH above) and potentially dangerous equipment and instruments must be stored safely.
- Inflammable substances will be kept in metal containers and locked when not in use. A record of their whereabouts will be held centrally.
- Gas cylinders will be stored according to requirements.

3.19 Driving

All drivers of Company vehicles should have their driving licences checked by HR and undergo training for competence and safety where necessary, e.g., mini-bus driving, this includes a driver assessment and instructions on undertaking basic safety and daily maintenance checks of the vehicle. Smoking is not permitted in any Company vehicle.

Staff who use their own cars on Company business must ensure they are appropriately insured and have a valid MOT, car tax and driving licence. HR will ensure arrangements are in place for the checking of driving licenses and insurances on a regular basis. They should at all times adhere to the Company Work-related Driving Policy.

3.20 New and Expectant Mothers:

Laid down in the Management of Health and Safety at Work Regulations 1999 is a

requirement to carry out risk assessments relating to the tasks undertaken by staff who are defined as 'new or expectant mothers'. Every effort will be made to ensure that pregnant or breast-feeding women are not exposed to the identified risks, more than they would be when outside the premises.

Women who become pregnant should inform, in writing, their line manager at the earliest opportunity. They must also provide a certificate from their registered Medical Practitioner or a registered Midwife confirming the pregnancy. The line manager will request this in writing from the employee.

In situations where it is not possible to reduce the risks to an acceptable level, the line manager will, on a temporary basis:

- adjust the conditions or hours of work of the employee or
- provide her with alternative work, if any is available, which is:
 - i) suitable and appropriate for her to do in the circumstances.
 - ii) on terms and conditions no less favourable than her normal terms and conditions or
 - iii) give her paid leave from work until such times as her safety or health or that of her child is no longer at risk.

These actions will only be deemed necessary where, as a result of a risk assessment, there remains genuine concern about the safety or health of the new or expectant mother. Where necessary, professional advice, e.g., medical or occupational health, will be sought on what the risks are and whether they arise from work. The line manager will keep the risks under review.

3.21 Occupational Health:

An Occupational Health Nurse can be engaged by the Company; staff are referred via their line manager and HR Department, usually following a period of prolonged absence or where a specific medical concern exists.

3.22 Health and Safety Training

The Company recognises that Health and Safety training is an integral part of the overall safety policy. Induction training will be provided for all new staff and others and includes appropriate safety information and details of local policies and procedures.

Various Health and Safety courses are available through the Company and staff are expected to attend specific courses which are relevant to their working activity. It is the responsibility of Department Managers to ensure their staff are trained. In addition, the Health and Safety Manager can provide staff training where a need has been identified.

The Company targets Health and Safety Training as follows:

All staff who work in excess of 10 hours per week are expected to undertake Health and Safety Training and associated assessment.

Other courses are available and include:

- Risk Assessment (1 day course)
- COSHH Risk Assessment (4-hour course)
- Manual Handling (4-hour course)

3.23 Auditing/Inspections

Departments Managers should ensure that safety inspections of their premises are undertaken each quarter, in conjunction with the Health & Safety Manager, using the approved checklist as a record which is available from the Health & Safety Manager. A copy should be sent through to the Health and Safety Manager together with an action plan if improvements are required; Departments Managers are responsible for ensuring the actions are undertaken.

The Health and Safety Manager will undertake a Health and Safety audit of premises every 12 months to identify any shortfalls and provide advice as necessary. This will be undertaken in consultation with Managers and other members of staff who have Health and Safety responsibilities in specific areas.

3.24 Lone Working:

Department Heads/Managers will be responsible for ensuring risk assessments are undertaken for staff who work alone, either on-site or off-site, and for monitoring the arrangements that subsequently may need to be implemented. Further guidance is available via the Health and Safety Manager and the Company Lone Working Policy.

3.25 Off-Site Venue Activities:

The Health and Safety Manager is responsible for approving risk assessments for venues for the tutors, visitors and learners. Primarily the following must be carried out in advance of delivery being undertaken:

- Risk Assessment of venue
- In date Employers Liability Insurance
- First Aiders named and available.
- Mobile phone.
- Emergency contact numbers collated.

3.26 Temporary Workers

The Company will provide any person who is employed on a temporary basis (agency/supply) comprehensive information in respect of:

- special occupational qualification or skills required by them in order to carry out their work safely.

- any health screening required under statutory provision in connection with their work activity.
- specific aspects of the work to be done (insofar as such aspects of the work are likely to affect their health and safety).
- details of the Company's Health and Safety policies, procedures, risk assessments or codes of practice, or any such health and safety information which is relevant to their work activity or work location.
- appropriate information, training and instruction in connection with their duties, or any equipment or machinery to be used in connection with their employment.

3.27 Working at Height

All members of staff must ensure they comply with the Work at Height Regulations 2005 before commencing any work which involves working at height; training delivery staff are responsible for ensuring learners are not put at risk when they are required to work at height.

As defined in the Work at Height Regulations 2005, a place is 'at height' if (unless the Regulations are followed) a person could be injured falling from it, even if it is at or below ground level. This includes working off step ladders, low level platforms and kick stools.

The overall principle is that persons in charge must do all that is reasonably practicable to prevent anyone falling.

The Regulations set out a simple hierarchy for managing and selecting equipment for work at height.

1. Avoid work at height where possible.
2. Use work equipment or other measures to prevent falls where working at height cannot be avoided, and
3. Where the risk of falling cannot be eliminated, use work equipment or other measures to minimise the distance and consequences of a fall should one occur.

The basic principles are:

- All work at height is properly planned and organised.
- All work at height takes account of weather conditions that could endanger health and safety.
- Those involved in work at height are trained and competent.
- The place where work at height is done is safe.
- Equipment for work at height is appropriately inspected.
- The risks from fragile surfaces are properly controlled, and
- The risks from falling objects are properly controlled.

In essence before any work at height is undertaken a thorough risk assessment must be

carried out and appropriate control measures put in place, which may include training and information.

Safe Use of Ladders

The Work at Height Regulations 2005 have not banned the use of ladders, step ladders or kick stools; however, a risk assessment must justify the use. The task must be of low risk, short duration (30 minutes), within suitable site conditions and no less than two people in attendance.

The Company complies with the recommendation by the HSE and DTI that Class 1/EN131 (industrial standard) ladders and stepladders are used in the workplace. Each ladder should be routinely inspected for no visible defects and there should also be a pre-use daily check. All operators must be competent in the use of ladders and should receive information, instruction and training.

Department Managers are responsible for ensuring that all ladders within their departments are formally inspected on a regular basis, all users are trained in the correct use of ladders and that records are kept.

Basic principles of ladder safety include ensuring the ladder is at a 75-degree angle (1:4 base to height); the ladder must be placed on a level surface; both feet and one hand to be in contact with the ladder; and the operator should be standing at least 3 clear rungs from the top.

When using step ladders ensure they are spread to their fullest extent; place steps at right angles to work; ensure the cords, hinges, swivels, and sliding joints are in good condition; never stand on the top step, the operator should be standing at least 2-3 clear rungs from the top dependent on design.

Further information regarding the safe use of ladders can be obtained from the Company's Health and Safety Manager and the Company Health and Safety Website.

3.28 Work placement of Learners:

Learners who undertake work placement as part of their studies or are enrolled under the work experience schemes, where reasonably practicable, must have their working environments formally inspected by a member of staff from the Company's Risk Assessment Unit (RAU). It is the responsibility of the Department Head or Department Manager to ensure the RAU is notified before learners commence their work placements as set out in the Student Work Placements Policy.

The Risk Assessment Unit will:

- Undertake a risk assessment of the employer in accordance with the HASP form.
- Notify the department concerned that a risk assessment has been carried out and provide details of its outcome.

- If necessary, an action plan may have been left with the employer outlining work that may need to be taken.
- In exceptional circumstances the RAU may refuse a work placement and will then inform the respective department of their findings, in this situation the student should be found an alternative work placement by their department.

3.29 Personal Protective Equipment

Personal Protective Equipment (PPE) is provided for staff and learners, as the lowest level of the hierarchy of control, where the risk of exposure cannot be adequately controlled by other measures.

The Health and Safety Manager is responsible for ensuring PPE is provided in accordance with the Personal Protective Equipment Regulations 1992. The PPE must provide the level of protection required and must fit correctly; staff and learners must be trained in the appropriate use of the PPE and know how to clean and maintain it as necessary. A risk assessment should be written to determine the level of PPE required and ensure, if possible, other more effective control measures have been implemented.

3.30 Noise

The Control of Noise at Work Regulations 2005 (the Noise Regulations) aim to ensure that workers' hearing is protected from excessive noise at their place of work, which could cause them to lose their hearing and/or to suffer from tinnitus (permanent ringing in the ears).

The level at which employers must provide hearing protection and hearing protection zones is now 85 decibels (daily or weekly average exposure) and the level at which employers must assess the risk to workers' health and provide them with information and training is now 80 decibels. There is also an exposure limit value of 87 decibels, taking account of any reduction in exposure provided by hearing protection, above which workers must not be exposed.

If any member of staff is concerned about the noise levels in their working environment, they should contact the Health and Safety Manager who will arrange for a noise level assessment to be carried out if appropriate.

3.31 Asbestos:

The Company complies with the Control of Asbestos Regulations 2006 and the Health & Safety Manager hold an asbestos register which is regularly reviewed.

Prior to any building or maintenance work being undertaken on the premises by an approved member or approved contractor the asbestos register must be referred to. Under normal circumstances this is undertaken by the Head of Estates and Facilities or the Buildings and Contracts Manager, otherwise it is the responsibility of the Department Head/ Manager to refer to the asbestos register.

3.32 Legionella:

The Company follows the approved code of practice and guidance as outlined in the HSE's document 'The Control of Legionella Bacteria in Water Systems'. The water systems are monitored by an external contractor on a regular basis; tests are undertaken, and any remedial work is carried out.

3.33 Stress:

The Company recognises that anyone can be affected by work-related stress and is conscious of the HSE's approach in tackling the effect stress can have on individuals and the organisation through the development of the Management Standards. The Company takes a proactive approach to reducing stress levels with focus on the following key aims:

- To make sustainable improvements in the well-being of all staff working in the Company.
- To promote supportive and well-informed managerial practice which actively develops a healthy workplace, focusing upon the progress of the organisation.
- To enable staff, learners and others as individuals and in groups to manage successfully the pressures they face.
- To use a range of evaluation methods in order to identify strengths and weaknesses, to measure progress systematically, to inform action taken as a consequence, and to establish effective means of achieving success in different contexts, and
- To provide a means of networking information and research about best practice.
- The Company Stress Management Policy sets out clear procedures to follow.

The Company recognises that non-work-related issues can cause stress. The Company provides support to employees via its HR Department.

3.34 Alcohol and Drugs:

The Company endeavours to ensure that employees' and learners' use of either alcohol or drugs does not impair the safe and efficient running of the organisation or the health of its employees and learners.

Managers/training delivery staff who feel an employee's or learner's unsatisfactory performance may be drug or alcohol related should arrange to hold a meeting with the individual to determine if the person acknowledges they have a problem. The matter should then be referred to the HR Department who can offer further advice and support.

If a quantity of suspected illegal drugs is found on any Company premises the matter must be referred to the appropriate Manager immediately, or in his/her absence the Health & Safety Manager. The Police should then be notified via the 911 system.

The Company will not tolerate the presence of any person on its premises who is under the influence of alcohol and/or drugs. The Company Drug and Alcohol Policy should be adhered to at all times.

3.35 Medicines:

Prescribed medicines should only be self-administered on Company premises by the individual concerned in accordance with the directions given by the medical practitioner who

issued the prescription.

In exceptional circumstances staff may administer prescribed drugs to staff/learners for emergency treatment; currently this relates to:

- EPI PEN containing adrenaline for reversing the effects of anaphylaxis, and
- BUCCAL Diazepam for reversing the effects of status epilepticus.
- Any member of staff undertaking one of the above procedures must be trained in the procedure through training sessions arranged by the Company. In addition, consent must be obtained in advance from the individual concerned or if under the age of 18 from their parent or guardian.

3.36 Coronavirus (COVID-19)

The company follows all guidance from GOV.UK in regard to COVID-19

Government guidelines as below:

Hands – Face – Space

We can all help control the virus if we all stay alert. This means you must:

- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly.

As a business we have taken further steps to ensure the safety of all staff and to assist in the control of the spread of coronavirus within the work environment.

We are now following the new updated guidance from the Government.

Managing Director – Tony Healer

Date – 5/9/23

Signature – T. Healer