

Health & Safety Policy 2018

1. ADMINISTRATION

- 1.1 Management & Responsibility.** The responsibility for the management of H&S within the We Are THRIVE is as follows:
- 1.1.1 Directing the preparation and review of H&S policy and procedures and overall responsibility for its application lies with the Directors’.
 - 1.1.2 Preparation of procedures, the identification of risks, the conduct of risk assessments, the development of safe working practices, the provision of H&S information and training and the day to day supervision of H&S matters is the designated Health and Safety Officer.
 - 1.1.3 Daily supervision of safe working, carrying out risk assessments and developing safe procedures, and the reporting of incidents is the responsibility of the designated Health and Safety Officer
- 1.2 Employees and Volunteers responsibilities**
- 1.2.1 Each has a duty to take reasonable care for their own safety and that of others who may be affected by their actions or omissions. All are to be familiar with the provisions dealing with emergencies, fire precautions, first aid, evacuation and safe working.
 - 1.2.2 All have a duty to comply with the organisation’s H&S Policy and Procedures, and not to misuse or recklessly interfere with anything provided. Failure to do so may result in disciplinary action, including dismissal where appropriate.
 - 1.2.3 All are required to report anything they suspect may represent a safety hazard to their team leader or the organisations H&S Officer.
 - 1.2.4 Those with disabilities or condition, whether permanent or temporary, which they suspect may represent a potential risk should inform their team leader or H&S Officer, so that safe procedures can be put into place in a timely manner.
- 1.3 Visitors**
- 1.3.1 The responsibility for visitors rests with the person that invited them, and they should be escorted whenever practical and reasonable.
 - 1.3.2 Visitors should be given such fire, evacuation and safety information, instruction or training as may be necessary or appropriate.
 - 1.3.3 Visitors also have a duty to comply with We Are THRIVE H&S Policy and Procedures, and not to misuse or recklessly interfere with anything provided.
 - 1.3.4 Visitors to We Are THRIVE are to be booked in and out of the building so they can be accounted for in case of fire.

2. INFORMATION, INSTRUCTION AND TRAINING

- 2.1 Information.** H&S information is readily available from a wide range of sources, particularly the H&S Executive web site www.hse.gov.uk . General H&S leaflets are available from the H&S officer, and leaflets specific to issues that are considered a risk by We Are THRIVE are prominently displayed in work areas and used in H&S instruction or training.

2.2 **Instructions.**

- 2.2.1 All employees and volunteers to receive instruction from team leaders or the H&S Officer before using any equipment provided by We Are THRIVE using Manufacturers Instructions where appropriate.
- 2.2.2 If, subsequently, they are in any doubt about their familiarity with the equipment or its safe use they have a duty not to use the equipment until they are satisfied they can use it safely.

2.3 **Training.**

- 2.3.1 Initial H&S training covering fire, evacuation, and other key safety procedures for all employees and volunteers is to be carried out during induction by the H&S Officer or team leaders, and signed off.
- 2.3.2 Work process and related equipment training is to be carried out by line managers, and recorded where appropriate.
- 2.3.3 Induction and Training records are to be kept centrally by the Project Lead.

3 GENERAL H&S PRECAUTIONS

- 3.1 **Safety Hazards and Risk Assessments.** The organisation has carried out risk assessments of the hazards identified in the work place and activities carried out elsewhere, and has put in place procedures to reduce the risk to a reasonable level. Any new activity or change in procedure or environment which is likely to present a hazard should be reported to the H&S Officer immediately.
- 3.2 **H&S Awareness.** All employees and volunteers should be aware of H&S matters and contribute to the overall safety of our work environment, and participate in the risk assessment process.
- 3.3 **Clothing and Equipment.** The We Are THRIVE will provide all equipment (including safety equipment) and safety/work clothing necessary to carry out the organisation 's role. Equipment training will be provided. Employees are to use equipment or clothing provided appropriately, and report any failures or deficiencies promptly to the H&S Officer. No personal equipment can be brought into We Are THRIVE without the approval of the H&S Officer and mandatory safety checks being carried out.
- 3.4 **Working Environment (including buildings).**
 - 3.4.1 We Are THRIVE has carried out a full check of the buildings leased and ensured that they are compliant with current fire safety requirements (Fire Precautions Workplace Regulations) and they have been checked by the Fire Department. Fire safety and evacuation procedure must be rigorously

implemented with particular attention to the prevention of fire and the provision of safe evacuation routes which must be kept clear at all times.

- 3.4.2 Working areas have been designed to ensure adequate space, light, temperature and ventilation for reasonable comfort and safety.
- 3.4.3 Corridors and working spaces must be kept clear of rubbish, equipment, cables or any other item that might constrain evacuation routes or present a tripping or other hazard.
- 3.5 **Access for people with disabilities.** We Are THRIVE, in conjunction with the building owners will provide access to (and evacuation from) the building and disabled toilets for wheel chair users and others with restricted capabilities. Employees or volunteers with specific disabilities requiring special support will be individually assessed and appropriate reasonable provision made.

4.0 HEALTH AND SAFETY PROCEDURES

- 4.1 **Introduction.** These safety procedures have been compiled following risk assessments of likely hazards arising from the building, environment and activities carried out by We Are THRIVE. When new processes, activities or changes occur, additional assessments should be made and these procedures amended in a timely manner.
- 4.2 **Lone working.** Staff/Volunteers must never be left to work alone in the building. Where practical permanent staff should not be left working alone. Where this is unavoidable the following procedures should be employed:
- Another member of staff must be available on the phone and informed who is working alone, and how long they will be working alone.
 - The person working alone must have a phone to hand, remain behind locked doors and not allow anyone unknown to them personally enter the building.
 - When they leave, or at the planned leaving time, contact the other member of staff.
 - If there is any risk of danger, phone the police and then advise your colleague.
 - Where there are 2 people working in widely separated parts of the building, you must keep regularly in touch and tell the other when you are about to leave.
- 4.3 **Working with vulnerable people.** Every effort should be made that vulnerable people are not placed at risk or pose a risk to others. Supported volunteers must never be left to work alone, but properly supervised at all time. Where possible vulnerable staff are not to be left alone with one other person for protracted periods of time.
- 4.4 **New and expectant mothers.** We Are THRIVE is to comply with current regulations in respect of new or expectant mothers, providing maternity leave, conditions of work, and work procedures that are both reasonable and practical for the health and safety of mother and child. In particular:
- An individual risk assessment is to be carried out and procedures or work patterns or hours reasonably adjusted to provide for safe working.

- Lifting food boxes or other heavy items by new or expectant mothers is prohibited.

4.5 Children and Young Persons under 18.

4.5.1 Employees are only permitted to bring their children to work in exceptional circumstances. In this case they are required to supervise them personally at all times and ensure that their behaviour does not put themselves or others at risk.

4.5.2 Children and young people may only volunteer for specific activities in support of the organisation appropriate to their age and experience whilst supervised by parents or organisation Staff (with the agreement of parents). A record is to be kept of their attendance and activity, who is supervising them, and whether appropriate training was carried out. A child should never be left alone with an adult without the specific agreement of the parent. The types of acceptable volunteering are:

- Simple administrative tasks including mails shots etc
- Helping parents at supermarket collection days, sorting food into boxes and handing out leaflets.
- Food sorting, packing EFB, or other tasks appropriate for young people volunteering for social work with the Duke of Edinburgh Award Scheme, Scout or Guide Movements or other recognised school/social group.

4.6 **Waste disposal.** All waste is to be disposed of in appropriate containers (cardboard, paper, cloth, food and rubbish). Cardboard, paper, and general rubbish is to be bagged and disposed of weekly through the council services. Clothes should be bagged, separately stored where they cannot become a rodent or other safety hazard and disposed of weekly or monthly.

4.7 **Smoking.** We Are THRIVE operates a No-Smoking policy throughout the premises. Proper receptacles for the disposal of cigarettes are to be placed outside the outside doors and regularly emptied.

4.8 Alcohol or substance abuse.

4.8.1 Alcohol, drugs and certain other substances (including medication) may have a detrimental effect on and individuals' health and safety at work and may place other employees at risk. Employees must NOT consume such substances whilst at work or beforehand if the effects may have a detrimental effect on them at work. If you have been prescribed medication which has a detrimental effect on you, you must discuss this with your team leader so a decision can be made whether you may attend work, and what work you can safely carry out.

4.8.2 Employees who know they have an alcohol, drug or related problem should voluntarily seek help, diagnosis and treatment. They may discuss their

problem in confidence with the H&S Officer who can advise you where to get help.

4.8.3 National organisations which can help are:

- Alcoholics Anonymous - 0845 769 7555
- Narcotics Anonymous - 0207 730 0009
- Addaction – 0207 251 5880
- Your GP

4.9 Work related stress

4.9.1 Although some stress at work may be unavoidable and may even have a positive effect, We Are THRIVE will take all reasonable measures to prevent all work related psychiatric illness or stress. Employees and volunteers are encouraged to be open about issues relating to stress so We Are THRIVE can take steps to reduce the risk of stress related illness, by, for example, adjusting working conditions or workload, and ensuring that employees receive support in the work place.

4.10 Violence Harassment and Bullying

4.10.1 All reasonable security precautions have been and will continue to be taken to prevent the risk of violence against We Are THRIVE employees and volunteers. We Are THRIVE welcomes suggestions to improve security and protection, and will implement these where reasonable and practicable.

4.10.2 We Are THRIVE does not accept violence, bullying or harassment of its employees or volunteers under any circumstance and disciplinary action will be taken against any employee or volunteer responsible for such acts. Anyone subject to this is encouraged to report this at once to the H&S Officer or any other member of staff they feel comfortable to address, at the earliest opportunity.

4.10.3 All complaints will be taken seriously and We Are THRIVE will investigate these matters fully, promptly and objectively, and disciplinary action, including immediate dismissal, shall be taken against offending employees or volunteers if merited. As far as is reasonably practical the nature of complaint and identities of those involved will be kept confidential.

4.11 Equipment.

4.11.1 We Are THRIVE will provide all equipment necessary for employees or volunteers to carry out the tasks given to them. No private equipment may be brought in and used without the express permission of the H&S Officer, who will then ensure the equipment is safe to use and people training properly in its use.

4.11.2 All equipment held by We Are THRIVE will be registered, maintained in a safe condition and in good repair. Where applicable equipment is to be regularly checked for safety in accordance with current regulations, and records kept.

4.11.3 Employees and volunteers are not to use equipment they have not been trained to use. Equipment is to be used only for its due purpose, and used correctly. Careless or incorrect use can result in personal injury and/or damage to the equipment.

4.11.4 Employees and volunteers are required to report any defects in the equipment, safety device or protective equipment they are issued and not to use any defective equipment.

4.12 **Manual Handling and Lifting.** Much of the work at We Are THRIVE involves lifting and manual handling. Simple rules have been put in place to prevent back injuries through lifting and manual handling as follows: All employees and volunteers must:

- Be given lifting instruction during the induction process in accordance with the H&S Guide “Getting to Grips with Manual Handling”.
- Tell team leaders if they have a history of back problems or other injuries which may affect their ability to carry out lifting tasks.
- Not lift heavy items (in accordance with the lifting guide displayed or above 20kg) without using provided lifting equipment or sharing the load. Ladies and small people must be instructed to work in pairs
- Not lift food boxes or other heavy items on to high shelves above waist height.
- Use the lifting equipment provided (trolleys, pallet lift, etc) in a safe manner.
- Not over-reach or twist even when lifting light items
- Be shown the manual handling posters which are to be prominently displayed as used during the briefing/induction process
- Particular care must be taken when loading or unloading the van, to ensure additional strain is caused lifting items on or off the van floor.

4.13 **Working at Height**

Loading or removing goods from store shelving is the only activity routinely involving working at height. The following procedures apply to all employees or volunteers working in We Are THRIVE:

- The mobile step ladder only must be used to load or remove food boxes from shelves. The steps must be checked before use
- All warehouse staff must be trained in these procedures.
- Only employees and volunteers under supervision may use the purpose built mobile step ladder with safety rail to stack and remove food boxes. This is a 2 man job, one on the steps, the other passes boxes up/down.
- Boxes are to be limited to one layer of tins or a maximum estimated weight of 20kg.

- Industrial shelving used for the storage of food must be securely fixed by an approved contractor and marked and loaded within the safe working load.

Other occasions where a ladder is needed the following procedures apply:

- Only ladders registered and checked by We Are THRIVE staff are to be used. A record of safety checks must be kept.
- Before use the ladder is to be checked for safety in accordance with the leaflet secured by the ladder storage location. The ladder must be undamaged and have serviceable rubber footings.
- The ladder is to be returned to the storage area after use.
- To prevent the ladder slipping it must be placed securely at a 75 degree angle (bottom to be 25 cms away for every 1 m in height)
- No ladder longer than 3 metres may be used unless fixed securely or held firmly by a second person.
- Over reaching and the carrying of loads should be avoided.
- If a fluorescent light in We Are THRIVE needs changing, an A-ladder of the appropriate height is to be hired, and one person is to secure that ladder from tipping as the second completes the task.

4.14 Use of Vehicles

- 4.14.1 We Are THRIVE vehicles are only to be driven by qualified permanent employees or temporarily authorised volunteers on details agreed by your line manager.
- 4.14.2 Drivers must be over the age of 25, hold a full driving licence with no more than 6 penalty points, and have at least 3 years driving experience. A copy of the driving licence is to be given to your line manager as a record prior to using the vehicle. Temporary authorisation is to be recorded in the van driver's log and signed by one of those listed at para 4.15.1 above only.
- 4.14.3 The vehicle is to be maintained by the We Are THRIVE in accordance with the Manufacturers Instructions, and full records kept. We Are THRIVE (Job Title) is to carry out the daily/weekly driver's checks stipulated in the handbook, ensure the vehicle is kept clean and in a roadworthy condition, and arrange for its servicing and MOT testing.
- 4.14.4 Drivers are not to drive under the influence of drugs (including prescribed medications if they have an effect on the drivers capabilities) or alcohol or if they have consumed alcohol within 8 hours of commencing driving. Drivers are to exercise due caution and common sense when driving, and fully comply with legal and Road Safety obligations.
- 4.14.5 The Drivers Logbook must be completed fully prior to and on completion of each journey. Details may only be authorised by:

- 4.14.6 Drivers unfamiliar with the van must first be given a period of familiarisation by We Are THRIVE's Job Title.
- 4.14.7 Van drivers are to ensure that loads are properly secured so as to prevent damage or an accident when opening the doors.

4.15 Electrical Safety

- 4.15.1 Anyone using electricity or electrical equipment must be aware of the danger of electrocution, shock, burns, fire and explosion. All precautions must be taken to reduce such risks. We Are THRIVE has devised, as is reasonable, safe systems for working with electrical equipment.
- 4.15.2 Fixed electrical systems are to be regularly checked, and then only by appropriately qualified and insured contractors appointed by the organisation H&S Officer. No We Are THRIVE staff are permitted to interfere with or attempt to maintain or repair fixed electrical systems.
- 4.15.3 Employees or volunteers are to report any fault or defect in fixed or portable electrical equipment to the H&S Officer, who should then isolate the equipment until it is repaired. Employees must not replace fuses as the cause of failure may not have been identified.
- 4.15.4 All portable or moveable electrical equipment is to be registered and be checked for electrical safety annually. Records are to be kept showing serial numbers, location and date of last check, and equipment should be labelled accordingly. Out of date equipment should not be used.
- 4.15.5 Electrical overload should be avoided: In principle only one item should be connected to one plug or extension cable. Multiple extensions should not be used if the possible combined power requirement exceeds 3kw. In addition care must be taken in using extension cable to avoid a tripping hazard, and ensure they are properly routed away from heat sources or sharp edges.
- 4.15.6 Employees and volunteers can contribute to safe working by:
 - Using equipment only as described in the manufacturers instructions and with due regard to the safety of themselves and others. Seek training when appropriate.
 - Never use electrical equipment with wet hands and keep liquids (especially hot beverages) clear of electrical equipment
 - Report faults promptly to the H&S Officer
 - Looking out for faults or potential risks as follows:
 - Damage to insulation on cables
 - Damage to plug
 - Exposed wires or loose connections

- Overheating
- Overloaded plugs or extension cables.

- 4.16 **Electricity related injury.** In the event of a person suffering an electric shock it is important to:
- Turn off the power and (if possible) isolate the supply. Do not touch the person until this is done. Where this is not feasible use a non-conducting object such a wooden broom handle to remove the live cable/item from the person.
 - Call a First Aid Qualified person to take charge in the case of injury.
 - Seek medical help if the victim is unconscious.
 - Cool minor burns with water and cover with a clean dry cloth or dressing.
 - Report the incident to the H&S Officer
- 4.17 **COSHH.** Some substances in use at We Are THRIVE may cause injury or damage to health if spilt or used inappropriately. In principle:
- All substances hazardous to health must be stored securely and made only available for use by those who use them for the task for which they were obtained.
 - Personnel using these substances must be made aware of the correct use of the substances, risk they present, and the immediate treatment if inadvertently put at risk due to spillage or inappropriate use.
 - Incidents involving COSHH substance must be reported to the H&S Officer.
- 4.18 **Rodent Control.** The following procedures are put in place to prevent rodents becoming a health hazard:
- We Are THRIVE premises must be rodent secure as far as is practicable and reasonable. Doors windows and walls to the outside must free from holes or gaps which would allow access to rodents.
 - Food must be stored off the floor.
 - Food packaging must be unbroken, and where spillage occurs it must be cleared up quickly and not left to attract rodents.
 - An electronic rodent repel-er should be switch on intermittently.
 - “Granular” rat poison should be positioned in likely places. Staff must be warned of the poison, and advised not to touch it due to the risk involved.
- 4.19 **Cash.** The visibility and accessibility of cash poses a risk of possibly violent theft, so the following steps are to be taken to minimise this risk:
- Staff should not resist theft if there is a risk of violence.
 - Cash should be kept in a lockable box or till, and removed to the safe overnight prior to banking.
 - Only small floats should be kept in till or cash boxes.

- Cash to bank runs should be done by 2 people if the amount exceeds £100.00 in cash.
- A notice on the till should read “No cash stored here overnight”.

5. FIRE PRECAUTIONS AND PROCEDURE

5.1 Fire Precautions

- 5.1.1 All employees, volunteers and visitors to the building are required to familiarise themselves with the position of fire alarms, telephones, escape routes and firefighting equipment nearest to them.
- 5.1.2 All visitors are to be escorted whilst in the building and be booked in and out at reception so that a record is available should evacuation be necessary.
- 5.1.3 Fire alarms, detectors and extinguishers are to be checked regularly to ensure they are in good working order and records retained.
- 5.1.4 Emergency routes and exits are to be well signed, illuminated where necessary, and exit routes kept clear at all times.
- 5.1.5 Staff are to be given familiarisation training in the use of fire extinguishers annually.
- 5.1.6 The fire evacuation plan will be exercised at least once every calendar year, reviewed by the H&S Officer and report written. All employees must comply with fire evacuation procedures on hearing the fire alarm and a failure to do so will result in disciplinary action.

5.2 In the event of a fire

- 5.2.1 Any person discovering a fire is to raise the alarm by shouting “fire, fire, fire”, activate the nearest alarm, and call for the Fire Brigade by dialling 999 or 112.
- 5.2.2 Fires should only be tackled if it is safe to do so: there is a clear escape route, fire extinguishers of the appropriate type are available, and you are confident in the use of the extinguisher.
- 5.2.3 All personnel should ensure all others in their area are alert to the fire and should evacuate the building by the shortest possible route, only closing doors or windows if time permits, and assemble at the designated assembly point in the main car park. Personnel should not delay to collect personal belongings.
- 5.2.3 On evacuation the receptionist or in her absence the Admin or H&S Officer, should take the record of personnel in the building to the assembly point and call the roll to establish whether everyone is safely out of the building. If

not they should inform the fire brigade that there are people left in the building, and their identity.

- 5.2.4 All personnel evacuated are to remain at the assembly point until released by the H&S Officer or fire brigade.
- 5.2.5 Every event of fire should be reported to the H&S Officer who is to report this in writing to HSE as required by law. He will also investigate the circumstances of the fire and determine whether further training or procedure can be put in place to reduce the risk of a similar incident occurring again.
- 5.3 **Fire Extinguishers.** All modern fire extinguishers are red but they are labelled to show what type they are and what type of fire to use them on. The correct type of fire extinguisher only should be used to deal with a fire as follows:

Type	Type of fire
Water	Carbonaceous materials (wood, paper, fabrics etc)
Foam	Carbonaceous material or flammable liquids (as above plus petrol, oil, solvents)
Carbon Dioxide	Electrical fires, flammable liquids, & gasses
Dry Powder	All types of fire

6.0 BOMB ALERT OR OTHER TERRORIST ALERT

The risk of a terrorist attack is small but the following guidance is given to reduce the risk of panic or injury:

- If anyone should receive a terrorist threat over the phone they should try to establish the nature of the threat, where, and when. Try and establish the gender, age, accent (including intoxication), background noise (e.g pub/traffic) of the caller.
- Dial 999 or 112 and report the threat to the police.
- DO NOT PANIC but raise the alarm through a member of the permanent staff.
- Only evacuate the building if the treat is specific to the building. If so evacuate calmly to the car park and wait further instructions.

7.0 EMERGENCY FIRST AID

- 7.1 It is the responsibility of the H&S Officer to maintain adequately stocked first aid boxes.
- 7.2 All personnel are to familiarise themselves as to their location and the list of First Aid qualified personnel.
- 7.3 The H&S Officer will arrange for First Aid Training for a number of personnel to provide adequate cover for the building and publish a list of qualified personnel and their location at reception.

7.4 In the event of an incident requiring first aid the person first on the scene should:

- Call for help
- Assist the first aid qualified person as required.
- Call for an ambulance as necessary
- Report to the H&S Officer

7.5 The first person providing first aid:

- Carry out first aid until help arrives
- Advise ambulance staff what happened and what treatment was given

7.6 The H&S Officer should record the incident in the accident book. Report the accident in accordance with RIDDOR and make a report to the operations director if appropriate.

8.0 REPORTING OF ACCIDENTS, NEAR MISSES OR SERIOUS INCIDENTS

8.1 All accidents or near misses are to be reported to the H&S officer for investigation as they are required by law to report accident or ill health at work. Guidance is given the RIDDOR handbook located with the Accident Book in the Staff Room. In general every incident which results in, or could have resulted in the death, serious injury or injury over 3 days (including that caused by violence) must be reported to the HSE with 10 days.

8.2 All accidents resulting in injury should be entered in the accident book in the office.

Signed by: L.J.Jeremy

Date: 1st November 2018