
CHRE

Employee Health and Safety Policy

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1 Introduction

The CHRE Health and Safety management manual includes the following sections:

1.1 A Statement of CHRE's Policy Regarding Health and Safety at Work

It is the policy of CHRE to comply with the terms of the Health and Safety at Work Act 1974 and subsequent legislation and to provide and maintain a healthy and safe working environment. The health and safety objective of the organisation is to minimise the number of instances of occupational accidents and illnesses and ultimately to achieve an accident-free workplace.

All employees will be provided with such equipment, information, training and supervision as is necessary to implement the policy and achieve the above stated objective.

CHRE recognises and accepts the duty to protect the health and safety of all visitors to CHRE, including contractors and temporary workers, as well as any members of the public who might be affected by our operations.

While the management of CHRE will do all that is within its power to ensure the health and safety of its employees, it is recognised that health and safety at work is the responsibility of each and every individual associated with the organisation. Although directors and managers of CHRE have prime responsibility for health and safety, CHRE realises that a healthy and accident-free workplace cannot be achieved without the co-operation and active support of its employees. CHRE therefore has arrangements for keeping you informed about matters of health and safety.

The management of CHRE will provide every employee with the training necessary to carry out their tasks safely. However, if an employee is unsure how to perform a certain task or feels it would be dangerous to perform a specific job, then it is the employee's duty to report this to their line manager. An effective health and safety programme requires continuous communication between employees at all levels. It is therefore every employee's responsibility to report immediately any situation which could jeopardise the well being of themselves or any other person.

Safe working is not optional; it is a condition of your employment that you will comply with safety signs, instructions and procedures.

In summary our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our work activities;
- to provide and maintain safe plant and equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employees;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

1.2 The Organisation that exists for Implementing the Health and Safety Policy

The general health and safety responsibilities of key individuals and groups of employees are detailed in this section. You must make sure that you are aware of your own responsibilities. Additional specific duties may be delegated to you depending upon your job.

1.3 Arrangements for Implementing the Policy

The health and safety document contains sections covering CHRE's policy and arrangements regarding all of the main topics relating to health and safety, along with practical explanation of what you are required to do.

All employees are required to read this information and ensure that it is understood and adhered to.

1.4 Why a Health and Safety Management System is important to us

Injuries and ill-health resulting from work activities can be a major cause of pain and suffering to the victims and to their families and friends. As an employer we have a moral duty to do all that we reasonably can to prevent this.

As a company and as individuals, we also have duties under a comprehensive range of health and safety laws. These laws require us to manage our activities so as to anticipate and prevent situations that might result in occupational injury or ill-health. It is therefore in our best interests as an organisation and as individual employees to do what we can to achieve good health and safety performance.

Good health and safety performance does not happen by chance. As with all of our business objectives, it has to be managed using a structured approach. Our Health and Safety management system identifies the structure. It is in three main parts, as shown below.

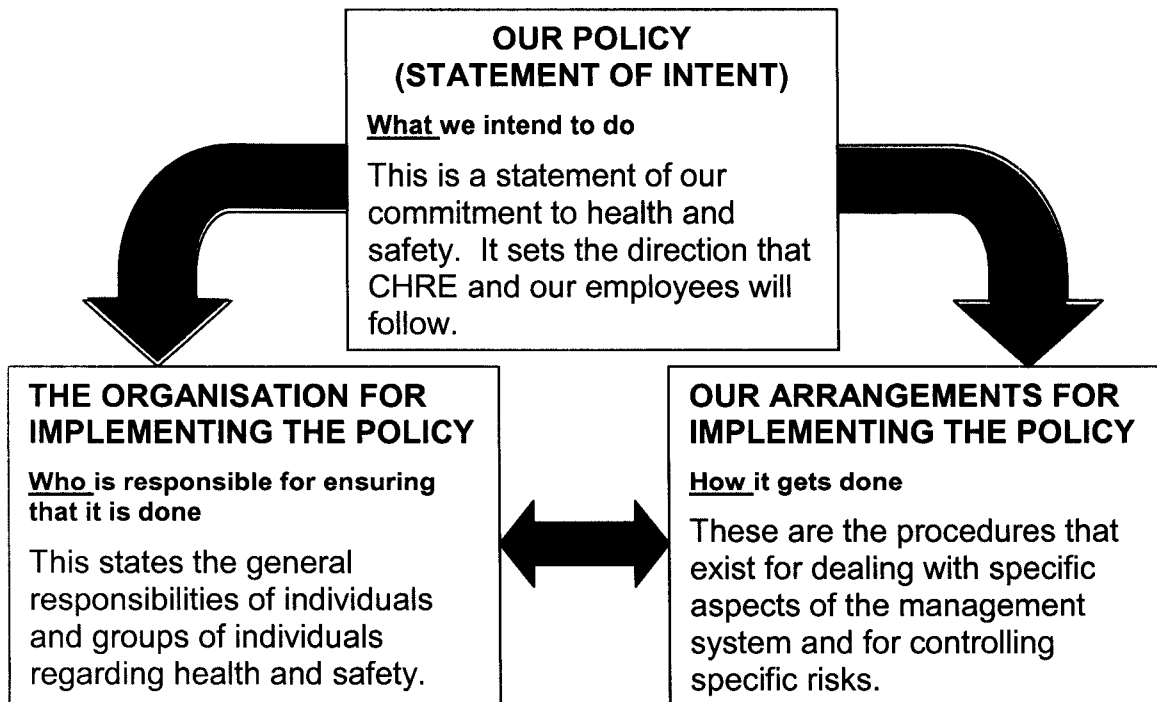


Figure 1 - Health & Safety Management System

2 Section One

2.1 Health and Safety Policy - Statement of Intent

CHRE intends to provide safe and healthy working conditions for its employees and to ensure that its activities do not adversely affect the health or safety of employees or others. This is an integral part of our business and has equal status to other aspects of business performance.

As with other aspects of our business we are committed to achieving high levels of occupational health and safety performance. Compliance with legal requirements is the minimum acceptable standard and we are committed to progressive, cost effective improvement.

It is the responsibility of CHRE to review this policy at least annually and to revise it as often as is appropriate.

Appropriate financial and physical resources will be provided to implement the policy.

The management of health and safety is a prime responsibility of managers at all levels but the objectives of the policy can only be achieved with the support and commitment of all employees. Compliance with the policy is a condition of employment.

In order to gain the full commitment of employees, CHRE will ensure that:

- employees or their representatives are involved and consulted on matters of health and safety;
- all employees at all levels are aware of their general and specific responsibilities for health and safety; and
- all employees at all levels receive appropriate information and training, and are competent to carry out their duties and responsibilities.

Expert advice will be obtained where necessary to determine the risks to health and safety within the organisation and precautions required.

Duties and responsibilities for matters of health and safety are set out in Section Two.

Arrangements for implementation of the policy are set out in Section Three.

CHRE will ensure that the policy and its objectives are understood, implemented and maintained at all levels in the organisation. This will be achieved by the progression and development of health and safety management systems, and by periodic auditing of those systems to ensure their adequacy and effectiveness.

Signed: Henry Lyke Chief Executive

Date: 6. March 2009

The logo for NorthgateArinso, featuring the company name in a sans-serif font with a curved line above the 'A' in 'Arinso'.

3 Section Two

3.1 The Organisation and Responsibilities for Implementing the Policy

We all have legal responsibilities for health and safety while we are at work. It is important that we are all aware of these responsibilities and that we work together to achieve a high standard of safety.

It is also important that all personnel know the lines of communication and levels of responsibility that exist to ensure that safety matters are dealt with efficiently.

3.1.1 *Management Responsibilities*

Responsibility for safety ultimately rests with the highest level of management. Duties and responsibilities are however delegated to all levels of management. The following section identifies:

- the responsibilities that we all have as employees; and
- those individuals with particular safety responsibilities.

3.1.2 *Employee Responsibilities*

All our employees have general duties under Section 7 and 8 of the Health and Safety at Work Act 1974, and other related legislation.

We **ALL** have the legal responsibility:

- to take reasonable care of our own safety and the safety of any other persons who may be affected by what we do or fail to do at work;
- to co-operate with each other so as to enable compliance with any imposed legal duty or requirement;
- not to interfere with or misuse, intentionally or recklessly, anything provided in the interests of safety;
- to report hazardous shortcomings in health and safety arrangements.

3.1.3 *Individual Responsibilities*

The following details individuals with specific safety responsibilities. Further detail can also be found under each related section of the specific responsibility.

3.1.3.1 General responsibilities

1. **Overall and final responsibility for Health and Safety is that of:**
Chief Executive
2. **Day-to-day responsibility for ensuring this policy is put into practice is delegated to:**
Head of Operations
3. **To ensure health and safety standards are maintained / improved, the following person has responsibility in the following areas:**

<i>Office Manager</i>	<i>Accident Reporting and Investigation</i>
	<i>Cleanliness and Hygiene</i>
	<i>COSHH</i>
	<i>Emergency Plan</i>
	<i>Fire arrangements</i>

3.1.3.2 Health and Safety risks arising from our work activities

4. **Risk Assessments will be undertaken and managed by:**
Office Manager

3.1.3.3 Safe Plant and equipment

5. **General Building maintenance will be identified and managed by:**
Office Manager
6. **Any problems found with the building should be reported to:**
Office Manager
7. **CHRE will ensure that any new plant and equipment (under their remit) meets the health and safety standards before it is purchased.**
8. **General equipment maintenance will be identified and managed by:**
Office Manager

3.1.3.4 Safe handling and use of substances

9. **COSSH assessments will be carried out / and substances will be identified by:**

Office Manager

10. **Any actions taken with regard to COSSH will be undertaken / managed by:**

Office Manager

3.1.3.5 Information, instruction and supervision

11. **The Health and Safety Law poster is displayed in:**

the kitchen

12. **Health and Safety advice is available from:**

The Head of Operations and the Office Manager

13. **Supervision of young workers / trainees will be arranged / undertaken / monitored by:**

The Head of Operations

14. **The responsibility for ensuring that our employees working at locations under the control of other employers are given relevant health and safety information is with:**

The relevant line manager.

3.1.3.6 Competency for tasks and training

15. **Induction training will be provided for all employees by:**

The relevant line manager, and the Office Manager (where required, e.g. emergency evacuation procedures)

16. **Job Specific training will be provided by:**

Line Managers

17. **Training records are kept by:**

The Head of Operations

18. **Training will be identified, arranged and monitored by:**

The Office Manager

3.1.3.7 Accidents, first aid and work-related ill health

19. **The first aid box is kept in:**

The kitchen

20. **The appointed persons / first aiders are:**

Michael Andrews, Head of Scrutiny & Quality

Briony Mills, Fitness to Practise Officer

21. **The emergency first aider is:**

n/a

22. **All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept in / managed by:**

The Office Manager

23. **The responsible person for reporting accidents, diseases and dangerous occurrences to the enforcing authority is:**

The Head of Operations

3.1.3.8 Monitoring

24. External contractors are **responsible for conducting safety audits.**

25. *The Head of Operations and/or external contractors* are **responsible for investigating accidents.**

26. **The Chief Executive is responsible for investigating work-related causes of sickness absence, and acting on any such findings.**

3.1.3.9 Emergency procedures - fire evacuation

27. **The Fire Wardens are responsible for ensuring the fire risk assessment is undertaken and implemented.**

28. **Escape routes are checked by :**

the Office Manager

29. **Fire extinguishers are maintained and checked by:**

the Office Manager

30. **Fire extinguishers are subject to a weekly user check. These are carried out by:**

the Office Manager

31. **Fire alarms are tested by:**

the Landlord - weekly

32. **Emergency evacuation training will be provided to all employees:**

At least every 12 months

the Office Manager is responsible for ensuring this is carried out

3.2 Management Structure for Implementing the Health and Safety Policy

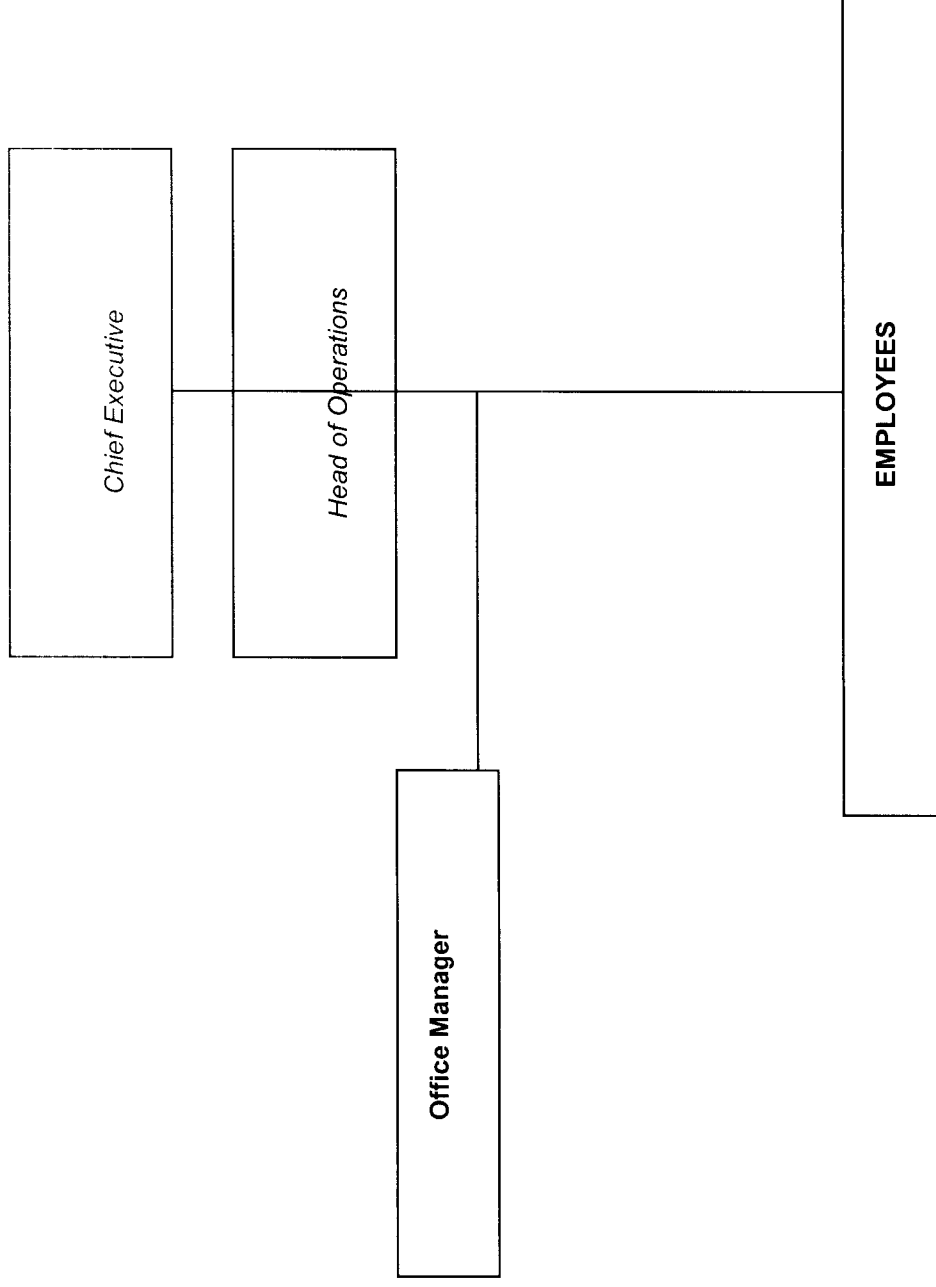


Figure 2 - Management Structure

4 Section Three – Health and Safety Rules

4.1 Arrangements for Implementing the Policy

4.1.1 Introduction

Due to the constantly changing environment in a workplace it is not possible to write rules for every aspect of Health and Safety at Work. However, if you read, understand and follow the health and safety rules contained within this handbook, you will be helping to comply with your legal duty and be contributing to the safe running of our workplace.

If you do not understand what is expected of you or if you are unsure about our safety rules, speak to your line manager as soon as possible.

4.1.2 Consultation

4.1.2.1 Safety Representatives

CHRE acknowledges the importance of employee involvement in health and safety matters.

CHRE will consult directly with employees on relevant health and safety matters. The relevant matters are:

- the introduction of any measure that will affect the health and safety of employees;
- the arrangement for appointing or nominating persons to assist us in complying with relevant legislation, and to assist in emergency procedures;
- the provision of relevant information as required under health and safety legislation;
- the planning and organisation of any relevant training required to be provided to employees under health and safety legislation;
- the health and safety consequences of introducing new technologies into the workplace.

It is the intention of CHRE to positively encourage the involvement of employees in such matters, and to provide any facilities and assistance that might reasonably be required in order for this involvement to be effective.

4.1.2.2 Methods of Consultation

CHRE undertakes to consult directly with you and other employees on relevant health and safety matters.

Consultations will involve meetings between designated member(s) of the management team, together with all employees, where such a meeting is appropriate and reasonably practicable. Where it is not reasonably practicable to consult with all employees at a single event, it will be necessary to arrange additional meetings.

4.1.2.3 Frequency of Consultation

The timing and frequency of consultation events will depend on the nature of the matters about which the consultation relates. Consultation events will be arranged as and when necessary for the consultation to be 'In good time', in respect of any of the matters for which consultation is relevant. 'In good time' means that consultation will take place sufficiently in advance of any relevant changes so that your views and input can, if appropriate, be taken into account by the management team.

4.1.2.4 Raising Concerns Regarding Health and Safety

Should you have any concerns regarding your health or safety at work, you are encouraged to report them to your line manager.

The following section, Section Four, specifies health and safety rules covering the main areas of our working environment, and are detailed in alphabetical order.

5 Section Four - Specific Health and Safety Rules

5.1 Accident Reporting

It is the policy of CHRE to record and investigate all accidents that result in injury or ill health. It is also our policy to record and investigate all accidents that might potentially have resulted in injury, ill health or damage to property, plant or equipment. You are required to co-operate in this by following the reporting procedures shown below:

5.1.1 Reporting Injuries

- a. If you are injured, you must initially report to a first aider (even if no treatment is necessary). Lists of first aiders and emergency first aiders are displayed in the kitchen (see 'First Aid'). You must provide the first aider/emergency first aider with information about yourself and about the circumstances of the accident.
- b. In cases where it is recommended that you are sent for immediate hospital treatment, it is the responsibility of the first aider to ensure that your line manager is informed. In all other cases, i.e. where you (the injured person) are sent home or return to work, you must report to your line manager before doing so.
- c. All injuries must be recorded as soon as possible in the accident book by the Office Manager and the appointed person must be notified.
- d. An Injury Report Form is required for every work-related injury that requires treatment.
- e. A responsible person will ensure that a notification is made to the Incident Contact Centre (ICC), in Caerphilly where required under RIDDOR 1995 (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995). ICC will complete your accident report for you and send the report to the correct enforcing authority on your behalf. ICC can be contacted on 0845 300 9923 or at www.riddor.gov.uk.
- f. The line manager of the department or section in which the accident occurred will carry out a full investigation (completing an Injury / Investigation Report Form) as soon as circumstances permit.

5.1.2 Reporting Near-Miss Incidents

- a. You must also immediately report to your line manager details of near-miss incidents:

A Near-Miss Incident Report Form is required for every incident in which there is damage to property, plant or equipment, or where there was clear potential for injury from:

any unplanned event that resulted in damage to property;

any unplanned event that might potentially have caused injury to yourself or others, or damage to property.

- b. A responsible person will ensure that a notification is made to ICC who will in turn complete the notification for the enforcing authority where required under RIDDOR 1995.
- c. The line manager of the department in which the near-miss incident occurred will carry out a full investigation (completing an Investigation Report Form) as soon as circumstances permit.

5.2 Alcohol and Drugs

CHRE recognises that the effects of alcohol or drugs at work can create serious health and safety risks, to such an extent, that it may affect an employee's performance, conduct and relationships at work.

The risk of injuries and accidents can be reduced if you adopt the following precautions:

- do not come to work under the influence of alcohol or drugs;
- do not bring alcohol or non-prescribed drugs on to company premises;
- check with your doctor or pharmacist about the side-effects of prescribed medications;
- never drive or operate machinery when you are affected by alcohol or drugs;
- if you suspect a colleague may be suffering from alcohol or drug abuse, inform your line manager - do not "protect" them by keeping silent;
- ask for assistance if you feel that matters are beyond your own control.

Please see your Staff Handbook for full details of CHRE's substance misuse policy and procedure.

5.3 Display Screen Equipment

CHRE is committed to ensuring the safety and well being of all its employees whilst working with display screen equipment (DSE).

CHRE aims to reduce the risk of harm to employees and intend to reduce risks to the lowest level that is reasonably practicable by:

- ensuring (by risk assessment) the suitability of display screen equipment workstations;
- providing variety in the work routine of users so as to avoid prolonged fixed postures;
- reimbursing the cost of eye sight tests at 2 yearly intervals upon a request being made by the employee, or sooner if an optician recommends a shorter interval, or when a visual difficulty is experienced;
- and where appropriate, when prescribed by an optician, reimbursing the cost of basic corrective spectacles for users of display screen equipment, so as to minimise fatigue resulting from visual fatigue;
- providing appropriate information and training to users of display screen equipment.

Employees requiring reimbursement should contact *the Office Manager* before arranging the eye test or obtaining the corrective spectacles.

Many of the key actions needed to avoid musculo-skeletal problems and fatigue headaches that can result from frequent prolonged use of display screen equipment depend on the user.

The risk of injuries can be reduced if you adopt the following precautions:

- ensure that your workstation is correctly organised and adjusted to minimise postural problems (as described in your training);

- use a footrest if you cannot comfortably rest your feet on the floor;
- avoid storing objects under your desk that might restrict your leg-room;
- ensure that your screen is correctly adjusted, free of flicker and that there is no reflection or glare;
- ensure that any screen view/zoom facility is set to a size that is comfortable to your eyes;
- take full advantage of any opportunities to vary your work routine, so as to avoid prolonged periods with a fixed posture and/or repetitive movements;
- complete the workstation users self-assessment questionnaire;
- immediate contact your line manager if you are suffering health symptoms that you think might be associated with display screen equipment work;
- ensure that your line manager is aware of any changes in your workstation (e.g. relocation, new equipment etc) that might require a re-assessment.

5.4 Electrical Equipment

CHRE recognises that electrical equipment can be hazardous and it is therefore CHRE's intention to take all reasonable steps to secure the health and safety of employees who use, operate or maintain electrical equipment

The risk of injuries and accidents can be reduced if you adopt the following precautions:

NEVER touch electrical equipment with wet hands or move any portable electrical equipment without disconnecting it from the mains, or make any electrical repairs or do any other electrical work unless you are an authorised person.

KEEP electrical supply cables and flexes away from wet areas or from where they will be damaged by being walked over or knocked when moving equipment about.

ALWAYS switch off all equipment when not required, unless continuous operation is necessary; disconnect electrical equipment at night by removing the plug from the socket, again unless continuous operation is necessary and / or you are instructed otherwise; report defective equipment to your immediate supervisor. Remember that water and fluids are conductors of electricity and their association with faults caused by, for example, damaged cables, flexes, plugs and sockets, the overloading of circuits and fuses, etc would make the shock more severe.

5.4.1 Portable Appliance Testing

All electrical equipment should be visually checked by the operator before use.

CHRE will ensure that all electrical equipment is inspected and tested by a competent person on a regular basis (anywhere between 6 months and 4 years). The more frequently the item is used, the more frequently it will be checked. (Inspected and tested are 2 different things, the inspection will check fuses, cables etc.)

A register of electrical equipment is held by CHRE. A register of electrical testing and inspection is also held by CHRE

Personal electrical equipment shall not be brought into work unless it has first passed an electrical test, and been labelled as such. Such equipment is not to be used without the express permission of CHRE.

No employee shall engage in any work or repair on electrical equipment unless competent to do so.

5.5 Evacuation Procedures

On hearing the fire alarm sound continuously, leave the building via the nearest fire exit (either the fire exit stairs in the centre of the office, the front door or the doors leading from the boardroom to the lift lobby), and report to your fire marshal who will report to the fire warden (building security) in charge of the assembly point outside Charing Cross station by the Big Bus Company sightseeing bus. A fire marshal will take charge of the evacuation and ensure that no-one is left in the office.

- Leave by the nearest available exit
- Remain calm and proceed in an orderly manner
- Do not use the lifts or escalators
- Do not delay to collect personal belongings
- If the normal escape route is obstructed by fire, turn away and go to the secondary escape route
- Give assistance as necessary to a colleague experiencing difficulty and do not hesitate to ask for help if you have a need
- Do not re-enter building without fire brigade approval

5.5.1 Bomb Threats

In the event of a bomb threat, the following procedure should be followed:

On receipt of any message pertaining to a threat to the building or its occupants, the Office Manager or the Receptionist must be informed, and he/she will immediately contact the Police (using the emergency 999 phone procedure). The Police will advise as to whether an evacuation is necessary, and attend the site. The person answering the telephone is asked to try and recall as much detail as possible of the threat call. The following is a list of things to be noted.

- Name and address of caller (often available but not asked for);
- Whether male or female;
- An indication of type of telephone used;
- Exact time of call;
- What the caller actually says verbatim;
- Any accent, whether well spoken or otherwise;
- Whether the caller sounded intoxicated;
- Any indication as to the mental state of the caller;
- Whether it appeared that they were reading from a prepared script

5.5.1.1 Evacuation:

- Inform the Police immediately;
- Evacuate all buildings unless advised otherwise by the Police;
- Use normal fire exits;
- All persons **SHOULD** take personal belongings with them so long as it does not cause any undue delay; this will help in the subsequent search, as these bags will not need to be checked;
- The fire alarm should be triggered after 2-3 minutes to ensure everyone evacuates;
- Role call should take place as far from the buildings as practical;
- If the situation is likely to last for more than 1 hour, place warning notices on doors and lock up.

If the Police decide to instigate a full search, a major local evacuation may be required, and all staff must co-operate in managing such an event. If the Police wish to search the building, then members of staff who agree to accept the risk should join the Police in the search.

The Chief Executive or Head of Operations in his absence should be the only person to decide if re-occupation is safe.

5.6 Fire Safety Instructions

5.6.1 Fire Alarm

The fire alarm is located:

In reception, the boardroom, the open plan (operations) area and the IRP office

IF YOU DISCOVER A FIRE:

Raise the alarm by

Immediately operating the nearest fire alarm call point and following the instructions for leaving the building.

Should you hear the fire alarm sound, immediately vacate the premises by the nearest available exit and proceed to the assembly point indicated below.



DO NOT RE-ENTER THE BUILDING TO COLLECT PERSONAL BELONGINGS.

If it is SAFE to do so, tackle the fire with the nearest appropriate fire extinguisher, but only if you have been trained to do so.

Always ensure there is a safe exit route before attempting to extinguish any fire.

WHEN INFORMED OF A FIRE:

Immediately vacate the premises by the nearest available exit.

Assist any disabled persons/visitors to evacuate the premises.

Proceed to the assembly point indicated below and await roll call.

ASSEMBLY POINT:

**Outside Charing Cross Station
(by the Big Bus Company Sightseeing Bus)**

DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO BY THE MANAGEMENT UNDER INSTRUCTION BY THE FIRE WARDEN.

5.6.2 Fire Prevention

CHRE recognises the risk to which employees and others on our premises may be exposed in the event of fire. It is a requirement of law that a fire risk assessment be carried out by the Company and any significant findings brought to the attention of all staff. It is the policy of CHRE to reduce these risks to the lowest level that is reasonably practicable and to comply with all relevant laws relating to fire safety in the workplace.

The risk of injuries and accidents can be reduced if you adopt the following precautions:

- a. You should help to reduce sources of ignition by:
 - not bringing unnecessary potential sources of ignition into the workplace;
 - not overloading electrical or mechanical equipment;
 - not smoking except in designated smoking areas.
- b. You should help to minimise potential fuel for a fire by:
 - reducing flammable materials in the workplace to a minimum.
- c. In case a fire does start (especially when the premises are unoccupied) you can help to prevent it from spreading by:
 - closing doors and windows not required for ventilation;
 - not wedging open any self-closing doors.
- d. You can help to ensure that people are able to escape in the event of a fire by:
 - familiarising yourself with the fire alarm and evacuation procedures;
 - keeping fire exit routes clear;
 - keeping fire extinguishers and alarm points unobstructed.

Note: This section deals with fire prevention and for ensuring that adequate precautions are in place for persons to safely vacate the building in the event of a fire. The procedures to be followed in the event of fire are covered separately in 'Fire Procedures'.

5.7 First Aid

It is our policy to comply with the Health and Safety (First Aid) Regulations 1981, relevant Codes of Practice and good working practices by training and appointing a suitable number of people and providing suitable and sufficient facilities.

You are required to co-operate in this by following the procedures shown below:

- wherever you are working, always find out the local first aid arrangements before you need them;
- find out where you could obtain first aid if you should ever need it (i.e. the name and location of the nearest first aider or first aid appointed person);
- obtain first aid treatment for all injuries at work
- if you are working away from CHRE premises, find out if first aid facilities exist at your temporary work location and if you are allowed to use them.

Our current arrangements are as follows:

Our first aid boxes/emergency first aid boxes are in the following locations:

the kitchen

The following personnel have been appointed and trained as First Aiders:

Michael Andrews, Head Of Scrutiny & Quality

Briony Mills, Fitness to Practise Officer

5.8 Hazardous Substances

CHRE recognises that the use and storage of hazardous substances can expose the user and others in the vicinity to a number of risks.

The risk of accidents and injuries can be reduced if you adopt the following precautions:

- read the data sheet, container labels and detailed health and safety information before using any product;
- avoid contact with eyes, skin and mucous membrane;
- wash your hands thoroughly after working with hazardous substances, before and after using toilets and before smoking or eating food;

- store all materials in accordance with manufacturers instructions;
- clean any spillages instantly and dispose of waste and used containers properly;
- where personal protective equipment is provided, it is your duty to use it;
- all flammables should be stored in flammable cupboards when not in use.

CHRE will conduct risk assessments on all hazardous substances, which are generally chemicals with a “hazard” symbol on them.

5.9 Housekeeping

CHRE recognises that poor housekeeping is the cause of many accidents in the workplace.

The risk of injuries and accidents can be reduced if you adopt the following precautions:

- check that your workplace is free from hazards at the beginning of each day;
- put articles away immediately after use;
- clear up any spillages immediately;
- do not place objects in, or allow them to protrude into, any walkways;
- do not obstruct access to fire alarms, extinguishers or other emergency equipment;
- do not obstruct access to electrical switches or panels;
- ensure that waste materials are deposited in the containers provided;
- do not store articles or substances anywhere other than in designated storage areas;
- ensure the workplace is tidy and that articles and substances have been put away at the end of each day.

5.10 Lighting

CHRE recognises that suitable and sufficient lighting is essential for a safe working environment.

CHRE will take all reasonably practicable steps to ensure that adequate workplace lighting is provided and maintained. In order to ensure that it does not adversely affect working conditions, you are required to co-operate by making full use of the lighting provided.

The risk of injuries and accidents can be reduced if you adopt the following precautions:

- report failures of lighting or any defects observed to your line manager;
- do not attempt to fix defects yourself;
- request additional lighting if existing lighting is not sufficient for the task;
- do not place portable lighting equipment (such as lamps) in such a position that it will impede access or hit persons or property;
- use window blinds to control brightness or glare from sunlight;
- keep the workplace tidy;
- do not let items accumulate on window sills, so that natural light is not obscured.

5.11 Manual Handling

It is important that the correct posture is adopted when lifting heavy objects. However, you should not attempt to lift too heavy a weight and should always obtain assistance in such instances. Additionally, you should never attempt to remove objects from high shelving without the use of a step-ladder.

The following principles should be applied:

- Safe grip – use as much of the palm area of your hands as possible;
- Straight back – avoid strain on ligaments;
- Knees bent – utilise strong muscles in the thighs and buttocks;
- Arms close to body and elbows flexed – minimise effort;
- Feet apart, one in advance of the other – increase base of support;
- Seek help if necessary.

5.12 Mobile Phone Use –Drivers

The use of a hand-held mobile phone whilst driving is strictly prohibited, this includes making and taking telephone calls. Currently, any driver who is stopped by the Police for using a hand-held mobile phone whilst driving will receive penalty points on their driving licence, as well as a fixed penalty fine. The amount of this fine could further increase depending on the severity of the case and whether the offence is subject to court proceedings. You could also become liable if you have permitted and or told employees to use their phones whilst driving.

5.13 Office Equipment

CHRE recognises that the use of office equipment can expose the user and others in the vicinity to a number of risks.

Although the risks presented by office equipment obviously vary depending on the nature of the equipment, the risk of injuries and accidents can be reduced if you adopt the following precautions:

- use equipment only for the purpose for which it is intended (e.g. never stand on a chair in order to reach a high shelf - use suitable steps);
- use equipment only if you are competent and authorised to do so;
- use equipment in the manner in which you have been instructed/trained;
- refer to manufacturers' instruction manuals for further information about specific items of equipment;
- ask for help if you are not sure how to use an item of equipment;
- report faulty equipment to your line manager and attach a suitable notice i.e. 'OUT OF ORDER - DO NOT USE';
- do not place equipment in a position where it might fall, obstruct access routes or present a risk of tripping;
- only carry out repairs or adjustments if you are competent and authorised to do so;

- do not leave filing cabinet drawers open - people may trip over or collide with them;
- ensure electric/telephone leads do not trail across access routes where they might cause someone to trip;
- only bring electrical equipment into the workplace if it has been officially registered and safety tested by CHRE
- refer also to arrangements in respect of display screen equipment and lighting / electrical, where appropriate.

5.14 Safe Working of Contractors

Certificates or proof of competency will be requested from all contractors prior to work beginning.

Where contractors may be engaged in dangerous activities the CHRE will request a risk assessment or safe system of work from the contractor before work may commence. (It is the duty of CHRE to ensure the safety of contractors by ensuring that the contractor is working safely.)

All contractors should take time to check the safety procedures provided by CHRE are in place before commencing work. (The Health and Safety at Work Act states that safety information must be shared both ways.) All safety rules shall be brought to the attention of contractors on entering the building.

5.15 Safety Signs and Notices

Prohibition (Must not)



A sign prohibiting behaviour likely to increase or cause danger

A ROUND SIGN WITH A WHITE BACKGROUND AND A RED BORDER AND DIAGONAL CROSS BAR.

Warning



A sign giving a warning of a hazard or danger.

TRIANGULAR WITH A YELLOW BACKGROUND, BLACK BORDER AND BLACK SYMBOLS.

Mandatory (Must be done/worn)



A sign prescribing specific behaviour.

ROUND WITH A BLUE BACKGROUND AND WHITE SYMBOL

Emergency Escape or First Aid Sign



A sign giving information on emergency exits, first aid or rescue facilities (e.g. emergency escape route).

SQUARE OR OBLONG WITH WHITE SYMBOLS ON A GREEN BACKGROUND.

A sign giving information on emergency exits, first aid or rescue facilities (e.g. Emergency escape route)

5.16 Smoking

From 1 July 2007, virtually all enclosed public places and workplaces in England became smoke-free following the introduction of new legislation. A smoking ban was introduced in Wales from 2 April 2007 and in Northern Ireland on 30 April 2007.

In accordance with Smokefree Legislation, CHRE is smoke free and all employees have a right to work in a smoke free environment. Smoking is therefore prohibited throughout the entire workplace with no exceptions. This policy applies to all employees, consultants, contractors, customers or members and visitors.

For further information please refer to the company's Smokefree Workplace Policy in the Employee Handbook.

5.17 Stress

CHRE recognises that all people encounter stress in their personal lives and is committed to managing work-related stresses as any other health and safety risk.

CHRE will treat employees who are suffering with stress induced disorders in the same way as those with any other occupationally induced health problem, i.e. CHRE will:

- provide appropriate support for distressed employees;
- ensure adequate rehabilitation of employees returning;
- monitor potential stressors within the organisation.

If you think that you are suffering symptoms of stress, or that you may not be able to cope with the work pressures imposed upon you, you should inform your line manager or other responsible person.

5.18 Temperature

CHRE recognises that a poor thermal environment can have an adverse effect on your comfort, well being, work performance and efficiency (including safety implications) and attitude to work.

In order to ensure effective temperature control and to avoid unnecessary discomfort you are required to adopt the following precautions:

- in artificially created thermal environments, where thermostats are used, you should not open windows as this can upset the balance and render the air conditioning ineffective;
- if you have individual control over temperature at your workstation you should not frequently alter the temperature from one extreme to the other (it is far more effective if it is given the chance to stabilise - the effects on work colleagues should also be considered);
- if you have use of portable heaters, do not place them close to furniture or flammable materials;
- if an air conditioning system is present, do not block vents as this may well create a knock-on effect elsewhere in the system;
- report any defects in air conditioning or heating immediately to your line manager.

5.19 Visitors

CHRE recognises that it has a responsibility for the health and safety of visitors to our premises.

The risk of accidents and injuries can be reduced if you adhere to the following rules:

- no visitor may be invited/allowed to enter the premises without approval;
- upon arrival, visitors must report to reception;
- visitors must be advised of the risks to which they may be exposed whilst on site and the precautions they should take, including emergency arrangements and the location of assembly points;
- visitors must be supervised whilst on CHRE premises;
- the person accompanying a visitor will ensure that proper evacuation procedures are followed in the event of an emergency and that the visitor is accounted for;
- no children may enter the premises without prior knowledge and approval from an authorised person and must then be accompanied at all times;
- visitors must make reception aware before leaving the premises.

5.20 Welfare Facilities

In order to assist CHRE in maintaining suitable welfare facilities and in order to ensure that welfare facilities are maintained and to avoid any unnecessary discomfort, you are required to adopt the following precautions:

5.20.1 *Washing and Sanitary Facilities*

- only use facilities that you are authorised to use and for the intended purpose;
- leave the facilities in clean and tidy condition after use;
- report any defects or problems to your line manager;
- ensure that spillages of water or other slip-hazards are cleaned up immediately;
- do not smoke in the toilets or washrooms
- inform visitors of facilities which are available to them.

5.20.2 *Facilities*

- Leave the facilities in clean and tidy condition after use, dispose of waste food in the bins provided;
- do not use microwaves, or other cooking equipment, unless you have been instructed in its safe use;
- report any defects or problems to you line manager;
- ensure that spillages of drinks etc. are cleaned up immediately.

5.21 Working Alone

CHRE recognises that persons who work alone could, in some circumstances, be placed at an increased risk of injury.

The risk of injuries and accidents can be reduced if you adopt the following precautions:

- ensure that you are familiar with, and follow, any precautions that were identified by the risk assessment;
- carry out all tasks in the manner in which you were trained, do not use work methods that you consider unsafe;
- stop work and seek advice before carrying out any work activity for which you have not been trained;
- communicate with others, i.e. your supervisor/line manager or other employees as instructed;
- make sure that someone always knows where you are.

Please refer to CHRE's Lone Worker Policy and Procedure for full details.

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Version Control

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Version	Description of Version	Date Completed
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Associated Documentation

Version	Description of Documentation
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