

Health and Safety Policy

East Twickenham Neighbourhood Association ('ETNA') regards the health, safety and welfare of its employees, volunteers, clients and visitors as paramount. It aims to ensure, so far as is reasonably practicable, a safe and secure environment for all persons working in or visiting ETNA Community Centre.

The policy will be formally reviewed to take account of changes in the law, good practice and its own working experiences.

Health and Safety (H&S) will be regularly addressed at Board meetings.

Staff will be informed of any development, which affects their health and safety in any way.

This document has been written with reference to current Health & Safety legislation and good practice guides and aims to comply with:

- The Health & Safety at Work Act 1974
- Management of Health & Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations 1992
- Provisions and Use of Work Equipment Regulations 1998
- Health & Safety (Display Screen Equipment) Regulations 1992
- Manual Handling Operations Regulations 1992
- Food Safety (General Food Hygiene) Regulation 1995
- Reporting of Accident and Dangerous Occurrences (RIDDOR) 2013
- First Aid at Work Regulation 1981
- Working with VDU's
- Ergonomics Publication 1994

Employer responsibility

ETNA has responsibility for the Health & Safety of all its employees, volunteers and visitors. This responsibility is delegated to the Centre Director (CD) who is entrusted with the implementation of all statutory requirements and methods for enforcing the requirements contained in this policy.

Employer responsibilities include:

- Promoting an environment where Health & Safety good practice is seen as a vital and integral part of the working environment and provision of services.
- Considering H&S with regard to the use of the premises.
- Considering H&S during the purchase, hire and use of all new equipment.
- Considering H&S when contracting with any individual or organisation.
- Carrying out regular risk assessments on working environments and practices.
- Carrying out regular checks on all electrical appliances.
- Ensuring induction and training on H&S for all employees and volunteers.
- Ensuring ongoing regular training for existing staff and volunteers.
- Setting up a reporting system whereby all actual and potential risks are dealt with quickly and effectively.

Delegation of responsibility to the Centre Director and Office Staff

The CD has responsibility for the production of and maintenance of the Health & Safety Policy and plays a lead role in receiving, maintaining and disseminating information to other staff with regard to changes in H&S legislation and

- Ensuring that areas of work meet current environmental standards.
- Ensuring that an up to date H&S statement, emergency instructions from Thames Water and fire instructions are all on display.
- Ensuring that efficient systems for the reporting and recording of all accidents are in place.
- Ensuring that first aid boxes are provided and fully maintained.
- Ensuring that staff have completed a minimum of a one-day Emergency First Aid Course and registered first aiders have completed a four-day course.
- Ensuring that all walkways and fire exits are kept clear.

- Organising induction and training on H&S.
- Ensuring that all new staff and volunteers are aware of reporting procedures as well as location of H&S notice board and statement.
- Ensuring all new staff have read and understand the Health & Safety Policy.
- Carrying out regular safety audits.
- Carrying out risk assessments of working environments and practices.
- Ensuring that all workstations comply with H&S guidelines.
- Ensuring that all equipment purchased meets current H&S guidelines.
- Maintaining all equipment and arranging checks of all electrical equipment carried out by LBRUT
- Maintenance of all fire safety equipment carried out by LBRUT
- Regular testing of fire equipment carried out by LBRUT
- Organising fire drills annually.
- Co-ordinating during emergency procedures.
- Maintaining and fault reporting with regard to: lighting, signs, clear walkways and exits.
- Completing entries in the accident book and the correct filing of these entries in accordance with the Data Protection Act.
- Rendering unusable and disposing of old, potentially dangerous items.
- Ensuring that responsibility for the above is passed to another person during his/her absence and that the staff are aware of this information. This passing of responsibility must be recorded in the job descriptions.

Individual employee's and volunteers' responsibilities

- Taking reasonable care to ensure that they do not endanger themselves or anyone else who may be affected by their activities at work.
- Co-operating with meeting the employer's legal obligations.
- Not intentionally or recklessly interfering with anything provided in the interests of health, safety or welfare.

Temporary workers, trainers & contractors

Temporary workers, trainers and contractors must be informed of H&S emergency procedures operating on site. Breaches of safety must be monitored and recorded with any accidents reported.

Visitors

- The visitor then becomes the responsibility of the person they are visiting who will remain responsible for the visitor's health, safety and welfare whilst they are visiting ETNA.
- It is a legal requirement that in the event of an emergency alarm, the host ensures that the visitor is evacuated from the building in line with the relevant procedures.
- All contractors to be logged in the guest book.

The Working Environment

The office

All workstations and related office equipment must comply with H&S legislation. Consequently, this will be borne in mind when purchasing new equipment.

Wherever necessary and practicable, old equipment will be upgraded or discarded.

A workstation comprises: monitor, any optional accessories, telephone, printer, document holder, work chair, work desk, work surface or other peripheral to the Display Screen Equipment (DSE) and the immediate work environment around the screen equipment.

All staff/volunteers involved in DSE work should carry out a work-station self-assessment see **Appendix 1**

Staff and volunteers are given discretion over when to take breaks from the computer and should be given adequate flexibility to organise their own work, but it is advisable to take a 10-minute break after 60 minutes of continuous keyboard work, carrying out non-keyboard tasks, which use different sets of muscles.

Staff must report to the CD at the earliest time possible any health problems that they are encountering in association with DSE work. Management will take this seriously and address any issues raised by new research into health problems associated with DSE when revising this policy.

Occupational health

If any employee suspects their place of work or work activity is having an adverse effect on their health, they should report it to the centre manager who will investigate the complaint. If it transpires that the health issue is linked to the person's occupation, early action must be taken. This might be in the form of modification to the environment or transferring the employee to another job.

Incidents of occupational ill health should be reported in the accident book. If during the course of risk assessment any factors are identified as having a general adverse effect on the health of the employees, professional advice must be sought and acted upon.

Under the Management of Health and Safety at Work Regulations 1999 employers are required to make a suitable and sufficient assessment of the risks to the health and safety of their employees, to which they are exposed whilst at work. This is now recognised by the courts to include excessive stress levels.

Employers are also required to protect new or expectant mothers from any exposure to any working conditions (including physical, chemical and biological risks) which may have a foreseeable adverse effect upon the mother or baby. When ETNA has been made aware of an employee's pregnancy, the manager will conduct a risk assessment.

Where young people under the age of 18 are employed in any capacity [including any form of work experience while still at school] by ETNA, suitable risk assessments will be made.

If an employee is unfit, they should not report for work and should notify the CD.

Manual Handling

ETNA has a Safe Manual Handling Policy in compliance with the Operations Regulations 1992. The regulations apply to manual handling operations, which may cause injury at work. See Appendix 2

Manual Handling in this context means:

“Any transporting or supporting of a load* including the lifting, putting down, pushing, pulling, carrying or moving by hand or bodily force”.

Emergency and Fire Procedure

The CD is responsible for the production and maintenance of the Fire Risk Assessments and the consequent procedures and for ensuring actions identified by those risk assessments are carried out.

To ensure the safety of staff and service users, the CD will develop a strategy for the safe evacuation of the premises that takes into account the known, and likely, physical and mental capabilities of all whom that emergency might affect.

Fire drills should be held at least annually. A record should be kept of the time and date of the drill and how long the evacuation took in the Health & Safety File. Each group/user needs to take responsibility for their clients.

All ETNA office premises are to be equipped with a suitable fire alarm system including fire detectors and manual break glass call points as appropriate to the premises. Fire alarms should be tested weekly.

Procedure on discovering a fire

Any person discovering a fire must first raise the alarm by operating the nearest manual call point – break glass. Once the alarm has been raised, leave the building by the nearest fire exit and proceed to the assembly point. The Fire Brigade must be contacted from a place of safety as soon as possible after hearing the fire alarm.

Procedure on hearing the fire alarm

Upon hearing the alarm, all people should immediately isolate or turn off any equipment that may present danger if left unattended and leave the building by the nearest exit without diverting for any reason. They then make their way to the assembly point on the corner of Rosslyn and Riverdale Road.

All staff must ensure that everyone has left the particular room that they were in and then closed doors behind them. On reaching the assembly point they must check that all staff, members, contractors and visitors have evacuated safely.

Emergency Evacuation for people with response impairments

Some individuals may have difficulty leaving the building in an emergency because of mobility problems, breathing problems, severe deafness, blindness etc. ETNA recognises that a substantial number of service users and visitors to its premises may fall into this category.

If it is not practicable for them to leave unaided, staff must assist them to get to a place of relative safety. From there, arrangements must be made to help them to leave the building with the assistance of the fire service.

After an incident

Once an incident is confirmed as over, the CD in control of the premises must take advice from the attending Emergency Services as to whether it is safe to allow employees or others to re-enter the premises.

Accident Reporting and First Aid

Any **emergency** should be reported to the emergency services within the first instance as ETNA is Community Centre and cannot guarantee first aiders will be available at the time of the event. Nominated First Aiders are displayed on the Health and Safety at Work Posters. However, there may be times when these people are not in the building, therefore, emergency services should be called on first.

First aid kits are provided in the ground floor and first floor kitchen in the clearly signed cupboard.

Except for immediate life-saving, only appointed first aiders are to use the first aid equipment. It is important that any items used from the first aid kit are reported to the ETNA Office as soon as possible so they can be replaced.

The name of the appointed First Aiders and the location of the first aid equipment will be indicated on the statutory Health & Safety notice on the notice board.

First Aiders

First Aiders are to render first aid as required or seek medical assistance if necessary. They should maintain a written record of first aid treatment given, and when required provide information for any subsequent accident investigation. They should ensure that their qualifications are current and kept up to date. First Aiders will be responsible for the maintenance of first aid kits.

Reporting Internally

All injuries, notifiable diseases and dangerous occurrences at work must be reported to the CD. If the injured person is unable to continue doing the task, they were undertaking immediately prior to the occurrence it must be recorded in the ETNA Accident Book.

The Accident Record must be completed at the time of the occurrence or as soon as possible afterwards. Usually the casualty should complete it but when this is not possible the manager or first aider should complete it on their behalf. The CD and office staff must ensure that the ETNA Accident reporting procedure is initiated.

Investigation

All events that result in, or have the potential to cause, personal injury, disease or threaten the health or safety of any person are to be recorded and subsequently investigated. Minor events which only require in-house first aid or have no observable injury effect may be dealt with by the CD without assistance, the details entered on the Accident Record sheet.

Accident Investigation Forms will be completed for accidents which require the injured person to be sent home, to the doctor or to hospital and the report copied to the chair of trustees within three working days. Such events will be considered at the next committee meeting.

In addition, the CD must notify the Enforcement Authority of any reportable event under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

Reporting Externally

The manager in charge at the time of the accident shall be the ETNA representative nominated to report the event under the RIDDOR Act 1995. The national RIDDOR Incident Contact Centre is to be notified by phone or email.

Tel: 0845 300 9923 Email: riddor@natbrit.com Website: www.riddor.gov.uk

Records of reportable events arising at work will be archived for a minimum of 25 years unless there are legislative requirements that prescribe longer times such as for COSHH and Asbestos [40 years].

Suspect packages

If an unusual parcel or package is received, or one bearing unusual stamps or markings – check that the package is correctly addressed and contact the addressee to determine if they are expecting anything that may be inside the package.

If the addressee is not expecting the package treat it as a suspect package. If the package bears a return address or originators details, contact them to check if they have sent a package.

On discovering a suspect package do not approach or touch it. If you are opening it, stop immediately. Put the object down and move away from the area.

Inform your colleagues in the immediate vicinity and leave the room. Instigate evacuation procedures and isolation of any gas supplies to the premises.

Follow the evacuation procedure, telephone the police and inform the electricity and gas suppliers.

Gas leaks

Any sign that a gas leak exists or that gas may be collecting in the premises must be treated as a potentially explosive situation.

Without using the telephone or any other electrical apparatus or equipment including the Fire Alarm inform all persons in the immediate vicinity at once and leave the room.

Without using the telephone or any other electrical apparatus or equipment inform the Manager immediately to enable them to instigate immediate evacuation procedures and isolation of the gas supply to the premises.

Follow the evacuation procedure, inform the electricity and gas suppliers from an outside phone. **The fire alarm, mobile phone or any other electrical equipment must not be used and be switched off where possible.**

Bomb evacuation

In the event of a bomb being discovered within, or in the immediate vicinity of, premises occupied by ETNA, the manager will co-ordinate the evacuation in conjunction with the emergency services.

The fire alarm, mobile phone or any other electrical equipment must not be used and be switched off where possible.

The building must be evacuated in accordance with the standard procedure and any police guidance.

Lockdown Protocol

In the event of the need to 'lockdown' ETNA in order to prevent staff and users from moving into danger areas and preventing or frustrating the attackers accessing a site (or part of), the following protocol should be followed:

Reference: <https://www.gov.uk/government/publications/developing-dynamic-lockdown-procedures>

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