

<b>Document Name:</b> <b>Policy</b>	<b>Organisational Health and &amp; Safety</b>
Approved by Board of Trustees on:	06 September 2018
Review Schedule	Every two years
Last reviewed	May 2026
Next review due	May 2028
Owner (Responsibility)	Chief Executive Officer (CEO)

**Document Description:**

This document sets out Age UK Wiltshire’s commitment to ensuring the Health and Safety of its staff, volunteers, and members of the public.

**Implementation & Quality Assurance**

Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every two years by the Board of Trustees, or sooner if legislation, best practice, or other circumstances indicate this is necessary.

All aspects of this Policy shall be open to review at any time.

**Revision History**

Revision date	Summary of Changes	Other Comments
03/22	Update reference to regulations in 13.1 to included 2002? amendment	
11 May 2026	Up dated reflect changes to Staff Handbook and new location	



## Glossary of Terms

**AUKW** – Age UK Wiltshire

**Board** – Board of Trustees, the collective term for all Trustees (see below)

**Casual Workers** – the paid personnel of the charity with a Terms of Engagement rather than a contract of employment, their terms and conditions differ from those of employees; distinct from employees

**CEO** – Chief Executive Officer, the most senior paid employee within the charity, accountable to the Board of Trustees

**the Charity** – Age UK Wiltshire

**CharityLog** – the database used to record & store details of AUKW clients, staff, volunteers, Trustees, and other contacts

**Client** – an individual in receipt of support from one or more of AUKW services

**DBS** – Disclosure and Barring Service; used to refer to the check made on an individual to ensure they are suitable to work with vulnerable individuals

**Employees** – the paid personnel of the charity with a Contract of Employment, whether that be permanent, temporary or fixed term; distinct from Casual Workers

**Senior Leadership Team (SLT)** – comprises the members of the Executive Team PLUS the Business Support Team, and Service Managers.

**Executive Team (ET)** – comprises the CEO, Deputy CEO, Operations Manager, Senior Commercial Manager, Finance and Business Manager

**Staff** – collective term for all paid personnel within the charity irrespective of their contract type; includes both employees and casual workers

**Trustees** - The people who share ultimate responsibility for governing the charity and directing how it is managed and run. The Trustees are legally responsible for the charity. Trustees are volunteers and are not paid other than reimbursement of expenses.

**Volunteers** – the unpaid personnel of the charity, volunteers give their time freely and are not obliged to do work for the charity, equally the charity is not obliged to provide them with work, volunteers do not have rights under employment law

## **1. Health and Safety policy statement**

- 1.1. Age UK Wiltshire is committed to meeting in full its duty to ensure, so far as is reasonably practicable, the health, safety and welfare of staff, volunteers, contractors, and members of the public. Age UK Wiltshire complies with the Workplace (Health, Safety and Welfare) Regulations 1992.
- 1.2. Staff and volunteers are a key resource and their commitment to clients is an essential cornerstone of the business plan of Age UK Wiltshire (AUKW). AUKW's commitment to their Health and Safety is recognised by this Policy document.
- 1.3. Age UK Wiltshire will provide the training, assistance and resources necessary to ensure that all the requirements of this Policy can be met in full. Everyone must accept their role and responsibilities and undertake them to the best of their ability. In this way, all can play a part in creating a safe, well-managed environment for everyone.
- 1.4. Health, safety and welfare will, so far as is reasonably practicable, take precedence over all other objectives. Age UK Wiltshire is committed to meeting all Health and Safety requirements specified in law and to further demonstrate its commitment by adopting codes of practice and industry best practice as appropriate to ensure a safe environment for staff, volunteers, contractors and members of the public.
- 1.5. This Policy reaffirms Age UK Wiltshire's commitment to provide the appropriate level of resources in terms of manpower and finance to ensure compliance with its duty in terms of Health and Safety at work. AUKW is also committed to liaise fully with other professional bodies, as relevant, regarding Health and Safety. Age UK Wiltshire is committed to providing the resources necessary to ensure a high standard of safety.

## **2. Organisation**

- 2.1. This Policy should be read in conjunction with the Staff Handbook and the Lone Working policy.
- 2.2. The Board of Trustees has overall and final responsibility for Health and Safety.
- 2.3. The Chief Executive is accountable to the Board of Trustees for the management of Health & Safety across Age UK Wiltshire
- 2.4. Day to day responsibility for ensuring this Policy is put into practice is delegated to Managers.
- 2.5. Managers will:
  - Advise the Chief Executive of any matter of concern and the resources needed to meet Health and Safety requirements.
  - ensure that risk assessments are carried out on working practices, before they start if possible, and to ensure they are reviewed should there be a change in any factor affecting the risk.
  - ensure that all staff, volunteers, and contractors are informed, trained, supervised or otherwise instructed in matters of Health and Safety, fire precautions and other emergency procedures.

- investigate all accidents and incidents to staff, volunteers, visitors, or guests, reporting all details in the Accident Book and, having reviewed the case, make necessary provision to prevent a recurrence.
- ensure that staff and volunteers are provided with updates and amendments of the Policy, its organisation and arrangements.

2.6. All staff and volunteers will:

- take reasonable care of their own Health and Safety and of others who may be affected by their acts or omissions at work, and
- co-operate with their Manager, so far as is necessary, to enable them to fulfil or comply with any duty or requirement under the Health and Safety Act.
- report any situation that they consider to be a serious or imminent danger to their Manager such as: electrical faults, problems with safety equipment, fire doors jamming, or lights not working in escape route. etc.
- report all accidents, incidents and damage, whether or not persons have been injured, to their Manager, or in their absence to the Chief Executive, directly as soon as possible.
- report to their Manager any perceived shortcomings in the Health and Safety arrangements.
- not intentionally or recklessly interfere with, or misuse, anything provided by AUKW that is necessary to comply with provisions of the Health and Safety or other Acts, such as safety equipment, fire alarms, extinguishers. Any such actions will be considered a serious disciplinary offence and action taken accordingly.
- familiarise themselves with and, to show they understand the contents, sign the following documents:
  - Induction pack - general rules and instructions, fire procedures and regulations.

2.7. Health and Safety advice is available from the Chief Executive.

2.8. Managers will be responsible for the supervision of staff and volunteers.

2.9. Department Managers will be responsible for ensuring that staff and volunteers, working at locations under the control of other employers, are given relevant Health and Safety information.

### **3. Systems of work & working arrangements**

3.1. All staff and volunteers will receive training and instruction in the safe systems of work that apply to their areas of responsibility and employment. On no account, should any member of staff or volunteer attempt to use equipment or chemicals for which they have had no training, are unsure as to the safety, or where obvious hazards exist. If in any doubt advice should be sought from the relevant Manager.

### **4. First Aid Provision**

#### 4.1. Appointed Persons

- The Chief Executive [or the most senior employee in each location] will co-ordinate First Aid response and call out an ambulance, as necessary.

Fully equipped First Aid Boxes are located in each of our premises.

- Training in First Aid will be given to nominated individuals and their names displayed for information.
- No untrained persons are to administer First Aid except where nominated individuals are absent.
- No treatments are to be administered, such as painkillers, tablets, eye ointments, creams or lotions.

#### 4.2. All First Aid given is to be recorded in the Accident Register.

### 5. Accident Register

The Accident Registers are located in all of our premises.

- 5.1. Members of staff and volunteers must report any accident or incident to their Manager or as soon as is practicable, and in any event, no later than the end of the day in which the incident occurred.
- 5.2. Managers will make initial investigations and enter the detail in the Accident Book. The Chief Executive will confirm the investigation and take the necessary action to ensure the incident is controlled or will not occur again.
- 5.3. The responsibility for meeting the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR) to the Health and Safety Executive, shall rest with the Chief Executive.

### 6. Emergency Procedures and Fire Prevention

- 6.1. Information on emergency procedures and fire prevention forms part of the induction training for all staff and volunteers and, this includes fire and bomb alerts.
- 6.2. The most senior person present is responsible for ensuring that the Emergency Services are called out in the event of Fire by dialling 999.

A full fire and evacuation drill will be carried out annually in relevant locations.

### 7. Safe Handling and Use of Substances

- 7.1. Department Managers will be responsible for:

- identifying all substances which need a COSHH assessment;
- undertaking COSHH assessments;
- ensuring that all actions identified in the assessments are implemented;
- ensuring that all relevant staff are informed about the COSHH assessments;
- checking that new substances can be used safely before they are purchased.

7.2. Assessments will be reviewed with the implementation of new product or when the work activity changes, whichever is soonest.

### **Gas Safety (**

7.3. All fault repairs and servicing will be conducted by a 'Corgi' registered tradesman -

## **8. Electrical Safety**

8.1. Fixed systems will be inspected, serviced and repaired as necessary at least every five years or as appropriate.

## **9. Safety and Security**

9.1. All staff are at all times required to ensure that they take care of themselves at work. Unless trained in pacification measures, violent or drunken customers or others are not to be confronted. The Chief Executive is to be immediately informed and will take charge of the situation and call the police, as necessary.

9.2. In the event of a robbery attempt, staff and volunteers are not to resist demands for company property or cash. The police must be involved as soon as practicably possible.

## **10. Visitors**

10.1. Age UK Wiltshire staff are responsible for ensuring that all guests and visitors are aware of the evacuation procedures currently practiced.

## **11. Smoking**

11.1. Age UK Wiltshire aims to ensure that staff and volunteers are not exposed to environments where smoking takes place. Smoking and E-smoking/vaping is not permitted on Age UK Wiltshire premises. Staff and volunteers travelling on Age UK Wiltshire business must refrain from smoking when accompanied.

11.2. Where staff have and volunteers concerns about potential exposure to second-hand smoke, they should raise this with their line manager in the first instance. Whilst all reasonable steps must be taken to reduce the risk to all staff and volunteers, those who are pregnant or who have a specific, medically supported condition that is exacerbated by smoke such as (e.g. asthma), will not be placed in environments where there is smoke.

## **12. Display Screen Equipment**

- 12.1. All new computer installations must adhere to the British Standard Specifications and comply with the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002. All new staff and volunteers operating such equipment are expected to familiarise themselves with the Health and Safety Executive guidance entitled 'Working with Display Screen Equipment.'

## **13. Training**

- 13.1. All new staff and volunteers will be provided with relevant Health and Safety, and fire safety induction training. In undergoing the training, they will be advised of likely hazards and controls in place.
- 13.2. There will be an annual refresh of Health and Safety awareness for all staff and volunteers in the month of July

## **14. Risk Assessments**

- 14.1. Risk assessments are required to be documented where five or more people are employed. General Risk assessments have been drawn up and are available for staff or their representatives to peruse.
- 14.2. Where a specific requirement for Risk Assessment is identified, Department Managers will nominate a responsible individual with the necessary background and experience to carry out that Assessment.
- 14.3. Managers will be responsible for ensuring the action required is implemented and that the implemented actions have removed or reduced the risks.
- 14.4. All current assessments will be reviewed by the Department Manager annually or if there are changes to the practice, substances, equipment or personnel involved.
- 14.5. Before a new activity is permitted, an assessment will be carried out and all uncontrolled areas eliminated or controlled.
- 14.6. Managers will ensure that staff are properly trained in these areas.

## **15. Working Time**

- 15.1. Age UK Wiltshire is committed to the principles of the Working Time Regulations. No member of staff is expected to work more than 48 hours per week (including overtime,) unless there are exceptional circumstances. Similarly, all other requirements of the Regulations will be complied with.

**16. Monitoring**

16.1. Monitoring of working conditions to ensure safe working practices are being followed will be monitored by Managers and the Chief Executive through:

- The Accident Book
- Risk Assessments

16.2. The Chief Executive is responsible for investigating accidents and work- related causes of sickness absences.

16.3. The Chief Executive is responsible for acting on investigation findings to prevent a recurrence.