



Summit House, 50 Wandle Road, Croydon, CR0 1DF

## Health and Safety Policy for Phab Ltd

Reviewed: **May 2019**

### Introduction

This is the Health and Safety Policy Statement of Phab Limited. Our statement of policy is:

- To provide adequate control of the health and safety risks arising from our work activities and to consult with our employees on matters affecting their health and safety
- To provide and maintain safe 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
- To review and revise this policy as necessary at regular intervals

The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities, e.g. service users, volunteers, members of the public.

### Responsibilities

**The Phab Board of Trustees:** The Phab Board of Trustees has overall and final responsibility for health and safety matters and for ensuring that health and safety legislation is complied with.

The Phab Board of Trustees will periodically review the operation of its Health and Safety Policy and will ensure employees and volunteers as appropriate receive relevant information, training and supervision on health and safety matters.

**Health and Safety Officer:** Day-to-day responsibility for ensuring this policy is put into practice is delegated to the Health and Safety Officer (**Martin Holdsworth**). Part of this responsibility will be keeping the Phab Board of Trustees informed about health and safety matters.

**Employees:** All employees should:

- Co-operate with supervisors and managers on health and safety matters
- Not interfere with anything provided to safeguard their health and safety
- Take reasonable care of their own health and safety
- Report all health and safety concerns to an appropriate person (as detailed in this policy statement).

**Fire Officer:** The appointed Fire Officer at Summit House is **Martin Holdsworth**.

The responsibilities of the Fire Officer are to:

- Be instructed on potential fire hazards and the use of firefighting equipment
- Ensure that they arrange the testing of fire alarms and fire drills
- Assist with the efficient evacuation of staff and visitors
- Liaise with the Fire Brigade at the assembly point
- Ensure staff and volunteers are aware of the fire alarm and fire drill

For detailed fire arrangements see the Fire Safety Section outlined in this document.

**First Aid Officer:** A First Aid Officer will be appointed and will have undertaken a recognised training course. The First Aid Officer for Summit House, Wandle Road, Croydon, CR0 1DF is **Janet Clifford**

A First Aid Officer will be appointed on each of the Phab Holiday Projects (Inclusive Living Experiences). This will be **Rebecca Hargreaves** (at Bendrigg Lodge) **Janine Williams** (at Avon Tyrrell). For extra information please see the Phab Medication and First Aid Good Standards and Practice Policy.

The trained first aid person will ensure that the first aid box is kept in the correct place, containing the items laid down in the Guidance Notes published by the HSE and is regularly checked and restocked at the venue they are responsible for. For detailed first aid and accident arrangements see the First Aid section in this document.

### **Risk Management Report**

The Finance Committee is responsible for ensuring that a comprehensive Risk Management Report will be maintained by a competent person in accordance with the 1992 Management of Health and Safety at Work Regulations and the Approved Code of Practice (ACOP).

The written Risk Management Report will be reviewed and updated regularly to ensure it covers all employees against all reasonably identifiable or foreseeable

risks, and to ensure that any action identified as needed in the Risk Management Report is carried out. The Risk Management Report will also be updated every time that there is a major change in working practices. The risk assessment will cover all employees of Phab Ltd, wherever they may be based, and will cover all aspects of their work.

## **Training**

The Health and Safety Officer will ensure that new employees and volunteers receive information on health and safety as part of their induction.

The Health and Safety Officer will organise training for employees and volunteers on health and safety matters as appropriate, including: general health and safety training, first aid, manual handling, fire safety, risk assessment.

The Health and Safety Officer will also organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work.

If employees and volunteers consider they have health and safety training needs they should inform their line manager.

## **Buildings**

Phab Ltd has a responsibility to provide a safe and healthy environment for staff and volunteers.

All staff and volunteers of Phab Ltd are responsible for spotting hazards or potential hazards. If a hazard is seen, it should be removed or dealt with as soon as possible, or if this is not practicable, reported to the Health and Safety Officer.

### **Examples of Hazards:**

- **Things Out of Reach:** Chairs or other furniture must not be used to stand on for the purpose of replacing light bulbs, reaching for things off top of cabinets, etc. A properly maintained, undamaged step ladder must be used.
- **Damaged Equipment:** Regular checks must be carried out on furniture and equipment for damage which leaves sharp edges protruding or other hazards. Any damaged furniture must be reported for repair or condemnation straight away and must be removed from use.
- **Damage to Fabric of Building, Windows, etc:** All such damage must be reported immediately to the Health and Safety Officer as named above.
- **Misplaced Furniture, Equipment or Supplies:** Any furniture, equipment or supplies left in an inappropriate place, for example obstructing a gangway, must be removed immediately and placed in an appropriate, safe place.

All building maintenance such as electrical work, carpentry, painting, etc should be carried out by skilled people. Staff should not endanger themselves and others by carrying out such work.

## **Good Housekeeping**

**Aisles & Gangways** must be kept clear from obstructions and materials must be stored in safe areas. Under no circumstances must goods or materials be stacked immediately in front of or obstructing fire doors, fire exits, fire alarms or fire equipment.

**Smoking:** Smoking is not permitted within the building of Summit House, Wandle Road, Croydon, CR0 1DF. When working away from Summit House (e.g. Bendrigg Lodge or Avon Tyrrell) the smoking policies of that premises must be adhered to.

**Overcrowding:** Phab Ltd will avoid unhealthy and overcrowded working conditions and will consult staff on any changes in office layout.

**Ventilation:** Phab Ltd will endeavour to provide a well-ventilated workplace in which staff have control over their local level of ventilation.

**Temperature:** In office workplaces a minimum temperature of 16 degrees Celsius must be maintained. Efforts will be made so far as is reasonably practical to ensure the workplace temperature does not rise to an uncomfortable level. A thermometer will be provided in such a position as to be easily seen.

**Lighting:** Adequate lighting must be provided. If lights are found to be out of order, the fault must be corrected as soon as reasonably possible.

**Noise:** Phab Ltd will endeavour to ensure that noise in its offices is kept to as low a level as is practicable.

**Office Atmospheric Pollutants:** Office equipment such as photocopiers and printers can emit pollutants into the atmosphere. The organisation will take reasonable precautions to ensure that these levels are kept as low as possible. Employees and volunteers will not be expected to work in enclosed spaces with equipment that emits atmospheric pollutants. Spaces where these pollutants are present shall be kept well ventilated.

## **Equipment Storage and Usage**

Equipment must not be left lying around but must be suitably stored in a safe and convenient way.

- No wires must be left trailing across floors
- Non-flammable rubbish bins must be positioned at various points
- Except in emergencies, and with the permission of the Health and Safety Officer, no paraffin or bar electric heaters will be used

- Broken, ineffective or damaged electrical equipment must be reported. Staff should use electrical equipment in accordance with instructions.
- Appropriate seating must be available to all staff
- Electrical equipment will be PAT tested annually.

**Maintenance of Machinery:** The Health and Safety Officer should hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

## **Personal Safety**

All incidents of aggression or violence should be reported to the Health and Safety Officer and recorded in the accident book. Staff should report any current or potential situation at work which is a threat to personal safety.

It is in the nature of the organisation's work that staff or volunteers may, on occasions, find themselves in potentially unsafe situations whilst on Phab business.

Staff should ensure that the address book of their mobile phone contains an ICE (in case of emergency) entry detailing either a personal or work contact. Emergency services are trained to look for that in appropriate circumstances.

## **The following should also be noted to minimise risk:**

**Lone Working:** Staff or volunteers who are working on their own should not allow access to casual visitors who have no appointment. Such callers should be encouraged to make an appointment.

Where staff are dealing with an individual but feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations the management will put their trust in the feelings of the worker.

**Public Access:** to Summit House, Wandle Road, Croydon, CR0 1DF. A buzzer is sited outside the building at the front door along with CCTV so staff can see who is requesting entry. All windows and entry doors will be lockable.

**Working Away from the Office:** Staff who are going to be working away from the office (be that at Summit House or their home office) should make it clear to other staff where they will be, how long for and how they can be contacted. If in the course of a trip away from the office plans change significantly, this should be communicated back to the office. Staff should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.

**Holding or Carrying Money or Valuables for the Organisation:** Staff who carry money for Phab Ltd have the right to be accompanied by another person. Large amounts of cash, over and above petty cash should not be kept on the premises. Visits to the bank should not be at a regular time. Under no

circumstances should staff put themselves at risk on account of the property of the organisation. If money is demanded with threats it should be handed over.

**Reporting and Recording:** Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair which can carry on long afterwards. Phab Ltd recognises this and will be disposed to provide whatever support, counselling or time off work seems appropriate.

### **Homeworking**

When employees are carrying out work for Phab Ltd at home all health and safety rules and guidance in this policy apply in the same way that they do in the workplace.

It is the responsibility of the employee to ensure that their home working environment and equipment used in the home is safe. A risk assessment in accordance with the guidance given in this policy should be carried out. Should advice be needed, advice should be sought from the nominated Health and Safety officer at Summit House, Wandle Road, Croydon, CR0 1DF

### **Visual Display Equipment**

It is the policy of Phab Ltd to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992. Phab Ltd will conduct health and safety assessments of all workstations staffed by employees who use VDU screens as part of their usual work. All workstations must meet the requirements set out in the Schedule to the Regulations.

**Eye and Eyesight Tests:** Staff are entitled to have eyesight tests paid for by the employer. If a member of staff is experiencing eyesight problems attributable to their work with VDUs s/he will be entitled to have an eyesight test paid for by the employer. If a test shows that as a result of work with the organisation's VDUs, a member of staff needs to purchase special corrective appliances (usually glasses), these will be paid for by the employer. This excludes those normally used for purposes other than work with VDUs and is subject to a maximum expenditure of £75.

### **Fire Safety**

It is not only the responsibility of the Fire Officer, but of all staff and members working at Phab's offices or other venues to be aware of fire hazards, to know the location of fire exits and the assembly point. Everyone must know the fire drill instructions, and these will be part of the induction process for all new staff and volunteers.

Access to escape doors, extinguishers and other firefighting equipment must not be obstructed and the Fire Officer will be instructed on their use.

**Fire Drills:** Phab's Fire Officer is responsible for carrying out fire drills and will arrange these to take place at regular intervals, reviewing the success or otherwise of the evacuation and making recommendations for improved practices. He/she is responsible for ensuring that staff and volunteers are aware of the evacuation procedures and has the power to remove obstructions from fire exits. The fire alarms shall be tested at regular intervals by Phab's Fire Officer and staff will be notified of any testing taking place during office hours. Visitors and all staff, including volunteers, must be made fully familiar with the escape routes and Phab's assembly point.

### **Fire Drill Procedure**

- If you discover a fire raise the alarm ensuring that personnel on both the first and ground floors are aware of the situation
- Evacuate the building immediately by the nearest exit – these are clearly signposted
- Ensure any visitors leave the building
- Do not put yourself at risk
- Assemble opposite the building on the corner of Wandle Road and Laud Street
- Do not re-enter the building for any reason until the Fire Officer or fire brigade confirm that it is safe to do so.

### **Welfare Arrangements**

**Toilet and Washing Facilities:** Phab Ltd will ensure that suitable and sufficient toilets and washing facilities are provided for all staff in accordance with the minimum requirements of Health & Safety legislation. The toilet will be in a separate, lockable room. Washing facilities will include a supply of clean hot and cold water, soap and suitable means of drying.

**Drinking Water:** An adequate supply of drinking water will be provided for all staff

**Rest Areas** So far as is reasonably practicable, Phab Ltd will provide its staff with a seating arrangement where, during rest periods, they may have a break away from their workstations.

**Pregnant Women:** Suitable rest facilities will be provided for pregnant employees.

**Hours of Work:** Employees should not work excessively long hours, and should take adequate breaks for meals and rest as indicated within their statement of terms and conditions of employment.

**Work Related Upper Limb Disorders:** (also known as Repetitive Strain Injury) are often associated with keyboard work. It is the intention of Phab Ltd, by following best advice, to provide VDU/keyboard equipment and furniture which help

prevent the development of these musculoskeletal disorders. Staff should contribute to their own safety and welfare by:

- avoiding sitting in the same position for long periods
- adjusting equipment and furniture to appropriate and comfortable positions
- taking regular rest breaks from VDU work ( at least 10 minutes away from the screen in every hour) by doing some other work.

**Hygiene:** It is the responsibility of all staff to ensure all areas are kept clean and tidy.

- Toilets must be washed regularly and kept clean.
- Wash basins should be provided with hot water, soap, clean paper towels or hand dryers.
- Sanitary products and disposal bins should be provided.
- Bins should be emptied and sanitised regularly

### **First Aid and Accident Reporting**

First Aid First Aid provision will be available at all times in an appropriate and accessible First Aid Box.

- The First Aid Box is kept in a labelled cupboard in the main office area.
- At least one employee will receive appropriate first aid training.
- New employees will be told as part of their induction of the location of first aid equipment and the employee who has received first aid training.
- A record of all first aid cases treated will be kept in the Accident Book, which will be kept with the First Aid Box.

**Accidents and Emergencies:** Employees must report all incidents which resulted or nearly resulted in personal injury to themselves or others, to the Health & Safety Officer and make sure the accident is recorded in the Accident Book.

It is the responsibility of the Health & Safety Officer to ensure that any necessary follow-up action is taken to reduce the risk of the accident or near accident recurring.

The Health & Safety Officer is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the Local Authority Environmental Health Department. RIDDOR covers the following incidents:

- fatal accidents
- major injury accidents/conditions
- dangerous occurrences
- accidents causing more than 3 days incapacity from work
- certain work-related diseases.

## **Hazardous Substances (COSHH)**

General Statement Under the 1992 COSHH (Control of Substances Hazardous to Health) Regulations employers have a duty to make an assessment of the risks related to hazardous substances e.g. chemicals, noxious fumes etc. In accordance with the Approved Code of Practice. The person responsible for carrying out this assessment will be the Health and Safety Officer. Following this assessment, Phab will:

- In the first instance take action to remove any hazardous substance
- If this is not possible, action shall be taken to find a substitute for the hazardous substance
- If this is not possible, such substances shall be enclosed within a safe environment
- If none of the above are possible, protective equipment will be issued to ensure the safety of staff

## **Moving and Handling**

Employees should avoid manual lifting where at all possible. However, employees may occasionally be required to manually move and handle loads. Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury.

- Employees should not put themselves at risk by attempting to lift heavy loads which could be taken apart or divided into smaller quantities
- The assistance of other employees should always be sought for moving large quantities or for lifting heavy and awkward loads
- When lifting is done by a team, instructions should be given by one person only
- Any employee feeling a strain should stop immediately and record the incident in the Accident Book.
- Aids to reduce the risk of injury (e.g. trolleys) must always be used if available
- When attending a Phab Holiday Project anyone moving and handling people must receive appropriate training. See the Phab Personal Care Policy for more information

## **Stress Management**

Stress at work is a serious issue. Workers can suffer severe medical problems, which can result in under-performance at work and cause major disruptions to the organisation.

Stress is a workplace hazard that must be dealt with like any other. Thus the responsibility for reducing stress at work lies both with employer and employee.

Phab Ltd will do all it can to eradicate problems relating to stress at work. In particular it will:

- ensure close employee involvement, particularly during periods of change
- give opportunities for staff to contribute in the planning and organisation of their own jobs
- ensure staff have work targets that are stretching but reasonable
- implement effective policies and procedures for dealing with bullying and any form of harassment
- encourage good communications between staff and management
- promote the maintenance of a supportive culture in the workplace
- where appropriate take into consideration employees' personal situation/problems at home
- ensure employees avoid working long and unsocial hours
- Phab will ensure as far as practicable that its policies, working practices and conditions of employment support its commitment to the above
- Employees should ensure that they do not work in a way which could cause them to suffer an increase of stress, nor cause an increase of stress on others
- Employees must respect other members of staff, and ensure that interpersonal conflict is avoided or dealt with sensibly
- Employees must not make unrealistic demands on other workers by increasing others' workload
- Employees should participate with the organisation's intention to maintain a supportive workplace environment
- If an employee is suffering from stress at work, s/he should discuss this with their line manager at the first opportunity.
- Where practicable and reasonable, Phab Ltd will seek to provide assistance to the employee