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| Title of Document | Health & Safety Policy |
| Name of Department | Quality Assurance |

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| What type of document is this? | Policy | This sets out instructions for how a particular procedure in Helping Hands is to be routinely carried out | |
| Which Helping Hands POL/SOP/W.I does this document relate to? | NA | Reference number of POL/SOP/W.I | NA |

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| Which Operational Priority/Priorities does this document link to? | Governance Framework | Superior Client Care | People, Performance & Culture | Facilities & Sustainability |
| | Maximising Efficiency & Cost Management | | | |

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| Custodian of document | Quality Director | Committee/Group responsible for this document | Quality & Governance Committee |
| Approval date and committee chairperson signature | 21.06.23 | When is its next scheduled review? | 21.06.26 |

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|-----------------------|--------------------------------|-----|--------------------------------|-----|---|-----|
| Who does it apply to? | All Helping Hands staff | | | | | |
| | Does it apply to bank workers? | Yes | Does it apply to agency staff? | Yes | Does it apply to third party contractors? | Yes |

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| Purpose of the Policy | To support the Health & Safety provision for the company which applies to all staff who have a duty of care to colleagues, customers, contractors and visitors. |
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Key Health & Safety Policy Requirements

ROLES AND RESPONSIBILITIES

| Role | Responsibility |
|-------------------------------|--|
| Head of Property & Facilities | As the Fire, Health & Safety Responsible Person (RP), to ensure that the policy remains aligned to regulation and legislation and to manage day to day Health & Safety provision for the company. To ensure that all staff adhere to policy and give Health & Safety support across the estate |
| All Directors/Managers | To ensure that the policy is embedded within the teams and adhered too |
| All Staff | To adhere to this policy |

1. About this Policy

- 1.1 We are committed to ensuring the health and safety of staff and anyone affected by our business activities, and to providing a safe and suitable environment for all those attending our premises.
- 1.2 This policy sets out our arrangements in relation to:
 - (a) assessment and control of Health and Safety risks arising from work activities;
 - (b) preventing accidents and work-related ill health;
 - (c) consultation with employees on matters affecting their Health and Safety;
 - (d) provision and maintenance of a safe workplace and equipment;
 - (e) information, instruction, training and supervision in safe working methods and procedures;
 - (f) emergency procedures in cases of fire, or other major incident.
- 1.3 This policy covers all employees, visitors, consultants, contractors, casual workers and agency workers.
- 1.4 This policy does not form part of any employee's contract of employment and we may amend it at any time. We will continue to review this policy to ensure it is achieving its aims.

2. Your Responsibilities

- 2.1 All staff share responsibility for achieving safe working conditions. You must take care of your own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of equipment.
- 2.2 You should report any Health and Safety concerns immediately to your Direct Line Manager.

- 2.3 You must co-operate with managers on Health and Safety matters, including the investigation of any incident.
- 2.4 Failure to comply with this policy may be treated as misconduct and dealt with under the Disciplinary Procedure.
- 2.5 We will ensure any Health and Safety representatives receive the appropriate training to carry out their functions effectively.
- 2.6 The Fire, Health & Safety Responsible Person is responsible for informing and consulting employees about health and safety matters, supported by Property & Facilities team.

3. Training

- 3.1 We will ensure that you are given adequate training and supervision to perform your work competently and safely. This will be available through the Learning Management System.
- 3.2 Staff will be given a Health and Safety induction and provided with appropriate safety training, which may include Manual Handling, Control of Substances Hazardous to Health (COSHH), Working at Height, , Gas Safety, Electrical Safety and the use of Personal Protective Equipment (PPE).

4. Equipment

- 4.1 You must use equipment in accordance with any instructions given to you. Any equipment fault or damage must immediately be reported to your Line Manager.
- 4.2 No member of staff should attempt to repair equipment unless trained to do so.

5. Accidents and First Aid

- 5.1 Details of First Aid facilities and the names of trained First Aiders are displayed on the notice boards.
- 5.2 All accidents and injuries at work, however minor, should be reported and recorded using the appropriate form/e-form.
- 5.3 The Quality Director and the Fire, Health & Safety Responsible Person are responsible for ensuring that any injuries or work-related disease are investigated by the appointed investigator and that accident records/files are prepared and collated before submitting reports to the relevant authorities if required, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

6. National Health Alerts

- 6.1 In the event of an epidemic or pandemic alert we will organise our business operations under the company Business Continuity Plan and provide advice on steps to be taken by staff, in

accordance with official guidance, to reduce the risk of infection at work as far as possible.
Any questions should be referred to your Direct Line Manager.

- 6.2 It is important for the Health and Safety of all our staff that you comply with instructions issued in these circumstances.

7. Fire Safety

- 7.1 All staff should familiarise themselves with the Fire Safety instructions, which are displayed on notice boards and near fire exits in the workplace.
- 7.2 If you hear a fire alarm, leave the building immediately by the nearest fire exit and go to the fire assembly point shown on the fire safety notices. Do not stop to collect belongings and do not use the lifts. Do not re-enter the building until told to do so.
- 7.3 If you discover a fire do not attempt to tackle it unless it is safe to do so, and you have been trained or feel competent to do so. You should operate the nearest fire alarm and, if you have sufficient time, contact reception/front desk and report the location of the fire.
- 7.4 Nominated individuals will be trained in the correct use of fire extinguishers.
- 7.5 You should notify your manager if there is anything (for example, impaired mobility) that might impede your evacuation in the event of a fire. A Personal Emergency Evacuation Plan (PEEP) will be drawn up and brought to the attention of you and your colleagues working in your vicinity.
- 7.6 Fire drills should be held at least twice per annum and must be taken seriously. Fire drill reports to be completed at the end of every drill and held within the local Fire folder. Any actions from the Fire drill to ensure continued Fire provision improvement must be addressed. Fire alarms should be tested weekly and a log of testing should be maintained.
- 7.7 The Fire, Health & Safety Responsible Person is responsible for ensuring Fire Risk Assessments (FRA) are undertaken and implemented, and for ensuring regular checks of fire extinguishers, fire alarms, escape routes and emergency lighting. Actions generated from the sites FRA must be addressed within the stated timeframe.

8. Risk Assessments and Measures to Control Risk

- 8.1 General workplace risk assessments are required to be in place. The purpose is to assess the risks for the health and safety of employees, visitors and other third parties, such as contractors as a result of our activities, and to identify any measures that need to be taken to control those risks. (Risk assessments used for the purpose of the workplace environment are deemed as non-clinical risk assessments)
- 8.2 Measures will be taken to avoid or reduce the need to lift or carry items which could cause injury (Manual Handling) and to provide training on Manual Handling as necessary.
- 8.3 The use of hazardous substances at work will be avoided wherever possible and less hazardous alternatives will be used where available. Training on the Control of Substances Hazardous to Health (COSHH) will be provided as necessary.
- 8.4 Personal Protective Equipment (PPE) is provided where there are risks that cannot be adequately controlled by other means.
- 8.5 The Head of Property & Facilities is responsible for workplace risk assessments and any measures to control risks, including the implementation of risk assessments across the estate.
- 8.6 Pregnancy risk assessments should be undertaken once the MAT1B has been submitted and should be monitored and updated as a pregnancy progress and documenting any change which may impact the person and risk.

9. The Safety of our Customers

- 9.1 Care Planning and Risk assessment, incident reporting and review, effective training and management are central to maintaining the health and safety of those we support. Our employees have responsibility for their own personal safety, but also contribute to the safety of those they support, and that of their colleagues.
- 9.2 Risk Assessments will be completed by managers for the customer's support environment and any activities undertaken and will document best practice and safe systems of working.
- 9.3 Employees are trained to risk assess their working environment and to only undertake activities, and use equipment, for which they have been trained. Carers can be required to work in various environments and situations, and to use a variety of equipment, and will always consider the customer's safety, as well as their own, before undertaking any activity.

10. Computers and Display Screen Equipment (DSE)

- 10.1 If you use a computer screen or other display screen equipment (DSE) habitually, and is a significant part of your work:
 - (a) You should try to organise your activity so that you take frequent short breaks from looking at the screen.

- (b) You are entitled to a workstation assessment. (DSE Self-assessment)
- (c) You are entitled to an eyesight test by an optician at our expense (refer to Eye Test Guidance - HHH-F154).
- 10.2 You should contact your manager to request a workstation assessment or an eye test. Eye tests should be repeated at regular intervals as advised by the optician, usually every two years. However, if you develop eye problems which may be caused by DSE work (such as headaches, eyestrain, or difficulty focusing) you can request a further eye test at any time.
- 10.3 We will not normally pay for glasses or contact lenses, unless your vision cannot be corrected by normal glasses or contact lenses and you need special glasses designed for the display screen distance. In such cases we will pay the cost of basic corrective appliances only.

TRAINING

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| Is training required? | Yes |
| Details of training | All staff to complete the Learning Management System Health & Safety Module. |

COMPLIANCE

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| How is compliance with the POL going to be monitored | The policy will be update when/if regulation or legislation should change. If process alters this may require a policy review, or should breach of policy/process or incident be identified |
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EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

| | Yes / No | Comments |
|--|----------|---|
| Does the document have a positive or negative impact on one group of people over another on the basis of their: | | |
| • age? | NA | |
| • disability? | Y | Positive with regards to addressing PEEP requirements |
| • gender reassignment? | NA | |
| • pregnancy and maternity (which includes breastfeeding)? | Y | Positive with regards to pregnancy related assessment |
| • marriage and civil partnership | NA | |
| • race (including nationality, ethnic or national origins or colour)? | NA | |
| • religion or belief? | NA | |
| • sex? | NA | |
| • sexual orientation? | NA | |
| If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable? | NA | |
| If the impact on one of the above groups is likely to be negative: | | |
| • Can the impact be avoided? | Y | Correct controls implemented |

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| • What alternatives are there to achieving the document's aim without the impact? | NA | |
| • Can the impact be reduced by taking different action? | N | Without controls impact would increase |
| • Is there an impact on staff, client or someone else's privacy? | N | |

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| What was the previous version number of this document? | 03 | |
| Changes since previous version | Updates related to change in responsible person. Roles & responsibilities, 2.6, 5.3, 7.7, 10.1 | |
| Author of the document | Quality Director | |
| Who was involved in developing/reviewing /amending the POL? | Quality Director Health, Safety and Fire Officer Employment Lawyers | |
| How confidential is this document? | Public | Can be shared freely within and outside of Helping Hands |

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| References | Health & Safety at Work Act (HASWA 1974) Control of Substances Hazardous to Health Regulation (COSHH) 2002 Display Screen Equipment Regulations 1992 revised 2002 Fire (Fire Safety) Order 2005 Risk Assessments – Management of Health & Safety at Work 1999 Regulation 3 |
| Associated Documents | HHH-POL-056 - Manual Handling HHH-POL-057 - Control of Substances Hazardous to Health HHH-POL-009 - Fire Policy Display Screen Equipment Assessment HHH-F154 - Eye Test Guidance |