Health and Safety Policy Statement

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The Health and Safety Policy applies to all activities carried out by the charity, including the dementia support service, home visiting, café, retail shops, the Men's Shed, Shopmobility services, all volunteer lead services and staff and volunteers supporting these services.

Statement of Intent

Age UK Surrey are committed to ensuring the health, safety and welfare of employees, volunteers, service users, contractors and others and will meet our legal obligations and continuously improve our safety performance.

Signed: _____

Name: Catherine Hodgson, **Chief Executive Officer**

Date: 23/07/2026_____

Responsibilities/ Management Responsibilities

Chief Executive Officer (Overall Responsibility) The Chief Executive Officer holds overall responsibility for ensuring that the charity complies with all relevant health and safety legislation, and for ensuring that adequate resources, systems and monitoring arrangements are in place to protect employees, volunteers, clients and others.

Compliance Lead is responsible for coordinating the development, review and monitoring of the Health and Safety Policy, supporting managers with compliance, ensuring corrective actions are completed, maintaining records, and liaising with external competent advisers where required. ***The Compliance Lead provides guidance to all service areas but does not replace the operational responsibilities held by managers.***

Management Responsibility ***Managers are responsible for ensuring that this Health and Safety Policy is implemented within their area of control*****.** They must monitor the workplace to ensure that safe conditions are maintained and must ensure that any identified risks are addressed as far as is reasonably practicable.

Managers must:

- Ensure employees, volunteers, contractors and visitors are aware of relevant safety procedures.
- Ensure equipment, machinery and substances used within their service area are suitable, well maintained, and serviced or tested as required.
- Provide adequate training, information, instruction and supervision to ensure work is completed safely.
- Take prompt action to investigate and rectify any risks to health and safety and escalate issues requiring senior management attention.
- Ensure all accidents and near-misses are recorded, reported and investigated to identify causes and improvements.
- Maintain safe access and exit routes at all times.
- Implement service-specific procedures (e.g., food safety, workshop safety, home visiting, retail operations, mobility equipment safety).

Employee and Volunteer Responsibility

All employees and volunteers must:

- Take reasonable care of their own health and safety.
- Consider the safety of others who may be affected by their actions.
- Follow all training and instructions provided.
- Not misuse or interfere with anything provided for health and safety purposes.
- Report hazards, defects, concerns or shortcomings immediately.
- Refrain from undertaking tasks for which they are not trained or authorised.

Health and Safety Assistance (Internal and External Expertise)

Competent persons are used by the organisation to support compliance with health and safety requirements. These include First Aiders, Fire Marshals and Appointed Persons, who provide advice, support and monitoring within their service areas.

Where specialist knowledge is required, the charity will obtain support from **external competent advisers**, for example:

- Fire safety specialists
- Electrical and PAT testing engineers
- Food and Water hygiene experts
- Machinery servicing engineers
- Health and safety consultants
- Occupational health providers (where appropriate).

These individuals ensure that statutory requirements are met and that specialist advice is available when organisational expertise is insufficient.

Operational Risks and Control

This Health and Safety Policy applies to all activities carried out by the charity. The charity recognises its legal duty of care under the Health and Safety at Work etc. Act 1974 to protect employees, volunteers, service users, contractors, and members of the public who may be affected by its activities. We are committed to maintaining safe working conditions and ensuring that all activities are carried out so far as is reasonably practicable.

Day Care and Foot Care Service

We manage risks relating to slips and trips, mobility assistance, supporting clients, infection control, safeguarding concerns, and fire evacuation for clients with limited mobility. Where medication handling forms part of the service, staff follow safe procedures. Staff and volunteers complete appropriate training and report any hazards or concerns immediately.

Risks could include moving or charging mobility scooters and wheelchairs, equipment failure and supporting users with mobility or health needs. Equipment is inspected regularly and users receive suitable guidance (where appropriate).

Home Visiting

Home visiting introduces risks such as lone working, unfamiliar or cluttered environments, safeguarding concerns, pets, slips or hazards within clients' homes, manual handling when supporting individuals, infection risks, and responding to medical emergencies. Staff and volunteers follow lone-working procedures, record visit details, assess risks dynamically on arrival, and report concerns promptly.

Café

Key risks include food safety and allergen control, safe use of hot equipment, slips due to spills, safe knife and utensil use, customer behaviour issues, and cash-handling security. All team members follow food hygiene requirements, maintain clean workspaces, and use equipment in line with training.

Retail Shops

Shops manage risks associated with stock handling, lifting donation bags and other items, sorting potentially unsafe donated goods (sharps risk), slips and trips in public areas, fire risks from stored stock, cash handling, and lone working. Staff and volunteers receive training in manual handling, safe donation sorting and hazard identification.

Men in Sheds

This workshop environment includes risks from tools and machinery, dust and noise, sharps, fire hazards, and manual handling of materials. Only trained and competent individuals use equipment. PPE is provided, machinery is maintained, and supervision is always in place.

Shared Risks Across All Services inc Support staff and Volunteers

Shared risks include fire safety, first aid, lone working, electrical safety and PAT testing, COSHH, safeguarding, violence or aggression, wellbeing, and ensuring volunteers receive adequate training and support. All teams follow core procedures and must report incidents or near-misses to support continuous improvement.