



HEALTH AND SAFETY MANUAL

River of Life Metropolitan Community Church Dorchester



ADOPTED BY THE

BOARD OF DIRECTORS, ROLMCC 26TH AUGUST 09

LIST OF CONTENTS

Responsibilities and Roles	Page 3
Policy and Guidance	Page 4
Cleanliness and waste management:	Page 4
Condition of floors and traffic routes:	Page 4
Doors and gates:	Page 4
Facilities for resting and taking meals:	Page 4
Falls or Falling Objects:	Page 4
Lighting:	Page 5
Maintenance of workplace, equipment, devices and systems:	Page 5
Provision of drinking water:	Page 5
Room Dimensions and space:	Page 5
Sanitary conveniences and washing facilities:	Page 5
Temperature in indoor workplaces:	Page 6
Ventilation:	Page 6
Workstations and seating:	Page 6
Annual Assessment	Page 6
Accident Reporting & Investigation	Page 6
Adventure Activities	Page 7
Bomb Threats	Page 8
Contagious People (contact with)	Page 11
Contractors	Page 11
COSHH	Page 12
Display Screen Equipment	Page 13
Driving on Business	Page 13
Electrical Safety	Page 15
Fire Safety Management	Page 16
First Aid	Page 20
Food Handling and Storage	Page 21
Furniture Safety	Page 25
Home working	Page 26
Manual Handling	Page 27
Mobile Phones	Page 28
Notice Board	Page 29
Personal Safety	Page 29
Photocopiers	Page 30
Risk Assessments	Page 31
Safety Signs	Page 32
Smoke Free Environment	Page 32
Stress at work	Page 33
Toy Safety	Page 34
Training (Health and Safety)	Page 35
Work Equipment	Page 36
Workplace Health and Safety	Page 37
Young people at work	Page 37
Appendices	Page 28 on

ROLES & RESPONSIBILITIES

Job Title: Health & Safety Advisor

Reporting to: The Board of Trustees

Responsibilities: The appointed Health and Safety Advisor will lead the implementation of the health and safety policy to ensure effective compliance and best practice. Specific responsibilities include but are not limited to:

- Providing timely and authoritative advice and guidance based upon interpretation of current statute.
- Creating and updating the H&S policy in line with changes in legislation and the demands of the business.
- Advising the Board of Trustees how to develop and implement risk assessments, and safe working practices.
- Auditing the operational management of health and safety.
- Ensuring suitable and sufficient H&S training is developed and delivered when necessary.

Job Title: First-Aider or Appointed Person

Reporting to: Board of Trustees

Responsibilities: The provision of immediate response in the event of any injury or illness. Specifically, first-aiders are responsible for:

- Responding to injury or ill health within the workplace
- Providing initial treatment (not involving the issue of medication) to persons involved in accidents or cases of ill health.
- Where necessary arranging for further treatment, e.g. transfer to hospital.
- Ensuring that the contents of all first aid boxes and, where appropriate, the first aid room are replaced as necessary and maintained in good condition.
- Notifying The Board of Trustees, who will make an entry in the statutory Accident Book and where appropriate notifying the safety contact of any reportable incident.

Job Title: Employees (paid and non-paid)

Reporting to: Board of Trustees

Responsibilities:

All employees have a responsibility to do what is reasonably practicable to ensure their own health and safety and that of anyone else with whom they may have contact. In particular all employees have a duty to ensure:

- That they are familiar with the contents of the Health and Safety Policy and in the case of any uncertainty they contact their line manager or supervisor.
- That they comply with any safe working procedures which have been drawn up by ROLMCC.
- That they comply with any measures which ROLMCC has implemented for their protection, including the use of personal protective equipment, where provided.

- That they do not misuse or abuse any measures which are provided for their safety.
- That they report any accidents, cases of ill health or dangerous occurrences to their line manager or supervisor.

Ensuring the Health, Safety and Welfare of our Premises

Cleanliness and waste management:

Every workplace and the furniture, furnishings and fittings and the surfaces of floors, walls and ceilings should be kept clean. Cleaning and the removal of waste should be carried out as necessary by an effective method. Waste should be stored in suitable receptacles.

Condition of floors and traffic routes:

'Traffic route' means a route for pedestrian traffic, vehicles, or both, and includes any stairs, fixed ladder, doorway, gateway, loading bay or ramp. The traffic routes should be of sufficient width and headroom and the surfaces should be free from any hole, slope or uneven slippery surface which is likely to cause a slip, trip or fall and collision. The traffic routes should be kept clear at all times.

Doors and gates:

Doors and gates shall be suitably constructed (including being fitted with any necessary safety devices or notice) and have a vision panel fitted to comply with DDA requirements or where there is a risk of collision. Where a door is identified as being fire resisting it shall comply with the relevant building regulations. Child safety gates should be fitted as required in consultation with the Board of Trustees. Suitable fire door releases should be fitted as necessary

Facilities for resting and taking meals:

Suitable and sufficient, readily accessible, rest facilities should be provided. Rest areas or rooms should be large enough, and have sufficient seats with backrests and tables, for the number of workers likely to use them at any one time. They should include suitable facilities to eat meals where meals are regularly eaten in the workplace and the food would otherwise be likely to become contaminated. Workers who work during hours or at places where hot food cannot be obtained in, or reasonably near to, the workplace should be provided with the means for heating their own food. Good hygiene standards should be maintained in those parts of rest facilities used for eating or preparing food and drinks. Responsibility for cleaning should be clearly allocated.

Suitable rest facilities should be provided for pregnant women and nursing mothers. They should be near to sanitary facilities and, where necessary, include the facility to lie down.

Falls or Falling Objects:

Falls from heights - some examples are using ladders (including step

ladders), step-stools, open roof areas, machinery pits. The potential to fall from height is a very serious matter to deal with and the new Working at Height Regulations 2006 gives technical guidance in relation to the control measures required. For further guidance please contact a member of the Board of Trustees.

Falling objects - materials and objects should be stored and stacked in such a way that they are not likely to fall and cause injury. Racking should be of adequate strength and stability having regard to the loads placed upon it.

Lighting:

Lighting should be sufficient to enable people to work and move about safely. All efforts should be made to reduce glare when using display screen equipment. If necessary, overhead lighting can be supplemented with task lighting. Automatic emergency lighting, powered by an independent source, should be provided where sudden loss of light would create a risk.

Maintenance of workplace, equipment, devices and systems:

For the purposes of this guidance, systems include such things as water, gas and electrical services, air conditioning etc. The workplace, and the equipment, devices and systems should be maintained in an efficient state, in efficient working order and in good repair. 'Efficient' in this context means efficient from the view of health, safety and welfare (not productivity or economy). If a potentially dangerous defect is discovered, the defect should be rectified immediately or steps should be taken to protect anyone who might be put at risk. Steps should be taken to ensure that repair and maintenance work is carried out properly and that records are kept.

Provision of drinking water:

An adequate supply of wholesome drinking water should be provided and be readily accessible for all persons in the workplace. Drinking cups or beakers should be provided. Drinking water supplies should be marked as such if people may otherwise drink from supplies which are not meant for drinking. Water dispensing systems may still be provided as a secondary source of drinking water.

Room Dimensions and space:

There needs to be enough free space to allow people to move about with ease. Eleven cubic metres per person is a minimum requirement, however all factors need to be considered including type of work, layout and the contents kept in the room.

Sanitary conveniences and washing facilities:

Suitable and sufficient sanitary conveniences and washing facilities should be provided at readily accessible places. They and the rooms containing them should be kept clean and be adequately ventilated and lit. Washing facilities should have running hot and cold water, soap and adequate means of drying. Men and women should have separate facilities unless each facility is in a separate room with a lockable door and is for use by only one person at a time.

Temperature in indoor workplaces:

During working hours the temperature in all indoor workplaces shall be reasonable and a sufficient number of thermometers shall be provided to enable persons at work to determine the temperature. The temperature in workrooms should normally be at least 16oC unless much of the work involves severe physical effort in which case the temperature should be at least 13oC. There is no legal maximum temperature.

Ventilation:

Fresh, clean air should be drawn from a source outside the workplace, uncontaminated by discharges from flues, chimneys or other process outlets, and be circulated through the workrooms.

Workstations and seating:

Workstations should be suitable for the people using them and for the work. People should be able to leave workstations swiftly in an emergency. If work can or must be done sitting, seats which are suitable for the people using them and for the task should be provided. Seating should give adequate support for the lower back, and footrests should be provided for workers who cannot place their feet flat on the floor. Workstations including seating, and access to workstations, should be suitable for any special needs of the individual worker, including workers with disabilities.

ANNUAL ASSESSMENT

In addition to the guidance in this section an Annual Health & Safety Assessment should be undertaken of all ROLMCC premises regardless of lease arrangements using the ROLMCC standard Health and Safety Assessment form. All completed assessment forms must be copied to the designated Board of Trustees member and held locally for a minimum of five years.

ACCIDENT REPORTING & INVESTIGATION

Objective

It is the policy of the ROLMCC to comply with legislation by having in place suitable management processes for the timely investigation and reporting of accidents in the workplace. The aim of the policy is:

- to have a system in place to accurately record information
- to provide the resources to investigate accidents in the workplace
- to identify trends and minimise circumstances where accidents occur

Eligibility

This policy applies to all employees (permanent and temporary), volunteers, agency workers, consultants, contractors and visitors.

Definition

An accident is any unplanned, unforeseen event which normally results in injury and/or damage.

Recording

Every ROLMCC site will have its own accident reporting book and a management procedure for protecting the data. Accident books must be kept for five years from the last date of entry. All accidents and near misses, however minor, must be recorded and the accident books reviewed regularly

Investigation

All accidents, incidents and near misses should be investigated to determine the causes and to ensure that a similar accident will not happen again. The accident investigation form will assist in this process:

Reporting

Internal:

All incidents which have resulted in injury, ill health or damage to property, or which have the potential for any of these results must be reported immediately to the Board of Trustees

External:

Some incidents need to be reported under RIDDOR to an external enforcing authority which is the Environmental Health Officer (EHO) in your Local Authority.

Information, Instruction, Training and Supervision

Staff who are responsible for the recording and reporting The Health & Safety Advisor are available to offer advice and support as required.

Procedures

All staff & volunteers are obliged to adhere to and facilitate the implementation of the policy. Any concerns regarding this policy should be reported immediately to the Line Manager so that appropriate action can be taken.

ADVENTURE ACTIVITIES LICENSING REGULATIONS (AS PART OF ROLMCC FUNDRAISING)

Arrangements:

- The ROLMCC is involved in fundraising events all year round.
- Some of the events the ROLMCC either run, or support may involve some type of adventure activity. Where this is the case the organiser

must ensure that the event is only undertaken if all legal requirements are met, which means adhering to all guidelines outlined in this section.

Legal Requirements:

- There is specific legislation relating to certain types of adventure activities namely:
 - Caving - underground exploration in natural caves and mines including potholing, cave diving and mine exploration
 - Climbing - climbing, traversing, abseiling and scrambling activities over difficult terrain (purpose-designed man made structures i.e. climbing walls or abseiling towers not included)
 - Trekking (walking, running, pony trekking, mountain biking, off-piste skiing and related activities when done in moor or mountain country which is remote i.e. over 30 minutes travelling time from the nearest road or refuge);
 - Water Sports - Canoeing, windsurfing , rafting, small boat sailing activities on the sea (tidal waters) or large non placid inland waters

- The statute which covers the above activities is 'The Adventure Activities Licensing Regulations 1996'. The Legislation is predominantly aimed at those organisations that run adventure activities as a business. Namely the type of company that we would contact to help us undertake an event by using their facility. The basis of the Regulations is that most of these activities need to be licensed.

BOMB THREATS (TERRORIST AND BOMB THREAT PROCEDURE)

Arrangements:

Although the level of risk from a terrorist action or a bomb threat is low, ROLMCC is required to institute a procedure to manage the situation should it arise.

Assessment Of The Risk - Overall Low

- Currently politically motivated terrorists seek to cause disruption to the general infrastructure, such as centres of commerce or transportation. ROLMCC is unlikely to be targeted. ROLMCC is not at risk from activist groups such as animal rights or environmentalists.

THREE AREAS WHICH COULD INSTIGATE THE PROCESS

1. A telephone call claiming to have placed a bomb or similar device within the building:
2. The placement of a bomb in close proximity to the premises (i.e. in a car or in another building)
3. Receipt of a parcel bomb or incendiary device.

FOUR OPTIONS FOR ACTION

In response to any of the above three situations arising, there are four options:

1. total evacuation of the building;
2. partial evacuation of the building - one or more floors;
3. movement of people present to a safe area within the building e.g. the basement; and
4. staying put in the building.

Any of the above can be appropriate but would depend on the specific circumstances.

Security Coordinator

- To facilitate the above procedure a designated person needs to be appointed as a 'Security Co-ordinator' at each ROLMCC property. This will allow for complete co-ordination of pre-planning and liaison with the emergency services.
- The ideal person to be designated as the 'Security Co-ordinator' is someone who is a Trustee or suitably trained person.
- The main role of the Security Co-ordinator is to take responsibility for implementing counter terrorist security precautions.
- The Security Co-ordinator will have both the responsibility and authority for implementing ROLMCC 's security precautions and for directing the action to be taken in response to security threats

The Security Coordinator's Main Responsibilities Are:

- Producing an assessment of the threat to ROLMCC's premises;
- Identifying and reducing, where reasonably practicable, risks to the Board of Trustees and property through improved security measures;
- Devising and maintaining a search plan;
- Devising and maintaining an evacuation plan;
- Deciding whether to evacuate the premises or to move to a safe area within the building;
- Making the decision to re-occupy;
- Liaison with the Emergency Services and Crime Prevention Officer; and
- Arranging staff training and security drills.

Telephone Bomb Threats

- All threatening telephone calls must be taken seriously. Failure to do so could be admissible as evidence of negligence in court proceedings. It is vital to obtain as much information as possible about the caller.
- The person who receives the call must attempt to complete the standard Call information form (see Appendix 1)
- Using the form will Guide the member of staff receiving the call to:
 - Try to notify someone else while the call is being received
 - Listen very carefully to what is being said

- Remain calm and if possible try to keep the caller talking by asking them to clarify points
- Note what time the bomb is likely to explode and
- Note any unusual feature of the call.
- After taking the call they must immediately contact the 'Security Co-ordinator' and the emergency services.

Postal Bombs

People dealing with post will be trained in the best procedure they should follow if they discover a suspicious device.

- A procedure will be developed for the isolation of a suspicious package and the evacuation of the area.
- A procedure will be developed for dealing with a package that explodes or catches fire and the evacuation of the area/building.
- Where the post room has a small volume of post then the above requirements do not apply, however if a suspicious package is delivered, then the local Emergency Services must be contacted.

Evacuation Strategy

- The decision of whether to carry out an evacuation will rest with the Security Co-ordinator whose decision will be based on the assessment of current information; advice by the Emergency Services and the results of a search.
- If there are reasons to believe that an explosion may be imminent, then evacuation will be carried out prior to any search.
- Where a threat has been received and there are no reasons to believe that premises security has been penetrated, then a search and evacuate if necessary policy will be adopted.
- Where an identified suspect device is small e.g. a letter bomb or incendiary device, then partial evacuation will be made from the immediate area as appropriate.
- Where there is an external threat, e.g. vehicle bomb, then evacuation may be limited to a safe bomb shelter area within the building.
- Following the initial notification to staff which instigated the search, if the alarm sounds all must evacuate the building and upon leaving will be guided to a safe assembly point.

Re-Occupation Decision Procedure.

- The Security Co-ordinator is responsible for deciding when the building can be re-occupied.
- Where a suspicious object has been found and made safe, re-occupation of the building will not take place until a full search of the premises has been completed in order to identify any additional suspicious objects.
- Where the police have ordered the initial evacuation, they will remain in control and declare the building safe for re-occupation.

Stress Counselling

- The health and safety of our staff is the main priority. If an individual feels they need a form of counselling after being involved in an incident. Support can be provided talking to the Board of Trustees.

Legislation:

- The Health & Safety at Work Act 1974.
- Bombs - Defusing The Threat - City of London Police.
- Bombs - Protecting People and Property - A guide for businesses - Home Office.

CONTAGIOUS PERSONS (CONTACT WITH)

It is possible for ROLMCC employees to come into contact with someone suffering from an infection/contagious disease. If possible this should be identified prior to any meeting or visit. Exposure to infections or contagious elements can result in serious disease that may be communicable to others. Wherever possible a risk assessment should be undertaken on measures intended to eliminate risks or reduce them to as low a level as is reasonably practicable. Medical attention should be sought in the event of contact with a person who has a contagious disease or infection. Government or NHS Guidelines should be followed at all times.

CONTRACTORS

Objective

It is the policy of ROLMCC, as site occupiers, to plan, co-ordinate, control and monitor the activities of contract companies. The aim of the policy is:

- To effectively minimise the risks presented to staff, volunteers and visitors to site.
- To ensure the health and safety of the contractors, who may be exposed to hazards arising from ROLMCC's activities.

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Definition:

A contractor is an individual or a company appointed on behalf of ROLMCC to undertake work or provide a service in any of our premises.

Selection:

ROLMCC will only use contractors who have proved able to discharge their primary responsibility to safeguard their employees and other persons who may be affected by their undertakings. This will be achieved by a selection

and evaluation procedure to ensure that only competent contractors are used by ROLMCC.

Construction, Design and Management (CDM):

Where the latest edition CDM Regulations apply the Property Department will appoint a suitably qualified CDM Coordinator/Contract Administrator/Project Manager.

Permits to Work

Where the work to be carried out requires a Permit to Work, e.g. hot work, confined spaces, working at height etc. will be arranged through the Board of Trustees

On-site Management:

- On arrival at site all contractors are to be made aware of the local Health and Safety arrangements
- The asbestos report will be made available to all contractors who must sign to say they are aware of its contents.

Procedures

All staff & volunteers are obliged to adhere to and facilitate the implementation of the policy. Any concerns regarding this policy should be reported immediately to Board of Trustees so that appropriate action can be taken.

COSHH (CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH)

It is the policy of ROLMCC to ensure that as far as is reasonably practicable the absence of risks to health from using, handling, storing and transporting substances in line with the COSHH Regulations 2002 and the Control of Pesticides Regulations 1986. The aim of this policy is:

- To ensure assessments of the risks involved are undertaken
- To eliminate where possible or minimise the exposure to staff, volunteers, members of the public and any other person on ROLMCC premises to hazardous substances
- To provide a process that accurately records the actions taken

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Definition:

Any substance, in what ever form, which has the potential to harm health.

Duty to Assess Risk:

The basis of the COSHH Regulations is a suitable and sufficient risk assessment. This means simpler and lower risk situations will not require as

much consideration as more serious and complex risks. The assessment requires:

- Information to be gathered about the hazardous substances at the work place and ways that they are used
- Evaluation of the likelihood of exposure and risks to health
- Determination of the measures required to prevent staff and volunteers being exposed to the substances or to adequately control the exposure

For further details on assessing the risks see the Guidance on COSHH.

Sourcing Substances:

Where possible consideration should be given to replacing any hazardous substance in use with a less or non-hazardous substance once current stocks have been used.

Health surveillance and support:

Possible health effects will be communicated to ROLMCC's Board of Trustees and where necessary medical assistance will be sought.

Procedures

All staff are obliged to adhere to, and facilitate the implementation of the policy. Any concerns regarding this policy should be reported immediately to the Board of Trustees so that appropriate action can be taken.

DISPLAY SCREEN EQUIPMENT (DSE)

It is the policy of ROLMCC to comply with the requirements of the Display Screen Equipment (DSE) Regulations 2002. The aim of the policy is:

- To ensure that all staff and volunteers are protected from the hazards associated with using DSE
- To ensure remedial measures are implemented to eliminate or reduce the effects of using DSE

Eligibility

This policy applies to all staff using DSE.

Definition:

- DSE refers to a computer system consisting of a PC or laptop.
- Workstation refers to an assembly comprising of DSE, work chair, desk and ancillaries.
-

Workstation Assessments :

- Workstation assessments will be undertaken annually or where there has been significant change to the workstation. (see Appendix 2)
- The outcomes of the assessment will be shared with the Board of Trustees and control measures agreed and implemented.
- The assessment records will kept locally for a minimum of five years.

DRIVING ON BUSINESS

Arrangements:

- The objective of ROLMCC policy on business driving is to ensure that all persons involved with driving whilst at work, do so in a manner that is safe to themselves, other road users and the public at large.
- These arrangements apply irrespective of ownership of the vehicle.

Driving Competence

Drivers will:

- Produce a valid drivers licence, business insurance and all other documents requested by ROLMCC for checking when appointed to a post which requires driving at work, and have them checked annually thereafter.
- Comply at all times with the provisions of the Highway Code and other road safety legislation.
- Ensure their eyesight is to the required standard.
- Undertake sufficient driver training and instruction as deemed necessary by ROLMCC.
- Make themselves familiar with the controls and operation of any new vehicle before attempting to drive.
- Carry out a safety check of the vehicle before attempting to drive.
- Be responsible for the security of loads and safety of passengers.
- Consider keeping all the vehicle doors locked whilst driving.
- Take a minimum break of 15mins after every two-hour period of continuous driving.
- Adjust their driving technique to suit the road and weather conditions.
- Be familiar with ROLMCC accident reporting procedures (see Accident reporting)

Drivers will not:

- Drive whilst under the influence of Alcohol.
- Drive whilst under the influence of drugs other than those prescribed by a doctor, and which do not impair driving ability.
- Use a mobile phone unless the vehicle is stationary, parked in a safe location with the engine turned off.
- Permit or cause an unauthorised driver to use a vehicle managed by ROLMCC,

Vehicles owned by or managed on behalf of ROLMCC:

- " Vehicles provided by an employer for the purpose of conducting business on behalf of the employer are classified as work equipment. Both ROLMCC and the person to whom the vehicle is supplied (the keeper) have a number of responsibilities towards the safety of the vehicle.

Vehicles privately owned:

- Drivers of privately owned vehicles should make a disclosure to their own insurers but should also inform ROLMCC where more than 6 penalty points are endorsed, or where there is threat of prosecution for

serious motoring offences such as driving whilst under the influence of alcohol, drugs or dangerous driving etc.

- The private vehicle must be safe and serviceable to use on business, safety checks must be made and documentary evidence provided when requested. For further information see the

Accidents:

- If you are involved in a Road Traffic Accident whilst driving on business it is vitally important that you are aware of ROLMCC procedures for Accident reporting.

Transportation of children

When transporting children as part of your duties, they must at all times be restrained when in the vehicle. All drivers must hold a current CRB Check and must have the legally required seating fitted.

Legislation:

- The Health & Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Provision and Use of Work Equipment Regulations 1998 (amended)
- The Road Traffic Act 1998
- The Highway Code
- Road Vehicles (Construction and Use) Regulations 1986 (amended)

ELECTRICAL SAFETY

It is the policy of ROLMCC, as site occupiers, to provide and maintain electrical plant, systems and processes that are, as far as is reasonably practicable, safe and without risk to health under the Health & Safety at Work Act 1974. The aim of the policy is:

- To ensure all staff and volunteers are protected from the risks associated with using electrical equipment
- To ensure that contractors working on our premises are protected, as far as is reasonably practicable, from electrical shock
- To reduce the potential of a fire

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Definition:

- Electrical safety as defined in this policy relates to the electrical system in its entirety and all equipment connected to it.
- It also covers the inspection and maintenance of lightning protection systems where these are the responsibility of ROLMCC

Fixed Wiring inspections and testing:

- Five yearly checks will be carried out on the electrical installation as recommended in guidance to the Institute of Electrical Engineers (IEE) Wiring Regulations (16th Edition) where the installations belong to ROLMCC.
- This will be carried out by an ROLMCC approved contractor under instructions from the Board of Trustees.

Portable Appliance Testing (PAT):

- PAT testing will be carried out in accordance with the Electricity at Work Regulations 1989.

Out Door Equipment including RCS Plug/Socket:

- Any Portable Electrical equipment being used in an Out Door Area, must comply with the Construction Regulations and the IEE Regulations Section 604 (Construction Site Installations). This PROHIBITS the use of 240V PORTABLE ELECTRICAL EQUIPMENT
- All employees who are required to use Hand Held 240V Equipment must use a Residual Current Device Plug/Socket

Safe systems of work:

- Any work carried out on the system or equipment must be undertaken by an ROLMCC Approved contractor. This must be supported by appropriate control measures which will include risk assessments and permit to work.

User checks:

- All users should carry out a visual inspection of electrical equipment on regular basis.

Procedures

All staff and volunteers are obliged to adhere to, and facilitate the implementation of the policy. Any concerns regarding this policy should be reported immediately to the Board of Trustees so that appropriate action can be taken.

FIRE SAFETY MANAGEMENT

Arrangements

ROLMCC has a responsibility for staff, visitors and contractors within all of its premises to ensure their health & safety whilst at work, this includes eliminating or reducing the risk from fire.

There have been recent changes in Fire Safety Legislation and the new Regulatory Reform (Fire Safety) Order scheduled for release during 2006, will enforce further measures upon employers to effectively manage fire safety within their premises. The need for suitable and sufficient Risk Assessments underpins the new legislation even if buildings currently have a fire certificate.

Fire Risk Assessment Process

The Fire Risk Assessment is now an essential part of the compliance and if a fire occurs in your workplace you can be sure that the Local Fire Authority will request proof of a fire risk assessment.

It is the responsibility of the Board of Trustees at each ROLMCC premises to ensure that a fire risk assessment is undertaken using the following guidelines.

There are five elements to a **Fire Risk Assessment** these are:

1. Identify the hazards in the workplace
2. Consider who could be harmed in the event of a fire
3. Evaluate the level of risk and decide if existing precautions are adequate.
4. Record the findings from the risk assessment
5. Review the assessment on a 12 monthly basis or if changes are made which make the existing assessment invalid.

Managing False Alarms

Recent changes to British Standard BS 5839 now require end users of automatic fire alarm systems to not only log that there has been a false alarm on the system, but also categorise the type of false alarm.

False Alarms are classified in to the following five categories :

- **Unwanted alarms** - alarms caused by fumes from cooking, steam, tobacco smoke, dust insects etc
- **Equipment False Alarms** - alarms due to faults with the equipment
- **Malicious False Alarms** - alarms arising from a malicious use of a call point
- **False alarms with good intent** - these occur when an individual suspects there is a real fire and raises the alarm
- **Unknown** - False alarms that do not fall into any of the categories listed above

Listing the category of false alarms in the fire system log book will aid investigation as to the cause.

How To Be Pro-Active In Fire Safety Management

In addition to doing a Fire Risk Assessment for each building the following checklist outlines steps which need to be undertaken, to ensure good fire safety management at each ROLMCC site.

It is the responsibility of the Board of Trustees to ensure the following measures are considered and that all associated records are kept in a site '**Fire Safety File**' normally the **RED CHUBB FIRE LOG BOOK** All records must be kept for a minimum of seven years:

Fire Detection:

- There should be suitable fire detection for the property, which sets off an alarm to alert staff and trigger an evacuation.
- All alarm systems must be covered by a maintenance contract with a certified engineer.

- Liaise with the Board of Trustees if you have any enquiries with regard to your fire safety management systems.

Fire Evacuation:

- Evacuation fire drills must be held at intervals not exceeding 6 months
- Evacuation routes (means of escape) should be clearly marked on a map of the building (to be kept in a 'fire safety' file)
- Evacuation routes must be clearly marked in the building, by suitable fire exit signs (must have a pictogram) and must be legal requirements.
- A Fire Action Notice (see example), must be displayed at each property which outlines what staff should do if they discover a fire or if they hear the fire alarm.
- Fire alarm call points should be numbered, and also be identified on a map. A different alarm call point should be used to test the fire alarm system on a weekly basis.
- Create a 'log sheet' for alarm call point testing - keep log sheet in your 'Fire Safety File'.
- All fire evacuation routes must be kept clear at all times.
- Lifts, portable or hinged drop down ladders are not considered suitable means of escape.
- The general rule is that everyone, no matter where the fire occurs should be able to turn away from the fire and travel to a point of safety
- Every person in a building must arrive at (without running), 'a point of safety' within two or three minutes. The ultimate place of safety is the open air clear of fire. However in large modern buildings, reasonable safety may be reached within the building
- It may be necessary especially when there is only one stair way for escape, to partition the stair well, with fire resistant material and self closing fire resistant doors.
- Doors may be required to open in the direction of travel, for example:
 - When leaving a high risk area (large kitchen) or
 - If a door likely to be used by more than 50 people, or
 - Doors at the foot of a stairwell where there is a danger of crushing.

Fire Assembly Point

- Each ROLMCC property must have a designated fire assembly point - all staff must be made aware of the location of this meeting point.
- Where possible the assembly point should be marked with an appropriate sign

Emergency Lighting:

- Emergency lighting throughout escape routes will only need to be provided.
- The level of secondary lighting required will be dependent on the type of building, a small premises used only during day light hours, or with strong external street lights may provide sufficient lighting for a safe means of escape
- Where necessary it should be maintained in accordance with BS5266 1999.

Contacting the Emergency Services (Fire Brigade) :

- There should be written procedures at each ROLMCC property to identify the method in which the emergency services will be contacted in the event of a fire.
- Appropriate staff must be aware of this procedure.

Fire Marshals

- There must be designated fire marshals at each ROLMCC site, who must receive appropriate training
- Fire Marshall's should be readily identifiable by wearing either Hi-viz waistcoats or armbands during an evacuation
- In the case of a multi-storey building, there will be fire marshall's on each level with a co-ordinator for the building.
- The duties of the marshall's will include:-
 - Ensuring that all staff have evacuated their designated area / or floor, i.e. if operating a 'clear floor' policy.
 - Ensuring provision is made for evacuating disabled people who may be on site
 - Ensuring a system is in place for recording who is in the building if using a roll call system.
 - Liaising with the co-ordinator or fire brigade to notify of any staff still within the building
 - Controlling re-entry to the building.

Fire Fighting Equipment:

- Suitable fire fighting equipment (e.g. hose reels & fire extinguishers) must be in place and maintained through a suitable maintenance programme.
- Fire extinguishers should be positioned on exit routes & clearly marked 'Fire Point'. Signs should be used which identify what type of fire the extinguisher can be used on.
- Designated staff should be trained in the use of the fire fighting equipment (they must not put themselves at risk in the event of a fire)
- It is important to understand what types of fire extinguisher can be used on what types of fire.

Testing All Types Of Fire Equipment

A significant amount of equipment is used to ensure the safety of staff (contractors, and visitors) against fire. The Fire Precautions (Workplace) Regulations 1999 advise that checks and tests are undertaken annually.

Fire safety in multi-tenanted buildings

When a property is shared, use the following guidance to understand who is responsible for fire safety:

Situation	Fire safety responsibilities
ROLMCC is the landlord of the building and occupies all parts or rents	ROLMCC responsible for all fire safety provisions within the actual places of

all parts of the property from a landlord.

work and common parts

ROLMCC rents part of a property within a multi-tenanted property of a Landlord.

ROLMCC will be responsible for fire provisions within the area which is rented (i.e. fire fighting equipment, information and instruction for staff, visitors and contractors and designated trained people).

ROLMCC must liaise with the landlord on issues such as fire detection, emergency lighting and fire evacuations & keeping the fire evacuation routes clear.

However the Landlord should be responsible for the common parts (stair wells, routes of escape to a fire point external to the building, plus fire alarm systems so that ROLMCC is notified if a fire starts in another part of the building). If in doubt liaise with the Property Services Section at Weston House.

Legislation:

- Health & Safety at Work Act 1974
- Fire Precautions Act 1971
- Fire Precautions (Workplace) Regulations 1999
- Safety Signs & Signals Regulations 1996

FIRST AID

Objective

It is the policy of ROLMCC to provide first aid treatment for injury, accidents and cases of ill health at work in line with the First Aid at Work Regulations 1981. The aim of this policy is:

- To ensure that personnel are suitably trained in first aid
- To ensure that suitable equipment is available
- To ensure that appropriate facilities are provided

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Definition:

First aid is defined as emergency treatment administered to an injured or sick person before professional medical is available.

Assessment of First Aid Needs:

- The level of first aid provision depends on the workplace circumstances. No fixed level exists, but each employer needs to assess what facilities and personnel are appropriate.
- Managers will seek volunteers from staff and volunteers willing to train as qualified first aiders or appointed person for each site.
- Where this is not possible, other local arrangements will need to be identified and organised by the Board of Trustees
- The assessment of first aid needs should take into consideration the needs of travelling, remote or lone workers

First Aid Facilities and Equipment:

- Establishing a first aid room should be considered where the workplace presents a high risk from hazards, access to outside A&E facilities is difficult or where there are large numbers of employees on site at any one time.
- Where a dedicated room is not possible or required a suitable alternative area should be identified.
- First aid equipment must, as a minimum, be equivalent to the standard stated in the Approved Code of practice.

Information, Instruction and Training:

- Information, instruction and training will be provided for first aiders or appointed persons
- Details of first aid arrangements will be displayed in the workplace

Procedures

All staff are obliged to adhere to, and facilitate the implementation of the policy. Any concerns regarding this policy should be reported immediately to the Board of Trustees so that appropriate action can be taken.

FOOD HYGIENE AND SAFETY ARRANGEMENTS

Arrangements:

As an integral part of many ROLMCC activities, food is prepared and consumed for example:

- Food handled as a result of services ROLMCC provides.
- Food provided at fund-raising events e.g. fetes, coffee mornings and formal dinners.
- The kitchen within ROLMCC Training Centre
- Any areas within any of our properties, which have the facilities to make hot and cold drinks, and store/ prepare food.
- Vending machines (provided from an external company)

- Sandwiches (provided from an external company).

Licensing

By the nature of the above activities, it is essential that staff follow and teach good practices in food handling, preparation and hygiene. Where food is prepared and served by ROLMCC on a more permanent basis, i.e:

- five or more consecutive days over
- a five week period.

The activity must be registered with the local authority, under the Food (Premises) Registration Regulations 1991. This can be done via an application form, which is available from the local district council. When the council receives the form it takes approximately 28 days for the property to be put on the registration list.

ROLMCC recognises the risks associated with the preparation of food (e.g. burns, cuts etc.), plus those associated with consumption of food; which has been handled in a non hygienic manner (food poisoning / ill health).

The following ensures compliance with our moral and legal obligations; and must be incorporated within local procedures:

Training

Employees who handle food (as a part of their work) must as a minimum have been given verbal or written instructions by the Board of Trustees in:

<p>Essentials of food hygiene:</p> <ul style="list-style-type: none"> • Our food hygiene and safety policy • Personal Cleanliness and dress • Hand washing • The need to report infections and cover up any cuts • No smoking, eating or drinking near food preparation rooms • The need for temperature control • Keeping the surfaces clean 	<p>Hygiene awareness instruction:</p> <ul style="list-style-type: none"> • Our food hygiene and safety policy • Personal Hygiene • Cross contamination and food storage • Waste disposal, cleaning and disinfecting • Awareness of pests.
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- Staff must be aware of and follow all safety instructions provided by the manufacturer of kitchen equipment. Even though this is domestic machinery, rather than industrial, it must not be assumed to require lower standards in use. All electrical equipment must be annually inspected, by a qualified electrician.
- All knives must be stored in an appropriate manner when not in use, e.g. a knife block. These should be kept out of the reach of children.

- Lighting levels must be adequate to allow safe preparation and cooking of food.
- Food must only be supplied where there is adequate supply of hot and cold drinking (potable) water.
- Lavatories must be available but must not lead directly into the food handling area. Within the lavatories notices reminding users to wash their hands should be put up.
- Any extraction systems must be regularly maintained with periodic cleaning of ducts and replacement of filters. The period at which this should be done should be determined locally and reflect the frequency of use, but as a minimum not less than annually.
- The kitchen should be equipped with appropriate fire extinguishers, e.g. CO₂ (for electrical fires) or foam (for oil/fat fires), and a fire blanket. Staff responsible for the training should be trained in the use of this fire fighting equipment.
- Deep fat fryers should be fitted with the following safety devices:
 - Thermostat
 - High temperature cut-out
 - Lid
- If cleaning involves mopping the floor, the section to be cleaned must be identified in some way e.g. 'caution wet floor' sign, to prevent any slipping accidents from occurring.

Hygienic Methods Of Work To Reduce Bacteria Growth And Cross Contamination.

- Correct food storage is essential as far as food hygiene is concerned. All food handled within ROLMCC must adhere to the following temperature requirements:
 - Food served hot must be above 67°C
 - Chilled food below 8°C (coldest part of fridge should be below 5°C)
 - Frozen food below -18°C (freezer must be colder than -18°C)
 - Bacteria grows quickly in temperatures above 10°C and below 65°C
 - Dry foods such as cereals, biscuits, crisps etc should be stored in accordance with the guidance on the packet.
- Chilled or frozen food needs to be stored in a fridge or freezer as soon as possible after purchasing. Always buy food from a reputable supplier. If food is re-heated always ensure it is piping hot.
- Clean and defrost fridges and freezers on a regular basis. If a spillage occurs clean it up straight away and do not allow a build up of ice to occur, this reduces the efficiency of the appliance.
- Staff who use fridges to store their lunch, must adhere to basic hygiene principles, i.e. not mixing raw and cooked meats.
- Eggs can contain food poisoning bacteria, by thoroughly cooking the egg the bacteria is easily killed. Avoid making foods which contain raw egg (mousse, egg drinks, mayonnaise, etc.).
- All food must be eaten within its 'use by date', printed on packaging.
- Wipe the tops of cans before opening them. Always use clean kitchen utensils.

- Clear up spills straight away, to avoid attracting flies and other insects. Efforts should be made (especially in summer months) to try and keep flies and other insects out of food handling areas e.g. by using fly nets or screens.
- Store and handle raw and cooked meat separately. Defrosting raw meat should not be done at room temperature, (ideally within a fridge or microwave), cover and place in a dish to collect drips. Store all raw meat at the bottom of the fridge.
- Always try to avoid using the same knife and chopping board for raw meat and fresh vegetables, if not possible wash board and knife between uses.
- Keep pets away from food handling areas.
- Never put hot or warm food in the fridge to try and increase cooling time. This will just raise the temperature of the fridge enabling the growth of bacteria on other foods to increase.
- Unlike freezers, care must be taken not to overload refrigerators as this decreases cool air circulation.
- Where food needs to be transported it must be done in suitable containers which can be sterilised after use. In addition transportation must consider the food temperature requirements.
- All kitchen waste must be removed from the premises at the end of each day or earlier if waste bins become full. Store cleaning substances away from food.
- The floors and surfaces must be cleaned with disinfectant at the end of each day. Food will only be prepared and handled in areas where the work surfaces can be adequately disinfected and cleaned to a high standard. Bleach, disinfect or change kitchen cloths frequently
- If in the summer months a BBQ event is carried out, it is vitally important to ensure the same standards of hygiene and safety mentioned in this section are adhered to.
- Food must not be eaten in areas where the food may become contaminated.

Personal Hygiene When Handling Food

- Always wash hands with hot water and soap before touching food, also wash them after handling pets, dirty clothing, the dustbin, raw food and going to the lavatory.
- Food preparation and cooking, must always be approached with a 'clean as you go' attitude.
- Try to limit the amount of time spent handling food.
- When handling food cover cuts and grazes with appropriate dressings, (usually blue plasters, so that they can be easily identified if they fall off).
- Clean clothes must be worn by all staff handling and or serving food.
- Smoking in food handling areas is prohibited.
- If suffering from an illness it is not permitted to work in food handling areas.

Additional Information

- Where ROLMCC employs outside contractors to service and maintain vending machines or supply sandwiches, it is ROLMCC's responsibility to ensure that the person(s) are proper and fit, to carry out this work. This can be done by checking the vendors track record and taking up references. The local environmental health department should have details of the vending and sandwich contractors, including the initial registration of their activities.
- Records must be kept by the person responsible within ROLMCC for the food handling undertaken with regard to:
 - Trained persons (to what level and by which certified body)
 - The methods taken to ensure that safety and hygiene is managed.
 - Cleaning procedure
 - The procedure regarding actions taken if a employee who handles food becomes ill

All records must be held locally at each ROLMCC property and kept for a minimum of five years.

Legislation

- The Food Safety Act 1990.
- The Food and Environmental Protection Act 1985.
- Food Safety (General Food Hygiene) Regulations 1995.
- Food Safety (Temperature Control) Regulations 1995.
- Food Labelling Regulations 1995.
- Dairy Products (hygiene) Regulations 1995.
- Further guidance (in the style of A5 documents) can be obtained from the Food Standards Agency on: 0845 757 3012.

FURNITURE SAFETY AT WORK

Objective

It is the policy of ROLMCC that all furniture used in all its premises complies with legislation and doesn't pose a hazard in the workplace. The aim of the policy is:

- To reduce the risk of fire
- To ensure the safe and correct use of items
- To ensure that procurement procedures are followed

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Definition:

- Workplace furniture can be anything found in the standard office through to the domestic type of furniture found in a therapy room or children's playroom.

Fire Safety Precautions:

- Where domestic furniture is used it must comply with The Furniture & Furnishings (Fire) (Safety) (Amendment) Regulations 1993

Location & Use:

- When installed the furniture must not constitute a hazard in its own right
- All furniture should be used in accordance with manufacturers recommendations

Purchase and Maintenance of Furniture:

- Maintenance of furniture will be carried out in accordance with manufacturers recommendations
- Furniture should be maintained in a clean condition using specialised cleaning as appropriate
- Disposal of furniture should be done in a way that minimises its impact on the environment and in accordance with current legislation.
-

Information, Instruction and Training:

- Information, instruction and training on any health and safety implications associated with using furniture, will be provided verbally, in writing or both as applicable and appropriate records will be maintained.

Procedures

All staff and volunteers are obliged to adhere to, and facilitate the implementation of the policy. Any concerns regarding this policy should be reported immediately to the Board of Trustees so that appropriate action can be taken.

HOME WORKING

ROLMCC is committed to ensuring the health, safety and welfare of its homeworkers and those affected by homeworking as far as is reasonably practicable. A homeworker is any staff member who works at home on behalf of ROLMCC.

All homeworking activities will be considered and assessed for risk. Where there is little or no risk to the homeworker or others in the home environment no further action will be taken. If a risk assessment indicates the need for action, ROLMCC is committed to putting in place appropriate controls to reduce the risk as far as is reasonably practicable. Homeworkers are covered by existing health and safety law in the same way as any other worker within ROLMCC.

Duties of The Board of Trustees

- ROLMCC is responsible for the health, safety and welfare of homeworkers as far as is reasonably practicable.

- The Board of Trustees are responsible for ensuring homeworkers receive the appropriate training and information.
- The Board of Trustees are responsible for facilitating risk assessments.
- The Board of Trustees are responsible for ensuring that risks are reduced to the minimum by putting in place appropriate controls.

Duties of Staff

- Homeworkers are responsible for their own health, safety and welfare and that of others affected by their work whilst working at home.
- Homeworkers are required to report any problems and/or accidents (including near misses) directly to their line manager.
- Homeworkers are required to follow all training and instruction received.

Legislation:

- The H&S at Work Act' 74 (HSWA)
- Management of Health and Safety at Work Regulations 1999
- Display Screen Equipment Regulations 1992
- Manual Handling Operations Regulations 1992
- The Provision and Use of Work Equipment Regulations 1998
- The Control of Substances Hazardous to Health Regulations 1999 (COSHH)
- Regulatory Reform (Fire Safety) Order 2005

MANUAL HANDLING

Manual handling of loads and any consequential injuries can be prevented if the tasks are analysed and appropriate measures introduced to eliminate or reduce the need for manual handling.

ROLMCC reduces the risk of injury to employees and volunteers, by implementing the following measures at all workplaces:

- All tasks which involve the manual handling of loads are identified by a trained assessor at each location. All risks need to be identified including tasks such as lifting, moving, pushing or pulling.
- Where such tasks are identified and cannot be avoided, the line manager should establish whether alternative measures, e.g. trolleys, can reduce the risk of injury.
- The basis of each manual handling risk assessment, needs to focus on:
 - The **task** - e.g. does the job involve lifting, twisting and carrying the load away from the trunk of the body. Are sudden movements required?
 - The **load** - e.g. weight, size, shape, the centre of gravity. Is it difficult to hold?
 - The **work environment** - e.g. enough space to manoeuvre, no tripping hazards, good workplace design or ergonomics

- The **individuals capability** - e.g. gender, size, weight, new or expectant mother, has training been provided?.

Duties of Board of Trustees

The Board of Trustees must ensure that:

1. manual handling assessments are carried out where relevant and records are kept
2. staff are properly supervised
3. adequate information and training is provided to persons carrying out manual handling activities
4. any injuries or incidents relating to manual handling are investigated, with remedial action taken
5. staff adhere to safe systems of work
6. safety arrangements for manual handling operations are monitored and reviewed
7. staff undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
8. special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

Duties of Staff

Staff must ensure that:

1. they report to the Board of Trustees any personal conditions which may be affected by manual handling activity
2. they comply with instruction and training provided
3. their own health and safety is not put at risk when carrying out manual handling activities
4. they use equipment which has been provided
5. any problems relating to the activity are reported to a responsible person.

Legislation:

- Manual Handling Operations Regulations 1992 and associated HSE Guidance L23
- HSE Guidance: Work Related Upper Limb Disorder - A guide to prevention (HS(G)60).

MOBILE PHONES SAFETY

It is important that all staff are made aware of the associated risks and actions that must be taken to ensure personal safety when using a mobile phone.

There are two main areas of concern relating to mobile phone use:

- Driving whilst using a mobile phone
- Personal safety associated with carrying and using a mobile phone

Driving whilst using a mobile phone

- It is a criminal offence in the UK to drive any vehicle whilst using a hand held mobile phone or to cause or permit another to do so.
- ROLMCC policy on mobile phones, hand-held or hands-free, is:
 - Keep your phone switched off whilst driving
 - Do not accept incoming calls or attempt to take notes whilst driving.
 - Do not make outgoing calls whilst driving.
 - Always park your vehicle safely with the engine turned off before using your mobile phone
 - When calling someone else on their mobile check that it is safe for them to talk.

Personal safety whilst carrying and using a mobile phone

Safety benefits:

- For lone drivers
- Phoning ahead when late for an appointment. (will take much of the stress and frustration out of the situation)
- For communicating with the emergency services
- For summoning assistance in the event of breakdown or accident, particularly late at night in remote areas.

Safety hazards:

- Potential for mugging
- Long term exposure to radiation

Legislation:

- The Health & Safety at Work Act 1974
- Road Traffic Act 1998
- Road Vehicles (Construction and Use) Regulations 1986 (amended 1999)
- Highway Code

NOTICEBOARD

There is an absolute requirement to display certain health and safety, fire and first aid statutory information which can be supplemented by non-statutory items which may be site specific.

PERSONAL SAFETY

ROLMCC endeavours to provide a safe and healthy working environment for staff and volunteers. This includes protection against confrontational situations

and support in the event of an offensive incident occurring.

The aim of this policy is:

- to limit exposure to potentially threatening and dangerous situations in the workplace.
- to provide a process of support following any incident

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Features

Process

- Suitable and sufficient risk assessments of potentially threatening and dangerous situations will be completed.
- Local safety procedures will be developed and implemented.
- Investigation and reporting of all incidents to managers and enforcement agencies as applicable.
- The Board of Trustees will support the member of staff concerned and seek further professional support for them where necessary.

Procedures

All staff & volunteers are obliged to adhere to, and facilitate the implementation of the policy.

Any concerns regarding this policy should be reported immediately to the Board of Trustees so that appropriate action can be taken.

GUIDELINES FOR THE LOCATION AND OPERATION OF PHOTOCOPIERS (MULTI-FUNCTIONAL DEVICES)

In accordance with current legislation ROLMCC has considered the current evidence of health risks associated with photocopiers (multi-functional devices).

This aim of this policy is:

- to ensure that staff who operate these devices do so in a safe manner.
- to ensure that the device does not constitute a hazard to those who work nearby.

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants and contractors.

Premises

- Devices must not be sited in primary or secondary means of escape corridors e.g. access corridor to fire exit doors/landings/stairwells and normal means of escape routes.

- Devices must be sited in well-ventilated open areas or rooms of adequate size (as per manufacturer's recommendations) with ventilation to minimise the heat build-up and dissipate ozone levels.
- Devices must not be sited in enclosed areas e.g. a storeroom without natural/mechanical ventilation e.g. opening window/air conditioning.
- Devices should ideally be screened off from staff working nearby to minimise heat emissions and noise.
- The ventilation outlets within the device must be kept free from obstruction at all times.
- A CO2 fire extinguisher must be situated near to the device.

Device

- Care must be taken when retrieving misfed paper. Operating procedures must be adhered to - any technical failures outside the handbook must result in an engineer being called.
- Devices should be sited so that a trip hazard from trailing cables is not created.

Procedures

All staff are obliged to adhere to, and facilitate the implementation of the policy.

Any concerns staff may have regarding this policy should be reported immediately to their line manager so that appropriate action can be taken.

RISK ASSESSMENTS

In accordance with current legislation and as part of its continuous review of Health & Safety matters, ROLMCC will ensure that adequate control measures are in place to manage risks appropriately through a suitable and sufficient risk assessment process.

This aim of this policy is:

- to ensure compliance with the individual pieces of legislation.
- to reduce work related hazards.

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Procedures

All staff are obliged to adhere to, and facilitate the implementation of the policy.

Any concerns employees may have regarding this policy should be reported immediately to the Board of Trustees so that appropriate action can be taken.

SAFETY SIGNS

In accordance with current legislation and as part of its continuous review of Health & Safety matters, ROLMCC will ensure that adequate and appropriate safety signage is displayed within all sites.

This aim of this policy is:

- to ensure legal compliance.
- to highlight the safety aspects and/or conditions of any relevant area, item of equipment or process.

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Premises

- Suitable and sufficient safety signage will be provided internally and externally at all sites.
- Safety signage will be of the correct form and colour as laid down in legislation.

Procedures

All staff are obliged to adhere to, and facilitate the implementation of the policy.

Any concerns employees may have regarding this policy should be reported immediately to the Board of Trustees so that appropriate action can be taken.

SMOKE-FREE ENVIRONMENT POLICY

In accordance with current legislation, and as part of its continuous review of health and safety matters, ROLMCC has considered the current evidence of the health risks associated with passive smoking, as well as the discomfort suffered by non smokers exposed to tobacco smoke.

This aim of this policy is:

- to ensure that all staff and visitors to ROLMCC premises benefit from a smoke-free environment.
- to ensure its staff are protected from the effects of passive smoking when conducting company business outside of ROLMCC premises.
- to ensure ROLMCC complies with the new legislation.

ROLMCC takes the view that smoking constitutes a fire risk and a hazard to the health of all its employees and others associated with its work as a result of "passive smoking".

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors to our offices.

Premises

- Smoking is not permitted within ROLMCC premises. This restriction applies at all times including outside normal working hours. Appropriate 'no-smoking' signs will be clearly displayed at all entrances to the premises.
- People who wish to smoke are actively discouraged from doing so directly outside the entrances to premises.

Vehicles

- Smoking is not permitted in any vehicle, private or otherwise, whilst being used on ROLMCC business.
- Where staff have to visit clients or volunteers in their homes, they should not be subjected to the effects of passive smoking.

Procedures

All staff are obliged to adhere to, and facilitate the implementation of the policy from 1 July 2007.

Any concerns employees may have regarding smoking at work should be reported immediately to the Board of Trustees so that appropriate action can be taken.

STRESS AT WORK

It is the policy of ROLMCC to protect the health, safety and welfare of its staff. ROLMCC recognises that work related stress can damage the mental and physical health of its staff and will actively pursue measures to minimise the risk. The aim of this policy is:

To identify the stress factors

- To reduce the effects of stress
- To inform and communicate control measures to staff.

Eligibility

This policy applies to all staff, volunteers and agency workers.

Definition:

The HSE defines stress as "the adverse reaction people have to excessive pressure or other types of demand placed upon them". This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress factors:

- Psychological stress results from a state of imbalance between the demands experienced by an individual and their ability to control or adjust to those demands which can be work related or not
- Physical stress can result from a period of intense activity usually exacerbated by excessive working hours.

Risk Assessment:

- ROLMCC has a duty to assess the risk of work related stress. This will be in the form of a risk assessment process carried out by the Board of Trustees.

Consultation:

- ROLMCC will consult on matters of stress with staff and consult professional assistance where necessary.

Procedures

All staff are obliged to adhere to, and facilitate the implementation of the policy. Any concerns regarding this policy should be reported immediately to the Board of Directors so that appropriate action can be taken.

TOY SAFETY

In accordance with current legislation and as part of its continuous review of Health & Safety matters, ROLMCC will continue to uphold the requirements of the Toy Safety Regulations (1995).

This aim of this policy is:

- to ensure legal compliance.
- to eliminate where possible or minimise the health hazards and risks of potential injury to users of the toys as well as third parties.

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Features

- A toy is defined as: 'any product or material designed or clearly intended for use in play for children under 14 years of age'.
- Second-hand toys from any source will not be used in our centres or sold in our shops or at fund-raising events.
- Second-hand toys are defined as: 'toys which have been used by children before they are donated to ROLMCC'.

Procedures

All staff are obliged to adhere to, and facilitate the implementation of the policy.

Any concerns employees may have regarding this policy should be reported immediately to their line manager so that appropriate action can be taken.

TRAINING (HEALTH & SAFETY)

Objective

In accordance with current legislation and as part of its continuous review of Health & Safety matters, ROLMCC will continue to uphold the statutory requirements of the Health & Safety at Work Act (1974).

This aim of this policy is:

- to ensure statutory compliance.
- to ensure staff at all levels receive the appropriate training to enable them to carry out their duties safely and without harm to themselves or others.

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Features

General

- Induction training will be provided by the Board of Trustees when they join ROLMCC. This induction should be completed within 5 working days of the persons start date.

Specific

- Mandatory training for everyone consists of induction training, Manual Handling, Display Screen Equipment and fire safety.

Procedures

This policy is mandatory and all staff are obliged to adhere to it. Failure to comply will result in disciplinary action.

Any concerns staff may have regarding this policy should be reported immediately to the Board of Trustees so that appropriate action can be taken.

WORK EQUIPMENT (THE PROVISION AND USE OF)

It is the policy of ROLMCC to provide a safe working environment in relation to equipment provided under the Provision of Work Equipment Regulations 1998 (PUWER).

The aim of this policy is:

- To ensure that the equipment is suitable for the task
- To ensure that the equipment is maintained and full records are kept

- To ensure that staff and volunteers know and are trained to use the equipment safely.

Eligibility

This policy applies to all staff, volunteers, agency workers, consultants, contractors and visitors.

Definition

'Work equipment' includes every type of equipment used by staff and volunteers during the course of their work, for example

- Computers
- General office equipment
- Telephone headsets
- Ladders
- Cars (where not privately owned)
- Heating equipment
- Kitchen equipment
- Musical instruments, soundboards, other worship equipment etc

Purchase and Maintenance of Equipment

- Maintenance of equipment will be done in accordance with the manufacturers recommendations.
- Electrical equipment will be tested in accordance with the Electricity at Work Regulations 1989.
- Disposal of electrical equipment must be done in accordance with the Waste Electrical and Electronic Equipment (WEEE) Regulations 2006

Information, Instruction and Training

- Information, instruction and training on any health and safety implications associated with using the work equipment, will be provided orally, in writing or both as applicable and appropriate records will be maintained.
- Where the equipment is shared between operators e.g. telephone headsets, it is the responsibility of the users to ensure hygiene standards are maintained in accordance with local procedures.
- Equipment that has an associated high risk requires that a designated operator is identified and receives specific training to enable safe use.

Procedures

All staff are obliged to adhere to, and facilitate the implementation of the policy.

Any concerns regarding this policy should be reported immediately to the Board of Trustees so that appropriate action can be taken.

WORKPLACE HEALTH AND SAFETY WELFARE

It is the policy of ROLMCC to provide a workplace that complies with the minimum standards as set out in Legislation but where possible will exceed those requirements. The measures outlined in this section contribute to the general working environment of staff and volunteers in all ROLMCC workplaces.

Eligibility

The policy applies to all premises from which ROLMCC operates, irrespective of lease arrangements. This policy also applies to all staff, agency workers, consultants, contractors and visitors.

Features

- Maintenance of workplace, equipment, devices and systems
- Ventilation
- Temperature in indoor workplaces
- Lighting
- Cleanliness and waste management
- Room dimensions and space
- Workstations and seating
- Condition of floors and traffic routes
- Falls or falling objects
- Windows and Window cleaning
- Doors and gates
- Sanitary conveniences and Washing facilities
- Drinking water
- Storage for clothing and changing facilities
- Facilities for resting and taking meals

Information, Instruction, Training and Supervision

Information, instruction, training and supervision will be provided orally, in writing or both as applicable and appropriate records will be maintained.

Procedures

All staff are obliged to adhere to and facilitate the implementation of this policy. Any concerns regarding this policy should be reported immediately to the Board of Trustees so that appropriate action can be taken.

YOUNG PEOPLE AT WORK

It is the policy of ROLMCC to comply with legislation by protecting all of its staff irrespective of age. ROLMCC recognises that young people at work are at an increased risk and therefore need a greater level of information and supervision. The aim of this policy is to support managers responsible for young workers

Eligibility

This policy applies to all staff, volunteers, Agency workers and those on work experience.

Definition

- A young person is someone between the minimum school leaving age (usually 16 years) and 18 years where as a 'child' is defined as someone who has not yet attained minimum school leaving age - 16 years.

Risk Assessment

- It is a requirement that if a 'young person' or 'child' is due to work for ROLMCC they must be over 14 years of age and a risk assessment must be undertaken in all circumstances before they arrive.

Hours of work and breaks

- Young people may not be assigned to work between 22.00 and 07.00 hours.
- Young people are entitled to a daily rest period of at least 12 consecutive hours in each 24 hour period during which they are at work. This may be interrupted in situations where the work activities are split up over the day, or are of short duration.
- Young people are entitled to a weekly rest period of at least 48 hours in each seven day period during which they are at work. This weekly rest period may be interrupted where the work activities are split up over the day, or are of short duration, or where there are technical or organisational reasons, but may not be reduced to less than 36 consecutive hours.
- Young people are entitled to a rest break if their working time is more than four and a half hours. The rest break should be at least 30 minutes, consecutive if possible, and may be taken away from their workstations. Where the young person works for more than one employer, the hours worked for each different employer are aggregated.

**APPENDIX 1 - CALL INFORMATION SHEET
FOR THREATENING / TERRORIST AND OR BOMB RELATED CALLS**
(FOR EACH EMPLOYEE TO KEEP AT HAND - ESPECIALLY SWITCHBOARD &
RECEPTION STAFF)

*Try to keep the person talking as long as possible
Try not to panic - Keep calm - try to get someone's attention in the office
Switch on telephone recording device if available*

<p>(1) Initial details:</p> <p>Time of call _____ am / pm approximate length of call _____</p> <p>Exact first words of the caller:</p> <p><u>Ask these questions:</u></p> <p>Where is the bomb located?</p> <p>What time is the bomb set to explode?</p>	<p>(2) Questions Continued...</p> <p>What kind of bomb is it?</p> <p>What does the bomb look like?</p> <p>When was the bomb put in place?</p> <p>Why was the bomb put in place?</p> <p>Are others involved with you?</p> <p>Who am I talking to?</p> <p>Who do you represent? (do you have your own ID code?)</p>
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4 JUST TICK ALL THE RELEVANT BOXES

<p>Origin of call:</p> <p><input type="checkbox"/> Internal <input type="checkbox"/> Phone box <input type="checkbox"/> National <input type="checkbox"/> International <input type="checkbox"/> Mobile</p>	<p>Caller</p> <p><input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Adult <input type="checkbox"/> Elderly <input type="checkbox"/> Juvenile</p>	<p>Accent:</p> <p><input type="checkbox"/> Local <input type="checkbox"/> Regional <input type="checkbox"/> Foreign _____ __</p>
<p>Background noise:</p> <p><input type="checkbox"/> Other voices <input type="checkbox"/> Machinery <input type="checkbox"/> Music <input type="checkbox"/> Animals <input type="checkbox"/> Typing <input type="checkbox"/></p> <p>Traffic:</p> <p><input type="checkbox"/> Road <input type="checkbox"/> Rail <input type="checkbox"/> Air</p>	<p>Voice:</p> <p><input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> High pitched <input type="checkbox"/> Deep <input type="checkbox"/> Cultured <input type="checkbox"/> Uneducated <input type="checkbox"/> Clear <input type="checkbox"/> Blurred <input type="checkbox"/> Slurred <input type="checkbox"/> Raspy</p>	<p>Manner:</p> <p><input type="checkbox"/> Aggressive <input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Pleasant <input type="checkbox"/> Coherent <input type="checkbox"/> Incoherent <input type="checkbox"/> Rational <input type="checkbox"/> Irrational <input type="checkbox"/> Emotional <input type="checkbox"/> Intoxicated <input type="checkbox"/> Laughing <input type="checkbox"/> Hesitant</p>

	<input type="checkbox"/> Nasal <input type="checkbox"/> Speech impediment If yes what type: _____ _____	
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- Tick if the caller seemed to be reading from a script
- Tick if the caller played a recorded message
- Tick if the caller seemed to be familiar with the local area.

AFTER THE CALL

As soon as you have received your call contact your internal Security Co-ordinator.

The security co-ordinator at this property is

The contact number for the security co-ordinator is

Following the call:

Please make a note here of anything in particular that you may have sensed or thought of during the conversation. Even though it may not seem all that important to you it could be of great value when associated with past or future calls of this nature.

Name of person who took the call.....

Date/...../.....

Department

Extension number

This space is provided for any notes the Security Co-ordinator may wish to make:

ROLMCC APPENDIX 2

Assessment of Workstations for Display Screen Equipment

NOTE: The Display Screen Equipment Regulations 1992 require that an assessment of every workstation is to be carried out.

The assessment can be made on the basis of a checklist completed by the user, provided that the user has first received relevant Health and Safety training, OR by the Local Health and Safety Manager or Safety Co-ordinator, appointed to make an assessment in consultation with the User.

OFFICE LOCATION	NAME OF "USER"
POSITION OF WORKSTATION	

	<i>Response</i>	<i>Action Suggested</i>	<i>Action Taken/Comments</i>
USER			
a) All NSPCC Staff are considered to be users of DSE equipment and in line with H&S (DSE) Regulations an annual assessment is required		Please state date of last Assessment	
b) Is the daily work routine planned so that the User undertakes 5 to 10 mins of non-screen activities every hour?	yes/no	Replan activities	
c) Has the User undergone a DSE eyetest prior to this assessment (repeated thereafter every two years)?	yes/no	Make appointment or state date of last eye test	
d) Does the User have problems with vision e.g. headaches, focusing difficulties, reading the screen or source documents?	yes/no	Check for screen glare/reflection. Refer to Ophthalmologist	
e) Does the User get aches/pains/sensory loss ("tingling" or "pins and needles") in neck, back legs, shoulders, arms, wrists or hands?	yes/no	Check chair and desk layout and posture of User	
f) Has the User been trained in the use of Display Screen Equipment?	yes/no	Supply literature on Display Screen Equipment	
EQUIPMENT			
a) Display Screen (Monitor)			
i) Can the monitor be easily tilted and swivelled as required?	yes/no	Supply/adjust mounting	
ii) Can the brightness/contrast be easily controlled by the User?	yes/no	Adjust controls	
iii) Is the screen image clear, easy to read and free from flicker?	yes/no	Adjust/call engineer	
iv) Is the screen free from distracting reflections and glare?	yes/no	Reposition, shade light source	
v) Is the screen maintained in a clean condition?	yes/no	Provide cleaning materials/screen wipes	
vi) Has mouse mat been issued?	yes/no	Advise ordering procedure	
vii) Has wrist support been issued?	yes/no	Advise ordering procedure	

	Response	Action Suggested	Action Taken/Comments
EQUIPMENT cont.			
b) Keyboard			
i) Is it separate from screen, tiltable and having a matt surface?	yes/no	Consider upgrading keyboard	
ii) Are the symbols clear and easily understood?	yes/no	Have keyboard cleaned/improve training	
c) Worktop			
i) Does it have a matt surface?	yes/no	"Flatten" surface	
ii) Is it large enough to permit a flexible arrangement of equipment and documents?	yes/no	Consider replacing worktop	
iii) Will it allow sufficient space (approx 10cm) in front of the keyboard to allow the User to rest hands or wrists while not actually keying?	yes/no	Re-arrange layout or replace desk	
iv) Has a document holder been provided?	yes/no	Review its suitability	
v) Does the user need a document holder	yes/no	Advise user to order	
d) Work Chair			
i) Is it suitable, permitting the User to change position for comfort?	yes/no	Repair or replace	
ii) Can the height of the seat be adjusted easily? (The fore and upper arms should form an approximate right angle when keying)	yes/no	Repair or consider upgrade	
iii) Does it provide good support to the lumbar region and to the thighs?	yes/no	Provide suitable replacement	
iv) Can the User rest the feet flat on the floor after adjusting the seat height? (see iii)	yes/no	Provide footrest	
ENVIRONMENT			
a) Does the User have sufficient space around the chair and under the desk to alter body position and vary movements?	yes/no	Re-plan layout/increase knee-hole space	
b) Has suitable lighting been provided to meet the User's individual needs?	yes/no	Consider task lighting, seek facilities/management's help	
c) Are noise levels, from equipment disturbing or distracting (making normal conversation difficult?)	yes/no	Consult with facilities / management	
d) Do heat emissions from equipment create discomfort for the User?	yes/no	Increase ventilation/supply coolers	
e) Are remedial measures available if humidity levels are inadequate?	yes/no	Consult with facilities/management	
COMPUTER INTERFACE			
Are the computer programmes in use suited to the task and to the User's level of knowledge?	yes/no	Consider upgrading programme/further training	
Further action required?	yes/no		
SIGNED ASSESSOR	USER	DATE	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

OFFENSIVE INCIDENT REPORTING PROCEDURE APPENDIX 3

Our Definition:

'Any incident in which a person working for ROLMCC is abused, threatened, harassed, or assaulted in circumstances relating to their work'

This includes:

- *Assault causing death*
- *Assault causing serious physical injury*
- *Minor injuries*
- *Kicking*
- *Biting*
- *Punching*
- *Use of weapons*
- *Spitting*
- *Scratching*
- *Sexual assault*
- *Verbal abuse including racial or sexual*
- *Threats - with or without weapons*
- *Physical posturing, threatening gestures*
- *Abusive phone calls*
- *The use of threatening animals*
- *Harassment in all forms*
- *Swearing, shouting*
- *Name calling, bullying*
- *Insults/innuendo.*

All offensive/violent incidents involving staff, volunteers, contractors, service users and visitors must be recorded in line with the procedure set out below:

On the same day:

- Inform The Board of Trustees.
- Board of Trustees to advise Health & Safety Adviser/Risk Manager.
- Witness statements to be gathered and photographs taken (if appropriate)
- Local Accident Book to be completed

On the following Day:

- Board of Trustees to write a report on what happened and what actions have been taken to prevent a re-occurrence and to support the victim

Within a week:

- Ensure that the form overleaf is completed with the victim (if able) to support the written report.
- If a violent incident results in a:
 - 'Major injury',
 - Visit to hospital or
 - Three days or more off workthen it needs to be reported to the local Environmental Health Officer (EHO) using an F2508 (RIDDOR) form.

With the aim for future improvements – what do you feel could have been done to prevent this incident from occurring?

Details of Perpetrator:

Male or female: _____ Approximate age:

In your view was this attack motivated by race/gender/religion/other?

Please describe their physical appearance:

If you know their name/job title/address please detail here:

Witness Details:

Any witnesses? Yes/No

Name and job

title(s): _____

Address and contact no(s):

What were they doing at the time?

(please attach witness statements)

Details of Actions Taken:

Have the Police been notified? Yes/No

(if yes) Officer's name: _____

Crime number: _____

Has legal advice been sought? Yes/No

Did victim have any time off work? Yes/No
(if yes) for how long? _____

Did victim attend Hospital? Yes/No
(if yes) was it an overnight stay? Yes/No
Is the incident reportable under RIDDOR? Yes/No

Please outline below other actions which have been taken as a result of the incident, include the type of support offered to the victim (and witnesses/team if appropriate).

Victim's signature: _____ Date ____/____/____

Board of Trustee's signature _____ Date ____/____/____