

# HEALTH AND SAFETY POLICY



## Dinky Donkeys Experience

**Policy produced** June 21<sup>st</sup>, 2020  
**Review due** June 2021  
**Reviewer** Elizabeth Ceri Adamson

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**CONFIRMATION**

I confirm that I have read the Company Health & Safety Policy Statements and understand all the management control procedures outlined in this Manual to ensure Health & Safety of all staff/volunteers and agree to comply with them.

PRINT NAME	SIGNED	DATE

# SECTION 1

# POLICY STATEMENT

## GENERAL STATEMENT OF POLICY

It is the policy of Dinky Donkeys Experience “the Company” to comply with the terms of the Health & Safety at Work Act 1974 and subsequent legislation and to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees/volunteers, and to provide such resources (information, training and supervision) as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the arrangements that we will make to implement the policy are set out below.

We will, so far as reasonably practicable, meet our duties and responsibilities placed on us by ensuring the provision and maintenance of:

- 1) Plant, equipment and systems of work that are safe and without risks to health.
- 2) Arrangements for ensuring safety and absence of risk to health in connection with the use, handling and storage of articles and

substances.

- 3) Information, instruction, training, and supervision to ensure the safety of our employees/volunteers.
- 4) All places of work under our control are in a condition that is safe and without risk to health, including adequate and safe means of access and egress.
- 5) A working environment for our employees/volunteers that is safe and without risk to health, as regards facilities and arrangements for their welfare at work.
- 6) Arrangements for ensuring that persons not being employees/volunteers, who may be on the premises, or on a site controlled by us, are accorded the same level of safety and protection against risks to health as accorded to employees/volunteers.

The policy will be monitored to ensure that all preventive and protective measures are effective and kept up to date, particularly as the business evolves. This policy and the way in which it is operated will be reviewed every twelve months.

Signed: Elizabeth Ceri Adamson, Owner

Date: 5<sup>th</sup> June 2020

Review date: 5<sup>th</sup> June 2021

# SECTION 2

## ORGANISATION / RESPONSIBILITIES

### RESPONSIBILITIES

Overall and final responsibility for Health and Safety within the Company is that of:  
the Owner/Director.

The person responsible for this policy being carried out at Dinky Donkeys Experience is:  
**Elizabeth Ceri Adamson**

All employees/volunteers have the responsibility to achieve a safe workplace and to take reasonable care of themselves and others.

Whenever an employee or other person notices a health or safety problem that they are not able to rectify immediately, they must without delay tell the appropriate person named above.

#### **PERSON RESPONSIBLE FOR:**

- 1) Safety Training: Elizabeth Ceri Adamson
- 2) Safety Inspections: Elizabeth Ceri Adamson
- 3) Investigating Accidents and Near Misses: Elizabeth Ceri Adamson

#### 4) Monitoring maintenance of equipment: Elizabeth Ceri Adamson

##### **Duties of Owner and Director:**

At Dinky Donkeys Experience ‘the Company’, where an Owner or Director is normally present, the Owner or Director shall accept day to day responsibility for Health and Safety issues. If no Owner or Director is present, the Company Representative on site at the time will accept responsibility for Health and Safety issues.

The Owner or Director shall ensure that the Company's Health and Safety Policy is effectively implemented in all functions under their control, and that induction training is carried out to every new employee/ volunteer to ensure:

- Each person is familiar with the Company Health & Safety Policy and Risk Assessment.
- Each person is adequately trained and fully aware of any potential hazards.
- All employees/volunteers are instructed and trained so that they understand the action to take place in the event of a Fire Alarm. A Fire Drill will take place on at least two occasions in every year.
- All employees/volunteers in the location know the whereabouts of First Aid facilities and accident reporting procedures.
- All employees/volunteers will report accidents in the Accident Record File.
- All employees/volunteers will keep and maintain such records as are required by the legislation and must complete a F2508 form when required by the RIDDOR Regulations. (Details are contained in the Company Health & Safety Policy and Procedures Manual).
- All employees/volunteers will continually review and develop safety practices in the location to ensure maximum safety for all under their control, as far as is reasonable and practical.
- All employees/volunteers will ensure that adequate supervision is always available, particularly where young and inexperienced workers/visitors are concerned.
- The Owner/Director or company representative will investigate all accidents to persons or property to discover the cause and minimise possible re-occurrence and consideration will be given to add to the Risk Assessment.
- All employees/volunteers will ensure that all safety rules are observed and followed.
- All employees/volunteers will ensure that all equipment is properly maintained and safe to use.
- All employees/volunteers will maintain satisfactory housekeeping and cleanliness as possible.

- All employees/volunteers will provide guidance regarding food hygiene and hand washing and use of hand gel.

### **Duties of employees/volunteers:**

Employees/volunteers have a legal duty to take reasonable care of themselves and other people, and to fully co-operate where Health & Safety is concerned. Where equipment is provided for people to use, each person who has any control over it must ensure that it and the site where it is to be used are safe and without risks to health.

### **All employees/volunteers must:**

- 1) Comply with the Health & Safety Policy.
- 2) Observe the safety rules.
- 3) Comply with all verbal or written instructions given to them regarding safety.
- 4) Dress sensibly and safely for their working environment.
- 5) Conduct themselves in an orderly manner and refrain from horseplay.
- 6) Observe all laid down procedures regarding work activities, etc.
- 7) Maintain all equipment in good condition and report any defects.
- 8) Report all accidents or near misses.
- 9) Report any safety hazard within their working environment.
- 10) Have the right to remove any person who is acting in a way that puts themselves or others at risk.
- 11) Provide the level of supervision assessed as required.



**Duties to people such as visitors and customers who are not employees/volunteers:**

The company accepts that they have a responsibility for the Health & Safety of others who may be affected by their work operation. This will include visitors and contractors carrying out maintenance work on the premises. Special attention will be paid to sections of the community who are particularly vulnerable e.g. people who are unfamiliar with the premises, or those with disabilities.

# SECTION 3

# ARRANGEMENTS

**INTRODUCTION**

The arrangements contained in this policy state the aims and objectives to be achieved by “the Company” in all operable areas of the company business.

The arrangement statements contained in this policy are designed to:

1. Provide general identification of intent.

2. Identify ways of doing things within the company.
3. Refer to other documents which deal with specific safety matters, and ways of doing things in different areas of company activities.
4. Be adopted into the culture of the company.
5. Provide a basis so that the company's health and safety performance can be measured.

The Management of Health & Safety at Work Regulations 1999 (Regulation 4) requires employers to make and implement such arrangements as are necessary to ensure that the activities and services are carried out safely. The company must utilise effective planning, organisation, control, monitoring and reviewing of the protective and preventative measures put into place.

These policy statements of arrangements are designed to ensure that the requirements of the Health & Safety at Work Act 1974 and all subordinate legislation are complied with.

It should also be noted that for the company to comply with the law and the policies, this document will be updated as required. At such times replacement pages for this document will be produced and issued by the person responsible for health and safety. Any such amendments should be added to the document immediately and where appropriate, outdated sheets discarded.

## **GENERAL ARRANGEMENTS**

### **General housekeeping**

All staff members are responsible for ensuring that the following tasks are carried daily.

- 1) The wash and toilet areas are clean and waste bins emptied at the end of the day.
- 2) All refuse is disposed of appropriately for collection on the appointed day.

- 3) Donkey waste is disposed of promptly and safely.
- 4) All materials and equipment are stored in a safe and secure manner.
- 5) All cables, leads, etc. are routed in a safe manner and do not present a tripping hazard.
- 6) The working area is left in a safe and tidy condition.
- 7) Any problems with equipment or shortage of supply are reported to the appropriate person to instigate remedial action.
- 8) All access routes and passageways to be kept clear of obstructions and trip hazards.
- 9) All feeding and drinking equipment for donkeys are cleaned and restocked as required.
- 10) Donkey food and bowls are stored appropriately.

**First Aid**

**First aid box is located: In the tack room**

The nominated person to provide First Aid is: **Elizabeth Ceri Adamson**

Appointed person responsible for First Aid box supplies is: **Elizabeth Ceri Adamson**

Person responsible for reporting accidents is: (Appendix C - form F2508): **Elizabeth Ceri Adamson**

**Accident Record Book is located: In the tack room**

**Fire Safety**

ITEMS/AREAS TO BE CHECKED	FREQUENCY	RESPONSIBLE PERSON
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1)	Fire Escapes are signed and free from obstacles	Daily	<b>Elizabeth Ceri Adamson</b>
2)	Fire Extinguisher	Monthly	<b>Elizabeth Ceri Adamson</b>
3)	Fire Extinguisher maintenance plan	Annually	<b>Elizabeth Ceri Adamson</b>

**All equipment used by the Company during its function including tools, personal protective equipment (PPE) and electrical equipment:**

The Owner/ Director or company representative is responsible for routine inspection of all tools, and electrical equipment including sockets, light switches, plugs and cables for loose connections and faults. Any team member finding a fault should report it to the Owner/ Director who will provide an appropriate solution.

**Extension leads and portable equipment:**

All equipment is to be used in compliance with the manufacturer's instructions. Any extension leads must be used with care to minimise trip hazards.

**FIRE PROCEDURE**

**What to do should you discover a Fire.**

It is the responsibility of the Company representative to oversee this plan

If a fire is discovered, raise the alarm by shouting Fire!! Fire!!

Telephone 999 and ask for the Fire Service

Report the location as: **Parish House, Picklescott SY6 6NT**

It is the responsibility of the Company representative to:

- Ensure there is always a designated fire warden.
- Ensure that everyone knows where the fire extinguisher is stored.
- Ensure all people on site know where the fire assembly point is located and the location of the nearest fire exit when required.
- Ensure all people on site are accounted for and present at the designated assembly point.
- Ensure that help is given to anyone that requires it to get to the fire assembly point.
- Ensure the donkeys are in a safe and secure area.

It is the responsibility of the Company representative to ensure everyone knows and adheres to the following advice:

- DO NOT panic
- DO NOT put yourself at personal risk
- DO NOT attempt to tackle a fire bigger than a waste-paper basket and then only if you have been trained in the use of a fire extinguisher
- DO NOT stop to gather personal belongings
- DO NOT run
- DO NOT re-enter the vicinity of the fire until it is designated as safe to do so

The fire assembly point is: **Front car park**

The nominated Company representative on site will account for the safety of all people on site.

**Action by Personnel in the vicinity of the fire:**

Any person in the vicinity of the fire is to:

- Assist in removing any personnel with disabilities or casualties from the immediate area (if possible).
- Assist in fighting the fire if practicable (only if you have been trained to do so)

**Action to be taken by other company personnel:**

On hearing a fire alarm call for help, all team members not directly involved with the fire are to take the following actions:

Switch off and unplug any electrical equipment being used.

All people should ensure that everyone makes their way to the Fire Assembly Point

Carry out the evacuation procedure for the building. Team members are to assist in the evacuation of 'personnel at risk', including young persons, physically disabled and sensory-impaired people. Where clients or visitors are present this will include checking all areas, informing and reassuring clients and visitors and escorting them to exit.

Evacuate immediately to the assembly point, and report to the nominated fire warden.

If you are the first person through any fire exit (other than the main entrance/exit door) you are to remain in the vicinity of the door, if safe to do so to prevent unauthorised entry to the building.

#### **Information to be given to the Fire Brigade:**

On the arrival of the fire brigade, the nominated person present is to give the following information to the senior fire-fighter and state clearly the following:

- Precise location of fire
- Trapped persons and casualties
- Water supplies
- Special hazards in the area

#### **THE HEALTH & SAFETY AT WORK ACT, 1974**

## **Duties of Employers to Employees**

The Owner/ Director or company representative accepts that they have a general duty under the act to ensure that, as far as reasonably practicable, the health, safety and welfare of their employees is protected when they are at work.

The Company must ensure:

- 1) The workplace is as safe as possible; risks are identified, and mitigating actions taken.
- 2) Safe methods of working are set and followed.
- 3) Equipment is properly maintained and safe to use.
- 4) Equipment and harmful substances are stored safely and used properly.
- 5) Employees are provided with adequate training, information, and supervision to enable them to work as safely as possible.
- 6) Employees have healthy working conditions, including adequate lighting, heating, ventilation, PPE and toilet facilities.
- 7) Access to our Health and Safety policy, and ensure that employees are aware of the policy, and that they are provided with any information that may be relevant to them.

## **Duties of Employers to non-employees.**

The Owner/ Director or Company representative accept that they have a responsibility for the Health & Safety of members of the public, volunteers, or contractor's employees who may be affected by their work operation. This will include visitors and contractors carrying out maintenance work on the premises. Special attention will be paid to sections of the community who are particularly vulnerable e.g. people who are unfamiliar with the premises, or with disabilities.

## **THE MANAGEMENT OF HEALTH & SAFETY AT WORK REGULATIONS, 1999**

Health & Safety Assistance.

All employers, irrespective of the size of organisation, must appoint one or more competent persons to advise them on the implementation of their Health & Safety procedures to comply with legalisation.

Health & Safety Arrangements.

The company accepts that there is a requirement for adequate Health & Safety arrangements to be in place and for regular management reviews.

Capabilities and Training.

The company shall undertake to give all staff adequate Health & Safety training, especially when they join, change jobs or when working with new equipment. Refresher training shall be carried out at regular intervals. Training will be carried out during normal working hours and records of all training will be kept. These records will be signed and dated by staff.

The company shall record and develop a 'suitable and sufficient' risk assessment of the risks to which employees and other people may be subject to because of their operations.

For the Risk Assessment to be considered suitable and enough as demanded by law, we shall demonstrate:

- 1) An understanding of the risks
- 2) How the relative importance of each risk was quantified.

To quantify risks, we shall assign a numerical value to it using a risk matrix. (Appendix F)



## **Risk Assessment**

We undertake to carry out Risk Assessments by following the guidelines below:

### **1) By Looking for the Hazards**

We shall examine the workplace/site and look at what *reasonably* could be expected to cause harm. We shall concentrate on significant hazards that could result in serious harm. We shall involve our staff in this process, their input is vital.

### **2) By Deciding Who Might be Harmed and How**

As well as staff, we shall consider people who may not be in the workplace all the time e.g. visitors or members of the public.

### **3) By Evaluating the Risks**

We accept that even after all precautions have been taken, usually some risk remains.

We shall try to eliminate hazards altogether. If we cannot, we shall endeavour to control the risks so that harm is unlikely.

The Risk Assessment will be shared with all staff and visitors in order to be fully aware of risks on site.

### **4) By Recording our Findings**

We shall:

- 1) Write down the more significant hazards.
- 2) Record our most important conclusions.

3) Inform our employees of our findings.

## **5) Reviewing our Assessment from Time to Time**

If there is a significant change to our work practices, we shall add to the assessment to take account of the hazards. We recognise that it is good practice to review our assessments from time to time.

**Risk Assessment for this location can be found in the Risk Assessment Folder.**

## **SAFE SYSTEMS OF WORK**

The company is responsible for the identification of hazards, the implementation of risk reduction strategy including mitigating actions, monitoring and ongoing review of safe systems of work.

In defining safe systems of work, we shall consult with our employees, and will follow the principles laid out below:

- 1) Assess the task.
- 2) Identify the hazards.
- 3) Define safe methods of work.
- 4) Implement the risk reduction actions
- 5) Monitor the results.

Safe systems of work have been devised for:

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- 1) Handling chemicals.
- 2) Moving / storing boxes and other bulky / heavy items.

**Copies of these can be found at Appendices A & B to this Policy**

### **Inspection and use of Equipment**

At the beginning of every day, staff should visually check all items of equipment for defects. Do not attempt to repair any faults on your own, report them to the owner Company owner or the designated Company Representative.

New staff must not operate any equipment without the permission of the Company Representative. They must not operate any equipment or undertake any actions unless they have been received the required training or are working under the direct supervision of a competent person.

### **Personal Protective Equipment (PPE)**

The company will provide any PPE regarded as essential for the protection of employees. PPE including general and specialist clothing. It is the responsibility of employees to use the equipment provided, to take reasonable care of it and to report any problems to the Company representative on site.

### **THE MANUAL HANDLING OPERATIONS REGULATIONS, 1992 (AS AMENDED)**

We undertake to avoid hazardous manual handling tasks where it is reasonable to do so. These tasks will include supporting and moving a load by lifting, lowering, carrying, pushing or pulling.

Where re-organisation of the tasks to eliminate manual handling is not possible, the risk of injury will be assessed for those tasks that have to be carried out manually.

The relevant factors we shall consider are:

- 1) The weight of the load.
- 2) The size of the load.
- 3) The shape of the load.
- 4) The centre of gravity of the load.
- 5) The nature of the task.
- 6) The individual capability of those undertaking it.
- 7) Conditions in the working environment.

We shall carry out a review of the assessment if there is any reason to suspect that it is no longer valid.

**Manual Handling Assessments can be found in Appendix B to this Policy.**

All items should be assessed for contents and weight before lifting.

Large or bulky items should be broken into smaller components, if possible, and treated as small items.

Items should be placed securely in designated areas in such a way that they do not present a hazard to those working in that location.

Stack heavy items at the bottom of shelves or racking, with progressively lighter items on higher shelves.

Do not obstruct passageways or doorways.

All packaging should be disposed of to the refuse area.

If manual lifting is unavoidable, team members should observe the following basic principles:

- 1) Plan and assess their route *before* the lift commences.
- 2) Never try to lift something that is too heavy; seek assistance.
- 3) Bend at the knees, keeping your back straight.
- 4) Ensure that they have a firm grip of the object they are lifting.

5) Ensure they can see where they are going.

### **CONSULTATION WITH EMPLOYEES (HEALTH & SAFETY REGULATIONS 1996)**

We recognise that we have a duty to consult with all employees on matters affecting their Health & Safety.

We shall consult with all employees.

These regulations apply to all aspects of the company irrespective of activity or status.

We undertake in reasonable time to:

- a) Provide adequate information on what is proposed.
- b) Give those affected time to express their opinions.
- c) Listen and take account of their responses.

The method of consultation shall be at the company's discretion.

### **THE WORKPLACE (HEALTH, SAFETY AND WELFARE) REGULATIONS, 1992**

We undertake to comply with this legislation as detailed below:

- 1) All workplaces, equipment, devices and systems will be maintained in efficient working order and good repair.
- 2) The provision of temperature control and thermometers in all workplaces.

- 3) The provision of suitable lighting in all workplaces.
- 4) Ensuring the cleanliness of all workplaces and the removal of waste materials.
- 5) The provision of adequate floor area, height and space in workplaces.
- 6) The provision of suitable workstations both for the person at work and for the work that is likely to be done there.
- 7) The provision of safe and adequate traffic routes within the workplace.
- 8) The provision of suitable seating if the work (or a substantial part of it) includes operations of a kind that can or must be done sitting.
- 9) The provision of effective ventilation to ensure that every enclosed workplace is ventilated by a sufficient quantity of fresh air.
- 10) Where the work involves carrying or handling liquids or slippery substances the workplace and the work should be designed to minimise the likelihood of spillages.

### **THE HEALTH AND SAFETY (FIRST - AID) REGULATIONS, 1981 (AS AMENDED)**

We undertake to comply with this legislation as detailed below:

- 1) By providing such equipment and facilities as are adequate in our circumstances to give first aid to any employee who is injured on the premises.
- 2) To provide a suitable number of persons capable of rendering first aid to injured employees and clients.
- 3) To notify all employees of the first aid arrangements.
- 4) To provide a First Aid box which is:
  - a) Adequately stocked with items that the first aider has been trained to use
  - b) Free of medication of any kind

## **Accident Reporting Procedures**

Any incident, on or off the premises must be reported immediately to the Company director/ owner or company representative who is responsible for filling in the necessary accident forms and, where necessary, informing external agencies. All staff are aware of their duty to report details of all accidents, injuries and 'near misses', however insignificant they appear. Any accident or treatment given must be written down and recorded in the appropriate book / form. Injured persons or their representatives must ensure that an entry is made in the official accident book.

They must give the following information:

- 1) The injured persons name.
- 2) Date, time and place of the accident.
- 3) Circumstances of the accident.
- 4) Details of the injury
- 5) Treatment given.

In all cases it is essential to record information accurately and precisely to facilitate an investigation into the circumstances surrounding the accident. At all times, the emphasis must be clearly put on prevention. Accident reporting procedures will form the basis for ensuring that the same accident does not recur. In - house accident reporting and analysis is a necessary part of risk assessment.

### **THE REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS, 1995 (AS AMENDED)**

If a reportable accident occurs, we undertake to report it to the enforcing authority online at: [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor), unless it is a traumatic incident such as fatal or major incident, which will be reported by telephone on 0845 300 99 23.

We recognise a major accident as:

An accident connected with work and:

- 1) Our employee, or a self-employed person, or a client or visitor to our premises is killed or suffers a major injury (including as a result of physical violence)
- 2) A member of the public is killed or taken to hospital
- 3) The following are examples of Reportable Accidents:
  - a) Fracture other than to fingers, thumbs, and toes.
  - b) Amputation.
  - c) Any injury likely to lead to permanent loss of sight or reduction in sight in one or both eyes.
  - d) Any crush injury to the head or torso, causing damage to the brain or internal organs.
  - e) Any burn injury (including scalding), which covers more than 10% of the whole body's total surface area or causes significant damage to the eyes, respiratory system or other vital organs.
  - f) Any degree of scalping requiring hospital treatment.
  - g) Any loss of consciousness caused by head injury or asphyxia.
  - h) Any other injury arising from working in an enclosed space which leads to hypothermia or heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.

In 1 and 2 above, we shall notify the enforcing authority without delay (e.g. by telephone). We shall keep a record of telephone notifications, including the time, the name of the caller and what details were given of the event being notified.

Within ten days we shall follow this up with a completed accident report form (F2508).

Blank F2508's can be found in Appendix C.

### **Over Seven Day Injury**



We recognise that if there is an accident connected with work (including an act of physical violence) and our employee, or a self-employed person working on our premises, suffers an over seven day injury we must send a completed F2508 to the enforcing authority within 15 days of the accident occurring.

We recognise an over seven-day injury is one which is not major but results in the injured person being away from work or unable to do their normal work for more than seven days (including non - work days)

### **Keeping Records**

We undertake to keep a record of any reportable injury, disease or dangerous occurrence. This will include the date and method of reporting; the date, time, and place of the event, personal details of those involved and a brief description of the nature of the event.

Although not required under RIDDOR, we shall keep a record of any over 7-day injury in the appropriate Accident Record Book.

#### **RIDDOR Reporting:**

Telephone: 0845 300 99 23

Fax: 0845 300 99 24

E-mail: [riddor@natbrit.com](mailto:riddor@natbrit.com)

Post: Incident Contact Centre, Caerphilly Business Park, Caerphilly, CF83 3GG.

Copies of completed Form 2508 will be kept at Appendix D.

There is a choice of 3 forms available to complete the most common being:

#### **F2508 Report of an injury**

The other two are:

#### **F2508 Report a dangerous occurrence**

## **F2508A Report of a Case of Disease**

### **FIRE SAFETY**

**In England: The Regulatory Reform (Fire Safety) Order 2005**

**In Scotland: The Fire (Scotland) Act 2005 (As amended) and the Fire Safety (Scotland) Regulations 2006**

The company undertakes to comply with this legislation as detailed below:

- 1) To develop and enforce a no-smoking policy. This shall prohibit smoking within the building and at specific areas on site.
- 2) Install appropriate fire extinguishers throughout the building. Anyone who may have cause to use extinguishers shall be trained in their use and receive basic instruction in firefighting.
- 3) To designate two emergency evacuation routes from each area. These will be clearly indicated in accordance with the Safety Sign Regulations.
- 4) To have a nominated person responsible for checking emergency evacuation routes daily to ensure that they remain unobstructed.
- 5) Have regular fire and evacuation drills to ensure that everyone is familiar with the procedures.
- 6) To have all fire - fighting equipment serviced in accordance with the manufacturer's recommendations.
- 7) To carry out a workplace fire Risk Assessment for the premises.

### **Fire Prevention**

1. Ensure no smoking takes place on the premises.
2. Clear waste away regularly.
3. Take care with flammable liquids; keep them away from naked flames. Store them in a cool and protected area.

4. Close doors in order that a fire may be contained.
5. Have a last-minute check before vacating a room.
6. Report any fault in electrical equipment or wiring at once. Do not use any suspect equipment until it has been checked by an electrician.
7. During meal breaks ensure that pots, pans etc are not left unattended on cookers.
8. Make sure that aerosol containers are not left near fires or sources of heat.
9. Clothing, flammable material and furniture should not be left close to fires.
10. Report any potential hazard no matter how trivial it may seem.

**Workplace Fire Risk Assessments can be found in Appendix J or in the Fire Folder.**  
**CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS, 2002 (COSHH)**

We undertake to comply with this legislation as detailed below:

- 1) By carrying out a full COSHH risk assessment, using the following steps:
  - a) Identifying all the hazardous substances in the workplace.
  - b) Identifying what risks are associated with these substances.
    - Deciding who is at risk from which substances and what the risks are.
    - Assessing the arrangements for the storage, handling and usage of hazardous substances.
  - c) Taking action to minimise the risks.
    - Our first action will be to remove the substance from the workplace, or to substitute it with a less hazardous one.
    - Special attention shall be placed on dealing with hazardous fluids.

- We shall ensure that all employees have received adequate training in working safely with hazardous substances.
  - We shall consult with our employees when conducting COSHH risk assessments.
- d) Recording our findings.
- The findings shall be recorded in the COSHH Register.
- e) Reviewing and updating our COSHH assessments as and when necessary.

**COSHH Register and Data Sheets can be found in Appendix E or in the COSHH Folder.**

### **HAZARDOUS WASTE POLICY**

The Company recognises that team members, during their work, may be put at risk through contact with hazardous materials. The Company wishes to reduce these risks as far as reasonably practicable.

To achieve this, the Company will:

- a. Train team members in their responsibilities to protect themselves, to dispose of waste safely and to reduce risks to others.
- b. Provide all necessary protective clothing and appropriate disposal facilities for waste.

Procedures for dealing with spillages of hazardous materials.

- All spillages must be cleaned up without delay, team members must immediately stop whatever they are doing to attend to the spillage.
- Team members must wear protective gloves and aprons when dealing with a spillage and use appropriate containers bags for disposal of all items used during cleaning process.

- Excess material should be wiped tip with paper towels.
- The soiled area should be cleaned with the recommended chemical cleaner. This process to be repeated until all traces of the spill has been cleaned.
- All plastic bags, gloves, aprons etc. should be placed in the disposal receptacle provided.
- Team members should wash their hands thoroughly and if necessary, change their clothes.

### **Chemical Handling.**

The use of specific chemicals and substances are a daily part of the operation of the Company. To ensure your personal safety it is essential that these substances are stored and handled correctly.

All relevant information for each substance is given on the Product Safety Data sheet, which is compiled by the manufacturer or supplier. The Product Safety Data sheets for substances used on these premises are at Appendix E to this policy.

You will be shown the appropriate Safety Data sheet before working with any substances. You must understand and comply with the instructions given. You should sign the COSHH Register to acknowledge your understanding of the hazards and the protective steps to be taken.

At all times take every precaution to keep your skin and eyes healthy.

### **PERSONAL PROTECTIVE EQUIPMENT**

The Company will provide any Personal Protective Equipment (PPE) regarded as essential for the protection of employees. PPE includes general and specialist clothing. It is the responsibility of employees to use the equipment provided, to take reasonable care of it and to report any problems to the Owner, Director or Salon Manager.

#### **Chemical storage:**

- 1) All containers should be clearly marked with the name of the contents and the hazard label issued by the manufacturer.

- 2) Handle contents carefully. Inspect containers and storage racking regularly for damage or corrosion. If there is a problem, report it to the company director/owner.
- 3) Store the containers where they can be reached without excessive stretching or bending. Ensure that they won't fall or be knocked over. Store the most hazardous chemicals at a low level.
- 4) Chemicals should always be stored in a cool, dry place, with adequate ventilation.
- 5) Liquid Chemicals must not be stored above eye level.
- 6) Do not decant chemicals into unmarked containers.
- 7) Inflammable liquids must be stored separately in a flameproof area.

### **Skin Care Policy**

Team members may come into daily contact with mild chemicals such as shampoo that, although fairly harmless, may cause skin irritation if exposed for long periods. Other, much stronger, chemicals such as colouring products are potentially much more dangerous and should always be treated with absolute care. Whatever the substance, we aim to keep the risk of harm to an absolute minimum and to help achieve this expect everyone follows our skin care policy.

By following good practice, most problems can be prevented, however, without taking care, a condition which affects the hands can occur, this condition is known as dermatitis, also called contact dermatitis; another word for dermatitis is eczema.

### **What is dermatitis?**

Dermatitis is a disease which affects the hands, and which is caused by substances irritating the skin. Dermatitis is not infectious and cannot be transmitted.

### **The symptoms of dermatitis**

The main symptoms include redness, itching, scaling, blistering and the skin often feels 'tight'. If allowed to get worse, the skin can crack, and bleed and the problem can spread over the upper arms and body. However, if it is spotted early enough and adequate steps are taken, most people make a full recovery.

### **How can we prevent dermatitis?**

Prevention is possible by taking care of your hands. The following points should help you to set up your own skin care regime.

- use a pure hand cream (not scented) on a regular basis (each night before going to bed, each morning when you get up, at lunch time, etc.) ask a chemist to advise you.
- do not wear jewellery whilst at work (especially rings).
- dry your hands thoroughly after they become wet (e.g. between shampoos, etc.)
- always wear gloves when handling, mixing, applying any chemicals.
- keep your hands out of soapy water whenever possible (wear washing up gloves when cleaning dishes at home).
- wear warm gloves whenever you are out in cold weather.
- avoid any activity which may cause the hands to become roughened.

### **If symptoms do occur**

If the necessary precautions are taken, hands should stay trouble free, however if symptoms of dermatitis do occur, it is essential that immediate action is taken:

- inform the company director/ owner
- cease all direct contact with any chemical (use gloves if necessary)
- seek advice from a doctor
- follow medical advice

### **Owner, Director or company representative should;**

Ensure that a plentiful supply of barrier cream is available along with protective gloves. Encourage use of the cream and make certain gloves are used if the person is handling any chemical no matter how mild

If anyone has a possible skin problem, treat the concern seriously. Immediately stop all direct contact with any chemical and encourage them to seek medical advice

**If a doctor gives notification that an employee suffers from a work-related disease such as dermatitis, by law we must**

**send a disease report form (F2508A) to your local Environmental Health Department.**

Always follow this up by making a record in the office diary, giving details of the incident and how it was handled.

Please remember, prevention is better than cure. Make certain everyone is aware of the risk and make sure they follow the skin care policy.

### **THE ELECTRICITY AT WORK REGULATIONS, 1989.**

The Company undertakes to comply with this legislation as detailed below:

We shall ensure that electrical systems and equipment are maintained in a safe condition. Electrical systems include both the fixed electrical installation and any equipment either plugged in or connected to it. Staff expected to work with electricity will have the necessary training or experience to avoid endangering themselves or others.

Portable Electrical Equipment.

We recognise that any item of electrical equipment that is capable of being unplugged and moved from location to location is deemed as 'portable'. To comply with the Regulations, we will introduce a planned maintenance and inspection programme. After an initial inspection, the frequency of inspection / testing will vary depending on the usage of the particular equipment.

To remove, or arrange repair, of any items that do not pass the electrical test.

To train staff in the safe use of electrical equipment.

By ensuring that any electrical work of any kind (including the wiring of a plug) may only be carried out by fully trained persons competent in electrical work.

By ensuring that electrical contractors used by the Company are suitably qualified and a member of a recognised professional body.



## **Visual Inspection**

Around 95% of faults or damage can be prevented by careful visual inspection.

Things to look out for during the inspection are signs of:

- 1) Cuts, abrasions to the outer cable covering.
- 2) Damage to the plug, e.g. the casing is cracked, or the pins are bent.
- 3) The outer cable not being gripped where it enters the plug or equipment.
- 4) Overheating (burn marks, plug hot to touch)
- 5) The correct rating of fuse is being used.
- 6) All wires are connected to the correct terminals, with no bare wires showing.
- 7) The terminal screws are tight.
- 8) There are no taped joints anywhere between the plug and the equipment.

Team members are instructed that if they are unsure of, or suspect an item of equipment to be faulty, he / she should unplug it and report it immediately to the Salon Manager.

## **ELECTRICAL TESTING**

Records of inspection and testing will be held in the Electrical Equipment Register.

After an initial inspection, the frequency of inspection / testing will vary depending on the usage of the equipment.

For most office equipment, the proper maintenance and inspection of plugs and leads will ensure that the risk of electrocution is kept to a minimum.

Certain equipment such as kettles and some heavy-duty equipment will require combined inspection and testing at annual intervals.

Equipment / Environment	User Checks	Formal Visual Inspection	Combined Inspection & Testing
Battery-operated: (less than 20 volts)	No	No	No
Extra low voltage: (less than 50 volts AC) eg telephone equipment, low voltage desk lights	No	No	No
Information technology: e.g. desktop computers, VDU screens	No	Yes, 2 – 4 years	No if double insulated - otherwise up to 5 years
Photocopiers, fax machines: Rarely moved	No	Yes, 2 – 4 years	No if double insulated - otherwise up to 5 years
Double insulated equipment: NOT hand-held. Moved occasionally, e.g. fans, table lamps, slide projectors.	No	Yes, 2 – 4 years	No
Double insulated equipment: HAND-HELD e.g. some floor cleaners.	Yes	Yes, 6 months – 1 year	No
Earthed equipment (Class 1): e.g. electric kettles, some floor cleaners, microwaves.	Yes	Yes, 6 months – 1 year	Yes, 1 - 2 years
Cables (leads) and plugs connected to the above.	Yes	Yes, 6 months – 4 years	Yes, 1 - 2 years
Extension leads (mains voltage).	Yes	Yes, 6 months – 4 years*	Yes, 1 - 5 years*

\* Depending on the type of equipment it is connected to.

**The Electrical Register can be found in Appendix L or in the Electrical Equipment Folder.**

## **THE DISPLAY SCREEN EQUIPMENT REGS, 1992 (As Amended)**

Display screen equipment has made a significant contribution to working life and can be used in complete safety where a few common-sense measures are taken. The three most important steps are to:

- (a) adjust furniture and equipment to suit your needs - do not adjust your own posture to suit the workstation
- (b) avoid adopting a static posture and avoid prolonged DSE work without a change of activity
- (c) always report problems with your furniture, equipment or health as soon as these arise.

We accept that health and safety hazards may arise from the use of this equipment. It is the intention of the Company to ensure that any risks are reduced to a minimum. Whilst it is generally recognised that the use of DSE can be undertaken without undue risks to health, it is appreciated that some employees may have genuine reservations and concerns.

We will seek to give information and training to enable a fuller understanding of these issues. The implementation of this policy requires the total co-operation of all members of management and staff. There will be full consultation with employees through existing channels of communication.

The person responsible for implementing this policy is: Elizabeth Ceri Adamson

We will, in consultation with workers and their representatives:

- (a) carry out an assessment of each workstation, considering the DSE, the furniture, the working environment and the worker
- (b) take all necessary measures to remedy any risks found as a result of the assessment
- (c) take steps to incorporate changes of task within the working day, in order to

prevent intensive periods of on-screen activity

- (d) review software to ensure suitability for the task
- (e) arrange for the provision of eye and eyesight tests prior to employment and at regular intervals thereafter and where a visual problem is experienced
- (f) arrange for the free supply of any corrective appliances (glasses or contact lenses) where required specifically for working with DSE
- (g) advise existing employees, and all persons applying for work with DSE, of the risks to health and how these are to be avoided.

Where an employee raises a matter related to health and safety in the use of DSE, we will:

- (a) take all necessary steps to investigate the circumstances
- (b) take corrective measures where appropriate
- (c) advise the employee of actions taken.

Where a problem arises in the use of DSE, the employee must adopt the following procedures:

- inform a responsible person immediately
- in the case of an adverse health condition, advise his or her own general practitioner.

### **Information and Training**

We will give enough information, instruction and training as is necessary to ensure the health and safety of workers who use DSE. This provision also applies to persons not in direct employment, such as temporary staff.

Managers and supervisors who are responsible for users of display screen equipment will also be given appropriate training.

## **THE PROVISION AND USE OF WORK EQUIPMENT REGULATIONS 1998**

We undertake to comply with these Regulations as detailed below:

- By identifying the hazards present (both mechanical and non-mechanical) during the use of work equipment.
- By evaluating the level of risk involved.
- By considering whether safer working practices are required.
- By ensuring that any work equipment is suitable for use, and for the purpose and conditions in which it is used.
- By considering whether the equipment has to be made safer.
- By ensuring that all work equipment is maintained in a safe condition for use so that people's health & safety is not at risk.
- By ensuring that any inspections required are carried out at the stated intervals and by a competent person.
- By ensuring that any required guards, protection devices, markings and warning devices are provided and maintained.
- By ensuring that any members of staff who use the work equipment receive adequate training, instruction, and information to enable them to use the work equipment in a safe manner.
- By ensuring that the controls in place are monitored and reviewed for effectiveness.

## **THE CONTROL OF ASBESTOS AT WORK REGULATIONS 2006 GUIDANCE**

### **Information**

Asbestos represents a safety risk when fibres are released into the atmosphere and are inhaled. The fibres can cause the lung diseases asbestosis, lung cancer or mesothelioma a cancer of the chest wall.

Fibres can be released when asbestos products deteriorate or when the products is machine worked during repair or maintenance activities e.g. sawing, drilling etc.

The Regulations require that owners/managers of properties manage the risks from asbestos by undertaking an Asbestos Risk assessment. This will require an inspection/ survey of their buildings to identify if asbestos has been used in its construction and if so where it is and its condition.

Contractors who are carrying out work on the premises must be informed of the location of any asbestos prior to starting work.

Where asbestos is in a poor condition a competent contractor should be consulted about making it safe.

### **What is asbestos and where might you find it?**

Asbestos is a naturally occurring mineral, three main types of which have been used in the U.K., crocidolite (blue), amosite (brown) and chrysotile (white) asbestos or mixtures of all three. Identification of asbestos type is a specialised task and cannot be determined by the colour of raw asbestos.

Exposure to crocidolite or amosite asbestos poses a greater health risk than chrysotile, but all can cause asbestos related diseases such as asbestosis or mesothelioma. Precautions should be taken to prevent inhalation of any type of asbestos dust or fibres.

Asbestos containing products have been widely used in construction in a surprising number of applications, such as:

- construction materials
- fireproofing
- thermal insulation
- electrical insulation
- sound insulation

- decorative plasters
- roofing products
- internal walls
- flooring products
- heat resistant materials

Asbestos containing products have been used as building materials for most of the last century peaking in the 1960s and 70s. Their use for building was banned between 1985 and 1999.

Consequently, there are many thousands of tonnes of asbestos in buildings built before 1999. Where asbestos is in good condition and remains undisturbed, it does not present a risk.

For premises constructed after 1999 an Asbestos Risk Assessment may merely entail recording the fact that at the date of construction asbestos was banned for construction use and therefore should not be in the building, unless you have information to the contrary.

### **The need to carry out a survey of all premises covered by the Regulations**

The Regulations require you to take 'reasonable steps' to find asbestos in your premises. There are different types of inspection/survey that could be undertaken. The Regulations call for a proportionate approach and will only require a substantial survey where the risk warrants it. In many cases, for example a small shop where there is very little maintenance work, a simple walk through inspection may be suitable. Discussion with local Building Control or old plans of the building may help in identifying whether asbestos might have been used in its construction. Presume that any material, unless it can be proved otherwise, contains asbestos, noting its location and condition. If any material proved to be asbestos is releasing dust or fibres then it will need to be made safe, otherwise it can be left alone.

If the situation changed and major works were planned e.g. a major refurbishment of the premises then a fuller survey for asbestos materials may be required or where work that would disturb any unidentified material needed to be carried out then testing for asbestos would need to be undertaken.

In other situations, a full survey may be needed, testing any suspect materials and then managing the risk as required. A laboratory test to identify any asbestos material in that area is likely to be required in such a case.

For most premises it will be a combination of these that will be most suitable. The regulation is not just a duty to survey but to manage risk from asbestos. Any survey will only be a step towards managing any asbestos, and a poor or inappropriate survey could prove to be worse than no survey at all.

**Regulation 4 of the regulations requires the duty holder to:**

1. Take reasonable steps to find materials in premises likely to contain asbestos and to check their condition.
2. Presume that materials contain asbestos unless there is strong evidence to suppose they do not e.g. wood, stone brick etc will not contain asbestos but other materials such as ceiling tiles, wallboards etc could contain the substance.
3. Make a written record of the location and condition of asbestos and presumed asbestos- containing materials (ACMs) and keep the record up to date.
4. Assess the risk of the likelihood of anyone being exposed to these materials.
5. Prepare a plan to manage that risk and put it into effect to ensure that:
  - a. any material known or presumed to contain asbestos is kept in a good state of repair
  - b. any material that contains or is presumed to contain asbestos is, because of the risks associated with its location or condition, repaired or necessarily removed.
  - c. information on the location and condition of the material is given to anyone potentially at risk.

The above procedures were made mandatory in May 2004. As a minimum, a Type 1 visual inspection/survey (as defined by the regulations) of the premises is required. An asbestos register showing that the premises is asbestos free or the extent and condition of any asbestos or suspected asbestos found must be established.

Any affected areas must be appropriately marked. This information will be made available to the Workforce and to any Contractor working on the premises in areas where asbestos has been discovered.

**Under no circumstances should asbestos be disturbed by anyone who is not competent to do so.**

In the event of proposed work affecting asbestos material - a decision to go ahead will only be taken by the owner/manager who will



arrange for a licensed contractor to be engaged.

Any material in any workplace suspected of containing asbestos should be treated as asbestos until the contrary has been proved by analysis.

## **GENERAL POLICY STATEMENTS**

### **Noise**

Exposure to excessive noise levels can cause incurable damage to your hearing.

Factors that play an important part in this are the noise level (measured in decibels). The length of time you are exposed to the noise: daily and over a number of years.

Within the Noise at Work Regulations there are action levels. Each level has corresponding actions that must be taken by both employers and employees. These levels are:

Action Level: Lower exposure action value (80db daily or weekly exposure) / Peak sound pressure of 135 dB

#### Action to be taken

Employees must be made aware of the noise level. Ear protection made available and provided to those who request it.

Action Level: Upper exposure action value (80db daily or weekly exposure) / Peak sound pressure of 137 dB)

#### Action to be taken

Ear protection provided to exposed persons and compulsory wearing enforced.

Levels of noise exposure which must not be exceeded: Daily or weekly exposure of 87 dB / Peak sound pressure of 140 dB

Wherever exposure to any of the action levels is reached, a noise assessment shall be carried out. Where two people standing two metres apart have to raise their voices considerably in order to be heard, this should be used as a rough indication that ear protection should be worn and that the first action level may have been reached. If this situation arises you must request hearing protection and inform your supervisor of the noise levels that are present.

### **Ladders**

When working at height, great care should be taken, as falls from relatively low heights can cause serious injury.

The following points should be addressed when working at height:

#### *Ladders / Step Ladders*

- Ensure the ladder / stepladder is not damaged or broken in any way.
- Ensure the floor is sound and level.
- Ensure knees are not above top rung.
- Have a colleague hold the ladder / stepladder at the bottom to ensure stability.
- Never over-stretch to reach anything, always move the ladder / stepladder.

### **Stress**

Stress is identified as occurring when there is an imbalance between the demands on an individual and their resources available to meet them. This imbalance can appear to the individual as a loss of control on how they conduct their life.

Stress is a reaction by individuals to pressure both external and self-imposed, which results in physiological changes. These changes can make people feel exhilarated when things are going well or deflated when they are not. Stress is a necessary part of normal life enabling people to accomplish their goals. At optimal stress levels the individual thrives and maximises performance. Once stress becomes excessive, the person becomes distressed which will affect how they perform. If stress is experienced over a longer period the physiological changes can cause changes to a person's personality and habits, leading to poor working performance and also potentially, changes in lifestyle. The ultimate results can be harm to the individual and ultimately incurs financial costs to the Company.

### **Stress policy**

With reference to the Health & Safety at Work Act 1974 and The Management of Health and Safety Regulations 1999, the Company undertake to assess the nature and scale of the risks to health in the workplace.

Employers have a legal duty to take reasonable care to ensure that health is not placed at risk through excessive and sustained levels of stress arising from the way work is organised.

Stress caused at work will be treated the same as ill health due to other physical causes in the workplace.

The Company will consider stress when assessing possible health hazards in the workplace.

Excessive stress is an issue that the Company is committed to addressing.

Staff will not be made to feel guilty about stress but will be supported and encouraged to seek further help and advice if required.

The Company will provide clear job descriptions, training and resources to enable staff to carry out their duties properly.

Company director/ owner will be supportive, flexible and consistent and changes will be discussed - scope will be given for staff to express opinions about the way their job is done.

The staff member will be encouraged to consult with his or her G.P.

### **Specific Stress Hazards**

Several hazards have the potential to create a stressful environment. Exposure may be short term or long term.

Examples of Short-Term Hazards include accident & emergency situations in the workplace.

Some examples of Long-Term Hazards are:

- Work Roles
- Job Content
- Bullying
- Interpersonal Relationships
- Physical Environment
- The interface between home and work

It is important that managers recognise the symptoms that excessive stress may cause in order to identify those at risk. These vary greatly e.g. sudden poor time keeping, excessive alcohol consumption, sudden neglect of appearance to ultimately clinically diagnosed depression. It is also important to recognise that not all people are the same and that tasks that are relished by some are extremely stressful to others.

### **Stress Management**

Running in parallel and taken from the Five Step Risk Assessment Programme, the Company should consider the formulation of a Stress Management Policy. This policy should involve three elements which represent Primary Prevention, Secondary Control and

Tertiary Control. Whilst it is accepted that only large Companies will be able to provide resources for all three levels of prevention control, access to offsite facilities and advice can be made available for smaller companies.

Primary Prevention / Elimination: This is tackling the problem at source by removing or reducing the elements which cause stress, these would have been identified from the interviews with staff and risk assessment carried out e.g. excessive workloads, and limited physical and/or human resources could lead to excessive working hours. Possible solutions might involve reorganisation of tasks, increased resources, better training etc. Bullying or overbearing management styles require may require disciplinary action to resolve them.

Secondary Control: Where hazards exist, which are part and parcel of the occupation in question and cannot be eliminated, this approach is more appropriate. Solutions involve both equipping the employee to cope effectively with the problem or resultant effects and introducing work practices which minimise the risk.

Tertiary Control: This approach acknowledges that in any Company some employees may develop stress related problems. It involves the provision of counselling and rehabilitation services and is relevant where employees have developed either work-related problems or problems which are primarily non-work related but are likely to have an effect on their performance at work. Generally, the provision of counselling is with an external provider who can supply an independent and anonymous service.

## **THE WORKING TIME DIRECTIVE**

Requirements of the Act:

The Working Time Directive requires that workers employment hours be limited to an average of 48 hrs per week over a seventeen-week period unless they have signed an opt out agreement to work longer hours. The Directive has some exceptions, the self-employed and those who have choice in their working hours are not covered by these Regulations.

Employers are required to check:

1. How much time each worker spends working
2. If a worker is working more than an average of 48hrs a week over a 17-week period, how this can be reduced or whether a worker wishes to sign an "opt out" agreement from the working time limit.
3. A record of those who have signed an "opt out" agreement.

4. Hours worked by employees. Existing systems such as clock cards, attendance for pay can be used for this purpose.

Note: Hours worked for other employers count towards the 48hr total and the main employer is expected to manage the employees working time.

Further details are available from: [www.dti.gov.uk/](http://www.dti.gov.uk/)

## **DRUG AND ALCOHOL POLICY**

We do not condone, nor do we otherwise approve of, excessive and inappropriate use of alcohol, nor the misuse of drugs whether illicit or prescribed. However, we recognise that our primary responsibility is to ensure a safe and healthy working environment for all its employees. We further recognise that this objective is put at risk by employees who misuse alcohol or other drugs to an extent or in such a way that it affects their health, work performance, conduct or relationships at work. We recognise that alcoholism and drug misuse are social problems with medical implications which require specialist help. The consumption of alcohol and the misuse of drugs whether intermittent or continual becomes a 'problem' when it repeatedly interferes with a person's health, work performance, conduct or safety of colleagues.

This policy which applies to all employees, therefore aims to:

1. Promote the health and well-being of employees and to minimise problems at work arising from the misuses of alcohol and drugs.
2. Make known to employees the possible harmful effects of excessive consumption of alcohol and the misuse of drugs.
3. Encourage safe and sensible drinking habits and a drug free lifestyle.
4. Identify employees with possible alcohol or drug related problems at an early stage; offer guidance and actively encourage them to seek appropriate help.

We will not tolerate alcohol/drug related offences e.g. abusiveness, fighting, alcohol impaired conduct or performance. These are considered to be an offence of misconduct and are subject to the Company disciplinary procedures.

Where a problem of misuse is discovered, employees will be advised to seek medical help.

We encourage employees with an alcohol or drug misuse problem to refer themselves to their GP for help before their work performance is affected or the problem impairs the safe and efficient running of the Company or the health of the individual or other employees. All self-referred employees with alcohol or drug problems will have the confidentiality of their problem preserved.

Any employee suspected of dealing or possessing unprescribed drugs will be charged with gross misconduct and subject to summary dismissal. We are required by law (The Misuse of Drugs Act 1971) to inform the police of anyone on site or employees who are in possession of or supplying illegal drugs.

Employees are encouraged not to drink during working hours or at lunchtime.

Where alcohol related offences occur, or are thought to have occurred, we will investigate to ascertain as to whether there is a problem of alcohol or drug misuse.

We are committed to educating staff on the possible harmful effects, the benefits and means of early identification of those suffering from misuse.

## **POLICY ON AGGRESSION AND VIOLENCE TO EMPLOYEES**

### **Policy**

The Company's policy on aggression and violence is - zero tolerance. Anybody who displays aggressive behaviour or is violent towards an employee will be subject to disciplinary procedure and/or police action.

### **Procedure for Aggression, Violence and Robbery**

In the event of violence or aggressive behaviour, from other members of staff or the public the following actions should be taken by:

#### **Affected Staff**

- Attempt to calm the violent or aggressive person by talking to them. Be firm, but not confrontational. If the situation does not calm down attempt to walk away.
- Try to ensure that other members of staff are aware of the problem.
- Do not offer any physical resistance. Where violence is threatened give the person what they have demanded.

- After the incident is over, write down the time and essential details (all involved staff should do this).
- Discuss the incident with the manager and other staff in a considered way.

**The Owner, Director or company representative must:**

- Ascertain whether medical help is required for any victims.
- Ensure that everybody has recovered from the incident, if not consider seeking professional help for post incident support.
- If appropriate, report the details to the police
- Gather all the information regarding the incident by interviewing those involved as well as any witnesses.
- Consider whether disciplinary action is necessary.
- Consider whether the incident was handled in the best possible way, or whether there are lessons to be learned for the future. Disseminate any lessons learned to all staff.
- Ensure that appropriate records of the incident are kept in the Health and Safety Manual. Personal details should be kept separate to comply with the Data Protection Act.
- Where physical violence has been used report the incident to the H.S.E under RIDDOR.

**Procedure for attempted Robbery**

During an attempted robbery, all staff are to do as the robber demands. (Bear in mind the instructions on Aggression and Violence above.) Staff Health and Safety is our most important consideration. At all times follow the Company's procedures on aggression and robbery.

**POLICY ON LONE WORKING**

The Company recognises the potential risks associated with lone working by our employees. All such instances of work shall be subject to risk assessment and practical controls to minimise these risks.

## **Managers**

Managers of lone workers shall ensure that adequate risk assessments are carried out and the identified risk control measures are applied.

## **Employees**

Employees are reminded of the potential risks of Lone Working and their duty to protect themselves from harm by following Company procedures. Employees are required to report to their manager any instances where their safety has been endangered.

## **Procedure**

This procedure should be read in conjunction with the Company's policy on aggression and violence.

Employees who are required to work alone should consider the following:

- Employees should avoid areas where they feel unsafe and withdraw immediately if they sense danger.
- Similarly, they should not enter premises in situations where they judge their personal safety to be at risk.
- Key holders called to premises in response to intruder alarms should request a police presence and not enter the premises alone.
- Ensure that delivery areas are free from hazards such as uneven surfaces, unlit areas etc.
- Ensure that all loads are safe to lift by one person.
- Ensure that any personal protective equipment that is issued is worn.
- Report all incidents to your manager.

## **SMOKING POLICY**

We recognise that the provision of a working environment in which employees are relaxed and content, and where they feel safe, is conducive to good productivity and high morale.



Accordingly, all workplaces are designated non-smoking,

**The laws relating to smoking are:**

In England: The Smoke-free (Premises and Enforcement) Regulations 2006))

In Scotland: Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006

This Act prohibits smoking in all business premises. In recognition of the above, the Company has adopted the following no-smoking policy:

**Smoke-free building**

We guarantee all employees the right to work in air free of tobacco smoke. Smoking is banned in the building. Signs will inform employees and visitors of the smoke free status of the building.

**Visitors and temporary staff**

Visitors and temporary staff are expected to abide by the terms of this policy. Staff will inform visitors and temporary staff of the policy, to be reinforced via the invitation letter or email if required.

**Recruitment procedures**

Job advertisements, job descriptions and interviews will include reference to this policy. On their appointment, all new staff members will be given a copy of this policy.

**COMPANY TRANSPORT POLICY**

It is the policy of the Company that employees must not drive a business vehicle for which they do not hold the appropriate driving licence.

Employees must have permission from the Owner, Director or Salon Manager before driving any business vehicle.

Business vehicles must not carry unauthorised passengers or load.

Business vehicles must not be used for unauthorised purposes.

Business vehicles must not be overloaded beyond the stated capacity.

Employees must not drive any vehicle whilst suffering from a medical condition, illness or an excess of alcohol or drugs that may

affect their driving ability.

Hand – held mobile phones must not be used when driving. Even if a hand – free kit is fitted, the driver must pull in and stop at a safe place before answering a mobile phone, whenever possible.

## **EMPLOYMENT OF YOUNG PEOPLE**

1. It is the policy of the Company that no person under the age of 16 should be employed by the Company except as a Saturday/Sunday worker.
2. The Company also determines that persons under the age of 18 who are employed by us are protected at work by a strict set of rules and procedures.

When employing a young person for work or work experience, management must ensure that he / she is protected from any risks to their health or safety which are a consequence of their lack of experience, lack of awareness of hazards and risks or the fact that they have not yet fully matured. The following rules/procedures will apply:

- agreement by the Owner, Director or Salon Manager prior to employment.
- the young person shall not be employed for work:
  - which is beyond his/her physical or psychological capacity.
  - involve exposure to agents which are toxic or carcinogenic.
  - involve the risk of accidents.

The above shall not prevent the employment of a young person providing:

- they are necessary for his / her training.
- the young person will be supervised by a competent person.
- a written risk assessment is carried out before the young person starts work, and there are enough risk control measures in place to give an overall low assessment of risk.

In addition to the above, the 'Work experience' document must be followed, with agreed amendments as required. This should be passed to the parent or guardian for their signature granting permission for the young person to commence work.

## **THE WORK AT HEIGHT REGULATIONS 2005**

The Work at Height Regulations 2005 apply to all work at height where there is a risk of a fall liable to cause personal injury. This includes working on step ladders.

This information summarises what you need to do to comply with the Work at Height Regulations 2005.

### **If you are an employee or working under someone else's control, you must:**

- report any safety hazard.
- use the equipment supplied (including safety devices) properly, following any training and instructions (unless you think that would be unsafe, in which case you should seek further instructions before continuing).

### **What you must do as an employer.**

You must do all that is reasonably practicable to prevent anyone falling.

The Regulations set out a simple hierarchy for managing and selecting equipment for work at height. Employers must:

1. use avoid work at height wherever possible
2. provide work equipment or other measures to prevent falls where they cannot avoid working at height; and
3. where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall should one occur.

### **Owner, Director or company representative responsibilities**

The Regulations require duty holders to ensure that:

1. all work at height is carefully planned and organised.
2. those involved in work at height are trained and competent.
3. the place where work at height is done is safe.
4. equipment for work at height is appropriately inspected.
5. the risks from fragile surfaces are controlled.

6. the risks from falling objects are controlled.

### **Staff training**

You must ensure that everyone involved in the work is competent (or, if being trained is supervised by a competent person). This includes involvement in organisation, planning, supervision, and the supply and maintenance of equipment.

Where other precautions do not entirely eliminate the risk of a fall occurring, you must (as far as it is reasonably practicable to do so) train those who will be working at height how to avoid falling, and how to avoid or minimise injury to themselves should they fall.

### **Requirements for Ladders**

1. Every employer shall ensure that a ladder is used for work at height only if a risk assessment under regulation 3 of the Management Regulations has demonstrated that the use of more suitable work equipment is not justified because of the low risk and

(a) the short duration of use; or

(b) existing features on site which he cannot alter.

2. Any surface upon which a ladder rests shall be stable, firm, of sufficient strength and of suitable composition safely to support the ladder so that its rungs or steps remain horizontal, and any loading intended to be placed on it.

3. A ladder shall be so positioned as to ensure its stability during use.

4. A suspended ladder shall be attached in a secure manner and so that, with the exception of a flexible ladder, it cannot be displaced, and swinging is prevented.

5. A portable ladder shall be prevented from slipping during use by:

(a) securing the stiles at or near their upper or lower ends;

(b) an effective anti-slip or other effective stability device; or

(c) any other arrangement of equivalent effectiveness.

6. A ladder used for access shall be long enough to protrude sufficiently above the place of landing to which it provides access unless other measures have been taken to ensure a firm handhold.

7. No interlocking or extension ladder shall be used unless its sections are prevented from moving relative to each other while in use.

8. A mobile ladder shall be prevented from moving before it is stepped on.

9. Where a ladder or run of ladders rises a vertical distance of 9 metres or more above its base, there shall, where reasonably practicable, be provided at suitable intervals sufficient safe landing areas or rest platforms.

10. Every ladder shall be used in such a way that -

(a) a secure handhold and secure support are always available to the user; and

(b) the user can maintain a safe handhold when carrying a load unless, in the case of a step ladder, the maintenance of a handhold is not practicable when a load is carried, and a risk assessment under Regulation 3 of the Management Regulations has demonstrated that the use of a stepladder is justified because of:

(i) the low risk; and (ii) the short duration of use.

## **Preventing and controlling ill health from animal contact at visitor attractions or open farms**

Contact with donkeys can increase risk of bacteria transmission

Risk of infection is via wounds or by mouth/nose

[www.hse.gov.uk](http://www.hse.gov.uk)

(HSE document:

*'Preventing and controlling ill health from animal contact at visitor attractions or open farms'*)

Dinky Donkeys Experience Health & Safety Policy June 21, 2020

Actions taken as a result of risk assessment:

Verbal explanation of the site guidance regarding the risk of contracting infectious diseases with all visitors before any session or event begins.

Safety signage regarding handwashing is visible to all.

Staff and visitors cover, with a plaster or other appropriate dressing, cuts and grazes and any other areas of broken skin particularly on arms, hands and face.

Provide a first aid box on site with appropriate dressings.

Well maintained and clean handwashing and toilet facilities.

Advise all visitors and staff to undertake regular hand washing for 20 seconds with soap, hot water with hand drying using disposable hand towels. This should be after each contact with the donkeys, before eating and prior to leaving the site.

Provide a clean and safe area for staff and all visitors to eat away from the donkeys.

Provide signage to advise visitors not to touch the donkeys whilst eating and drinking.

Provide a first aid kit to enable the covering of cuts and grazes with a waterproof dressing.

Contact with the donkey's mouth, nose and around the tail area must be avoided to reduce the risk of transmission of infections. This includes not kissing the donkeys.

It is recommended to change footwear prior to leaving the site or to clean shoes to remove any faecal matter trapped on footwear. A bucket of disinfectant and brush is available on site.

Donkey faeces is collected up and removed safely throughout the visit to ensure the site stays as clean as possible.

All staff are fully trained and instructed about the human health risks associated with animals and the control measures to reduce the risk.

### **Coronavirus (COVID-19) pandemic**

There is a risk of cross infection of coronavirus (covid-19). Actions taken as a result of risk assessment

No person either visitor or staff are permitted on site with COVID-19 symptoms or having tested positive or anyone that has been in close contact with a person with symptoms and/or tested positive and not completed the required self-isolation period.

Advise the use of disposable rubber gloves.  
Alcohol hand gel and hand washing facility.

Risk of airborne transmission is likely to be reduced as all activities are outdoors. However, the use of face covering if activity requires getting closer than 2 metres is advised.

If a person displays symptoms of COVID-19 they should go home as soon as possible, obtain a test and self-isolate. Anyone in contact with a person with symptoms/test positive should also self-isolate.

For detailed and up to date coronavirus guidance and support

[www.nhs.uk/government/publications/staying-safe-outside-your-home](https://www.nhs.uk/government/publications/staying-safe-outside-your-home)

# **SECTION 4**

# **APPENDICES**



## **APPENDIX A: SAFE SYSTEMS OF WORK**

### **1) Handling Chemicals**

No team member should become involved in chemical handling before they have been instructed in the precautions to be taken, including wearing protective clothing, to ensure personal safety.

All members of the team must read and understand the information contained in the substance datasheets and must adhere to the instructions contained therein.

If any team member is unsure of the precautions to be taken, they must not use the chemicals, without obtaining guidance should be obtained from a senior colleague.

## **APPENDIX B: MANUAL HANDLING: MOVING / HANDLING BULKY / HEAVY ITEMS.**

Manual handling should only be carried out by, or under the direction of, suitably trained / experienced staff. The lift should be planned throughout before any item is lifted.

The object to be lifted should be examined to ensure that:

- The weight is stable and will not move
- There are no sharp edges or points sticking out
- The right number of people are involved in the lift, based on the weight, size and shape of the load
- It will not obstruct forward vision

The route should be planned so that:

- The route chosen will be the easiest route – not necessarily the shortest
- All paths are clear – any trip hazards are removed
- Suitable places for stopping and resting are identified.
- There is enough space for the item(s) being carried to be laid down safely and the unloading zone is clear.

The following safe lifting techniques should be observed:

- Assume the “safe lifting position”: squat by bending at the hips and knees. The ears, shoulders and hips should form nearly a straight vertical line. Feet are kept shoulder-width apart and turned out.
- The muscles in the back, abdomen, buttocks and thighs should be used to support the spine.
- The back’s natural curves should be maintained – do not bend the back, the legs should do the lifting.

Lifting below the waist:

- Stand close to the object and keep a wide stance.
- Tighten stomach muscles
- Assume the “safe lifting position”
- Pull the load close to the body, grasp the object firmly
- The legs, not the back, power the lift. No bending from the neck, shoulders or waist

Carrying / Unloading:

- Make sure the load will not obscure forward vision. Move slowly, with small steps
- Do not twist – move the feet to turn
- Face the chosen spot and lower the load slowly by using the legs, not the back
- Bend the knees and lower the body with the load. Keep the back straight – do not bend over with the load
- Fingers must be kept away from the bottom of the load and the load placed down on the surface.

Oversized, heavy or long loads:

- Must be broken down to smaller packages or, alternatively, no attempt made to lift

**MANUAL HANDLING ASSESSMENT REPORT**

REF No:		DATE:		TASK:	
TYPE OF LOAD:				ENVIRONMENT:	

**PART 1:**

1) DOES THE OPERATION INVOLVE A SIGNIFICANT RISK OF INJURY? YES / NO

*IF NO DO NOT PROCEED ANY FURTHER, IF YES GO TO QUESTION 2*

2) CAN THE OPERATION BE AVOIDED/MECHANISED AT REASONABLE COST? YES / NO

*IF YES, IMPLEMENT CHANGES AND MONITOR EFFECTIVENESS; IF NO GO ON TO PART 2.*

**PART 2:**

<b>DO THE TASKS INVOLVE:</b>	<b>Y</b>	<b>N</b>	<b>COMMENTS:</b>
Holding loads away from the trunk?			
Unsatisfactory body movement or posture?			
Excessive lifting, lowering, pushing or pulling?			
Large vertical movement / long carrying distances?			
Strenuous pushing & pulling?			
Unpredictable movement of loads			
Repetitive handling imposed by a process?			

<b>ARE THE LOADS:</b>	<b>Y</b>	<b>N</b>	<b>COMMENTS</b>
Bulky, unwieldy or difficult to grasp?			
Unstable or unpredictable?			
Harmful (Sharp or hot)?			

<b>WORKING ENVIRONMENT ARE THERE:</b>	<b>Y</b>	<b>N</b>	<b>COMMENTS:</b>
Constraints on posture?			
Poor floors / variations in levels?			
Hot / cold conditions?			
Poor lighting conditions?			

<b>DOES THE JOB REQUIRE:</b>	<b>Y</b>	<b>N</b>	<b>COMMENTS:</b>
Unusual strength / reach			
Pregnancy hazard?			
Health hazard?			
Special training?			

**OVERALL ASSESSMENT OF RISK: INSIGNIFICANT / LOW / MEDIUM / HIGH?**

**LIST IN ORDER OF PRIORITY THE STEPS THAT SHOULD BE TAKEN TO REMOVE / LESSEN HAZARD**

- 1)
- 2)
- 3)
- 4)

Assessed by:	Name:	Date:
<b>To be reviewed annually or if task / process is significantly altered</b>		

**APPENDIX C: ACCIDENT INVESTIGATION FORM & FORM 2508 (BLANK)**

<b>Surname:</b>	<b>First Names:</b>	
<b>Address:</b>	<b>Employee of:</b>	
<b>Accident Details</b>		
<b>Date of Accident:</b>	<b>Time of Accident:</b>	<b>Location of accident:</b>
<b>What was the injured person doing at the time of the accident?</b>		
<b>Nature of Injury / ill health sustained:</b>		

<b>Treatment given:</b>					<b>Did it appear that the person who was treated was under the influence of alcohol or drugs?</b>				
<b>Returned to Work?</b>	<b>Sent Home?</b>	<b>To see own Doctor?</b>			<b>Sent to Hospital?</b>		<b>Likely to be off Work?</b>		
<b>Signature of First Aider:</b>							<b>Date:</b>		

<b>Was there a Safe System of Work?</b>	<b>Yes</b>	<b>No</b>	<b>Was the injured person trained in the Safe System of Work?</b>				<b>Yes</b>	<b>No</b>
<b>Was the Safe System of Work Followed?</b>	<b>Yes</b>	<b>No</b>	<b>Was the injured person using Safety Equipment, including PPE, correctly?</b>				<b>Yes</b>	<b>No</b>
<b>Was the injured person authorised to do this work?</b>	<b>Yes</b>	<b>No</b>	<b>What was the injured person's experience?</b>				<b>Years</b>	<b>Months</b>
<b>Protective Equipment Worn</b>	<b>Head</b>	<b>Eye</b>	<b>Ear</b>	<b>Respiratory</b>	<b>Hand</b>	<b>Foot</b>	<b>Body</b>	<b>Other</b>

<b>Witness(es) to the Accident</b>	<b>Own Employee?</b>	<b>Did they see</b>	<b>Statement collected?</b>
<b>Name and address</b>	<b>Yes/No</b>	<b>Yes/No</b>	<b>Yes/No (signed witness statements attached)</b>

Description of circumstances (Owner/Director/Salon Manager Investigation):	
Probable Causes:	
Immediate:	
Underlying:	
Signature of Owner/Director/Salon Manager	Date:

**Control Measures to Prevent the Reoccurrence of a Similar Accident**

Control Measures	Completed By	Date

**APPENDIX D: COSHH REGISTER & DATA SHEETS**

**Dinky Donkeys Experience COSHH REGISTER**

Substance	Supplier	Data Sheet Number	Location	Hazards Explained	Signed: Trainer	Signed: Employee	Date


**APPENDIX E: RISK ASSESSMENT FOR NEW AND EXPECTANT MOTHERS**

**Introduction**

Pregnancy should not be regarded as ill health. It is part of everyday life. However, certain hazards in the workplace may particularly affect new and expectant mothers, and they need to be controlled by good health and safety management.

Pregnancy usually goes undetected for 4-6 weeks. Consequently, conditions hazardous in pregnancy should be controlled so far as reasonably practicable as part of normal procedures, whether someone has notified of her pregnancy or not. This control should be achieved by the standard processes of risk assessment, backed up by inspection, monitoring and other aspects of safety management.

Once pregnancy is notified, specific assessment for the individual of possible risks and of workplace facilities is required, even in low risk departments.

**Advice to Pregnant Workers**

You must notify a company director in writing once pregnancy is confirmed, so that checks can be made that your working conditions are safe for you and your baby.



If you wish to discuss any pregnancy problems in relation to your work, speak to the company director.

### **After Pregnancy is Notified**

After an employee informs the Company that she is pregnant, a more specific risk assessment is required. The law states that this is required only after written notification is given, however, even after verbal notification, the Manager (or a Director) should arrange for a risk assessment to be carried out by the nominated person using the appropriate form.

The first step is to check that satisfactory general risk assessments are already in place in and are being implemented. If there are gaps, these should be remedied. Special hazards of pregnancy should then be considered. Even though hazards should be well controlled by normal precautions, further consideration should be given at this stage to the possibility of accidents.

If the risk assessment shows that there is a significant risk at work to the health and safety of the new or expectant mother, which goes beyond the level of risk found outside the workplace, then her working conditions may be temporarily adjusted. A copy of the completed risk assessment, with recommendations, should be given to the employee, the Manager (or a Director) and any other person in charge of the area where the expectant mother works.

### **New Mothers**

New and expectant mothers include workers who have given birth within the previous six months or who are breastfeeding.

The assessment, which is made once pregnancy is notified, should consider potential problems that may arise on return to work. Exposure to a limited range of chemicals, such as lead or organic mercury, could lead to special risk to the baby by breastfeeding.

These substances are also a special risk during pregnancy, and if conditions are controlled to give adequate protection during pregnancy, they will continue to give adequate control for a breastfeeding mother. However, any changes of working conditions for a new or expectant mother requires a review of the risk assessment.

A new employee who is a new or breastfeeding mother should notify her department. In such cases a fresh risk assessment is required. For breastfeeding mothers, facilities to express and store milk should be provided if requested. Facilities should give privacy, and they should be hygienic.

### **Physical Agents**

The HSE states that pregnant workers are particularly at risk from manual handling injury. Careful assessment is required, and some adjustment to manual handling duties may be necessary. Postural problems may arise, particularly in the later stages of pregnancy. Continuous standing should be avoided. Continuous sitting without a break is considered inadvisable – some movement away from the workstation is preferable. Confined workspaces which do not allow for increased abdominal size, should be avoided.

Work at display screen equipment (DSE) is not a particular risk in pregnancy. However, a check should be made for DSE users that DSE assessment is already in place.

The HSE also advised that regular exposure to whole body vibration or shocks is inadvisable for pregnant workers.

### **Chemical Agents**

The precautions are required to comply with our obligations under the COSHH (Control of Substances Hazardous to Health) Regulations should be sufficient protection for nearly all uses of chemicals in the location. For example, the exposure limits set for hazardous substances already allow for the possible exposure of pregnant workers.

### **Biological Agents**

The Advisory Committee on Dangerous Pathogens (ACDP) has issued advice, on “Infection risks to new and expectant mothers in the workplace”. The following organisms, amongst others, are considered to present a particular risk to the foetus or new-born baby:

- **Chlamydia psittaci**
- **Listeria**
- **Coxiella burnetii (Q fever)**
- **Parvovirus**
- **Cytomegalovirus**
- **Rubella**
- **Hepatitis A and B**
- **Toxoplasma**
- **HIV**
- **Varicella-zoster (Chicken Pox)**

Whilst all staff of childbearing age should be made aware of the risks of these organisms, in practice normal health and safety arrangements and precautions should provide enough control for most female staff. The specific risk assessment when pregnancy is notified needs to check that the right level of precautions is being implemented. In principle, it should also consider whether an

accident in spite of these precautions could be a special risk.

### Passive Smoking

Passive smoking is a risk to the unborn child. The Company has a no smoking policy so this should not be an issue for most members of staff.

### Occupation Stress

Pregnant employees need protection from unnecessary anxiety at work. The HSE states that new and expectant mothers can be particularly vulnerable to occupational stressors, for a variety of reasons:

- Hormonal, physiological and psychological changes during and after pregnancy
- Possible financial, emotional and job security issues
- Increased difficulty in organising work and home commitments

Women who have recently suffered loss through miscarriage, etc may be especially vulnerable to stress. However, in some cases a return to work may alleviate stress given a sympathetic and supportive work environment.

### **RISK ASSESSMENT: NEW AND EXPECTANT MOTHERS**

Name:	Location:	EWC:
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Job role: .....

What risk assessments are already in place (e.g. DSE assessment)?

.....

Does employee have access to Company H&S Handbook and are relevant precautions applied?

.....

Is employee exposed to any of the following hazards? (State Y/N for every section). If so, identify precautions required.

Hazard	Yes	No	Precautions (use separate sheet if necessary)
Heavy physical work			
Continuous standing			
Static or poor posture			
Fatigue, unusual hours			
Extremes of temperature			
Shocks, vibration			
Excessive noise			
Work related violence			
Work at height			
Radiation			
Passive smoking			
Occupational stress			
Inadequate facilities			
Other concerns (List):			

Can she take rest and refreshment breaks as required?	Yes	No
Have any recommendations been made by her doctor?	Yes	No
Any other recommendations	Yes	No

Signed:	Position:	Date:

**APPENDIX F1: RISK ASSESSMENT (In risk assessment file)**

*Company representative who completed the assessment: Elizabeth Ceri Adamson*

*Date assessment was carried out: 22nd June 2020*

*Date of next formal review: 22nd June 2021*

**APPENDIX F2: RISK MATRIX**

		Consequence				
		Negligible 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Likelihood	5 Almost certain	Moderate 5	High 10	Extreme 15	Extreme 20	Extreme 25
	4 Likely	Moderate 4	High 8	High 12	Extreme 16	Extreme 20
	3 Possible	Low 3	Moderate 6	High 9	High 12	Extreme 15
	2 Unlikely	Low 2	Moderate 4	Moderate 6	High 8	High 10
	1 Rare	Low 1	Low 2	Low 3	Moderate 4	Moderate 5

## **APPENDIX G: EMPLOYEE TRAINING RECORDS**

Training on health and safety should be given to trainees before they start on any practical training. The following checklist suggests routine items which can be covered in a new work area. It can be expanded to meet individual providers' needs and adapted as workplaces changes are introduced or training programmes change.

- Safety policy – explain the Company's policy and point out any aspects which apply to trainees.
- Emphasise trainee's personal responsibilities.
- Safety Literature – Distribute and explain any relevant safety literature.
- Key Safety People – introduce or give their names and locations. Describe their functions.
- Safe Working Systems – describe particular hazards associated with the work area and the work to be done; explain the importance of following safe work practices at all times.
- Prohibited Areas – describe areas which trainees may not visit. Give the reasons why, in writing if necessary.
- Machinery – clearly identify plant of machinery which trainees must never operate; stress the need for training and supervision before other machinery is used; explain why faults must be reported – repairs should not be attempted by unqualified staff.
- Explain the necessity for good housekeeping and tidy work areas.
- Heavy or awkward objects – demonstrate the correct way to lift objects.
- Dangerous Substances – explain the importance of reading labels on containers and complying with instructions.
- Protective Clothing – tell trainees what is provided, when and why it must be used and how to take care of it.
- Safety Equipment – explain when and why it must be used, where it is kept and who is responsible for training and maintenance.
- Hygiene – show where washing and toilet facilities are to be found and the use of barrier creams etc, if appropriate.

- Smoking – inform trainees about the Company’s smoking policy and smoking/no smoking areas.
- Explain the first aid facilities.
- Accident Procedures – stress that all accidents and all injuries must be reported. Show where the accident book is kept.
- Emergency Procedures – explain what to do in the event of a fire or bomb alert and evacuation procedures.
- **EMPLOYEE TRAINING RECORDS**

Name		INDUCTION	FIRE	COSHH	M.H.	S.S.W.
	Employee's Initials					
	Date					
	Employee's Initials					
	Date					

SSW: Safe Systems of Work. COSHH: Control of Substances Hazardous to Health. MH: Manual Handling.

## **APPENDIX H WORKPLACE FIRE RISK ASSESSMENTS**

Location:	Date:	Assessor:	Signed:
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QUESTION / ASPECT	YES	NO	N/A	REMARKS
Does the building have a Fire Certificate?				
Does it come under the Fire Precautions (Workplace) Regulations?				
Is there a Fire plan?				
Are Fire Drills carried out (at least 6 monthly)?				
Are the results recorded and action taken?				

Are Fire alarms installed?				
Are Fire alarms tested regularly?				
Are fire alarm call points unobstructed and clearly visible?				
Fire Equipment Maintenance records?				
Fire Extinguishing equipment regularly inspected?				
Have team members been trained to use fire extinguishers?				
Are there enough exits for the number of people?				
Can fire safety sign and fire exit notices be clearly seen?				
Are all exits clearly indicated and are all escape routes adequately lit?				
Are exit routes clearly marked?				
Are all escape routes free from tripping hazards?				
Do all exit lead to a place of safety?				
Do doors used as a means of escape open in the direction of travel?				
Have team members been trained to assist to evacuate the premises?				
Is there a roll call, including visitors?				
Are all internal fire doors clearly labelled?				
Are team members reminded about good housekeeping?				
Are fire safety close-down procedures in operation at cease work?				
Have measures been taken to reduce the risk of arson?				



**If the answer to any of the above questions is 'NO', the Company Fire Safety Representative should immediately initiate action to rectify the deficiencies or review the Fire Risk Assessment.**

PROBLEMS NOTED	CORRECTIVE ACTION	BY WHOM	DATE REQUIRED

**FIRE RISK ASSESSMENT**

QUESTION / ASPECT	YES	NO	N/A	REMARKS
Is the system for controlling the amount of flammable substances / combustible materials effective?				
Are all flammable substances / combustible materials stored safely?				
Are heating appliances fixed in position at a safe distance from any combustible materials and suitably guarded?				
Are all items of electrical equipment fitted with fuses of the correct rating?				
Are all records of private and company electrical equipment correctly registered inspected by an authorised and competent person, and records maintained?				
Are all electrical protective devices suitable for the purpose? (inc adaptors)				
Are lengths of flexible cable kept to a minimum?				
Are cables only run where damage is unlikely and not under floor coverings or through doorways?				

Is the upholstery of furniture in good condition?				
Is the workplace free of accumulation of rubbish, wastepaper or other materials that could be set alight?				
Is there a suitable no smoking policy in place?				
Are smoking arrangements adequate to reduce the risk of fire?				
Are there suitable facilities for the disposal of smoking materials?				
Are there any special hazards on site?				

**If the answer to any of the above questions is 'NO', this should immediately initiate action to rectify the deficiencies or review the Fire Risk Assessment.**

PROBLEMS NOTED	CORRECTIVE ACTION	BY WHOM	DATE REQUIRED

## **APPENDIX I: DSE WORKSTATION ASSESSMENTS**

### **DISPLAY SCREEN EQUIPMENT SELF - ASSESSMENT CHECKLIST**

NAME: \_\_\_\_\_ LOCATION: \_\_\_\_\_ DATE: \_\_\_\_\_

By completing this checklist, you will be able to carry out a self - assessment of your own workstation. Your views are essential in order that we may achieve our objective of ensuring your health & safety at work. Please circle the answer that best describes your opinion, for each of the questions listed.

Please return this form to ..... as soon as it has been completed.

#### **ENVIRONMENT**

##### 1. LIGHTING

Describe the lighting at your usual workstation?	too dark	about right	too bright
Do you get distracting reflections on your screen?	never	sometimes	constantly
What control do you have over local lighting?	full control	some control	no control

=====

##### 2. TEMPERATURE AND HUMIDITY

At your workstation are you usually?	too cold	comfortable	too warm
Is the air around your workstation?	too dry	comfortable	too moist

=====

##### 3. NOISE

Are you distracted by noise from work equipment?:	never	occasionally	constantly
---	-------	--------------	------------

=====

##### 4. SPACE

Describe the amount of space around your workstation:	inadequate	adequate
---	------------	----------

<b>Your chair:</b>	<b>Yes</b>	<b>No</b>
Can you adjust the height of the seat?		
Can you adjust the height and angle of the backrest?		
Is the chair stable?		
Does it allow movement?		
If your chair has arms do they get in the way?		

<b>Your desk:</b>	<b>Yes</b>	<b>No</b>
Is there enough space to allow you to place equipment where you want it?		
Is the height of the desk suitable?		
Does the desk have a non – reflective surface?		

If it would be of benefit to use a footrest, has one been supplied?		
If it would be of benefit to use a document holder, has one been supplied?		

<b>Display Screen Equipment:</b>	<b>Yes</b>	<b>No</b>
Can you easily adjust the brightness and contrast of the screen?		
Does the screen tilt and swivel easily?		
Is the screen image stable and free from flicker?		
Is the screen at a height that is comfortable for you?		
Is the keyboard separate from the screen?		
Can you raise and lower the keyboard height?		
Can you easily see the symbols on the keys and the characters on the screen?		
Is there enough space to rest your hands on the front of the keyboard?		

<b>Training</b>	<b>Yes</b>	<b>No</b>
Have you been trained in the use of your workstation?		
Have you been trained in the use of the software?		
If you had a problem with display screen work, would you know who to contact?		
Are you aware of the arrangements for eye and eyesight tests?		

Please add any other comments on the reverse of this sheet.

## **APPENDIX J ELECTRICAL AND EQUIPMENT REGISTER**

**If the answer to any of the above questions is 'NO', this should immediately initiate action to rectify the deficiencies**

Electrical and Equipment item	Location of equipment	Item in good working order?	If <b>No</b> , what is the fault or issue?	Issue/fault reported by	Date issue/fault reported	Date issue/fault resolved
		Yes / No				
		Yes / No				
		Yes / No				

## **APPENDIX K: STRESS QUESTIONNAIRE**

Have you ever experienced stress at work to a degree where it is affecting your working life and or your health?

Answering the questions below on what triggers stress in you will help you and your employer in recognising what causes stress in the workplace and to formulate actions that will reduce the overall stress caused by work.

Employers should consider the responses from their staff and discuss the findings to try, where possible, to eliminate or reduce those factors which cause stress in their staff

Stressor	Yes	No	N/A
Poor working environment			
Poor communications of work requirements			
Conflicts in demands from immediate managers			
Lack of career opportunity			
Uncertainty/insecurity regarding work			
Dealing with the public			
Working Alone			
Too little time to get things done			
Too much time to get things done			
Too many tasks at once			
No control of your work			
Excessive working hours			
Unsocial working hours			
Inflexible working hours			
Abuse or violence in the workplace			
Bullying at work			
Others: please give details			

