

Document Name:	Health & Safety Policy																						
Approved by Board of Trustees on:	06 September 2018																						
Review Schedule	Every two years																						
Next review due	September 2020																						
Owner (Responsibility)	CEO																						
Document Description:	<p>This document sets out Age UK Wiltshire’s commitment to ensuring the Health & Safety of its staff, volunteers and members of the public.</p>																						
Implementation & Quality Assurance	<p>Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.</p> <p>The Policy will be reviewed every two years by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.</p> <p>All aspects of this Policy shall be open to review at any time.</p>																						
Revision History	<table border="1"> <thead> <tr> <th>Revision date</th> <th>Summary of Changes</th> <th>Other Comments</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>		Revision date	Summary of Changes	Other Comments																		
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1. Health & Safety policy statement

- 1.1. Age UK Wiltshire is committed to meeting in full our 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. Our staff are a key resource and their commitment to our clients is an essential cornerstone of our business plan. Our 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. Each of us must accept our role and responsibilities and undertake them to the best of our ability. In this way we can all play a part in creating a safe, risk-free environment for everyone.
- 1.4. The health, safety and welfare of all employees and other users of our premises is one of our prime objectives.
- 1.5. Health, safety and welfare will, so far as is reasonably practicable, take precedence over all other objectives. We are committed to meeting all health and safety requirements specified in law and to further demonstrate our commitment by adopting codes of practice and industry best practice as appropriate to ensure a safe environment for our staff, volunteers, contractors and members of the public.
- 1.6. This policy reaffirms our commitment to provide the appropriate level of resources in terms of manpower and finance to ensure compliance with our duty in terms of health and safety at work. We are also committed to liaise fully with other professional bodies as relevant regarding health and safety. Age UK Wiltshire as a whole 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 other relevant policies, in particular the Lone Working policy.
- 2.2. The Chief Executive has overall and final responsibility for health and safety.
- 2.3. Day to day responsibility for ensuring this policy is put into practice is delegated to Managers.
- 2.4. 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 employees, 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 employees, volunteers, visitors or guests, reporting all details in the Accident Book and, having reviewed the cause, make necessary provision to prevent a recurrence.
- ensure that employees and volunteers are provided with updates and amendments of the policy, it's organisation and arrangements.

2.5. All employees 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 us 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 (electrical faults, problems with safety equipment, fire doors jamming, 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 the charity that is necessary to comply with provisions of the Health and Safety or other Acts (safety equipment, fire alarms, extinguishers etc.). Any such actions will be considered a serious disciplinary offence and action taken accordingly.
- familiarise themselves with and sign (to show they understand the contents) the following documents:
 - Induction pack - general rules and instructions, fire procedures and regulations.

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

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

2.8. Department Managers will be responsible for ensuring that employees 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 employees 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 employee attempt to use equipment or chemicals on which they have had no training, are unsure as to the safety, or where obvious hazards exist. If in any doubt refer to your Manager.

4. First Aid Provision

4.1. Appointed Persons

- The Chief Executive will co-ordinate first aid and call out the ambulance as necessary.
- Fully equipped First Aid Boxes are located in:
 - Devizes office – First Floor Kitchen Area
 - Salisbury office - Kitchen
 - Toothill Community Centre – Main lobby
- 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, First Aid only, i.e. no painkillers, tablets, eye ointments, creams or lotions.

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

5. Accident Register

5.1. The Accident Registers are located in:

- Devizes office – First Floor Kitchen Area
- Salisbury office – Kitchen
- Toothill Community Centre – Main lobby

5.2. Employees 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.

5.3. 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.

5.4. 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 employees, 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.
- 6.3. A full fire and evacuation drill will be carried out annually in relevant locations, currently only Toothill Community Centre is the responsibility of Age UK Wiltshire
- 6.4. An approved contractor maintains the Fire Board and Fire extinguishers at Toothill Community Centre.

7. Safe Handling and Use of Substances (Toothill Community Centre only)

- 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 employees 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.

8. Gas Safety (Toothill Community Centre only)

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

9. Electrical Safety (Toothill Community Centre only)

- 9.1. Fixed systems will be inspected, serviced and repaired as necessary at least every 5 years or as appropriate.

10. Safety and Security

- 10.1. All employees 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.
- 10.2. In the event of a robbery attempt employees are not to resist their demands for company property or cash. The police must be involved as soon as practicably possible.

11. Visitors

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

12. Smoking

- 12.1. 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 travelling on Age UK Wiltshire business must refrain from smoking when accompanied.
- 12.2. Where staff have 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 employees, those who are pregnant or who have a specific, medically supported condition that is exacerbated by smoke (e.g. asthma), will not be placed in environments where there is smoke.

13. Display Screen Equipment

- 13.1. All new computer installations must adhere to the British Standard Specifications and comply with the Health and Safety (Display Screen Equipment) Regulations 1992. All new employees operating such equipment are expected to familiarise themselves with the Health and Safety Executive guidance entitled 'Working with Display Screen Equipment).

14. Training

- 14.1. All new employees 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.
- 14.2. There will be an annual refresh of H&S awareness for all staff and volunteers in July

15. Risk Assessments

- 15.1. Risk assessments are required to be documented where 5 or more people are employed. General Risk assessments have been drawn up and are available for employees or their representatives to peruse.
- 15.2. 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.
- 15.3. Managers will be responsible for ensuring the action required is implemented and that the implemented actions have removed/reduced the risks.
- 15.4. All current assessments will be reviewed by the Department Manager annually or if there are changes to the practice, substances, equipment or personnel involved.

15.5. Before a new activity is permitted an assessment will be carried out and all uncontrolled areas eliminated or controlled.

15.6. Managers will ensure that employees are properly trained in these areas.

16. Working Time

16.1. 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.

17. Monitoring

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

- accident book
- risk assessments

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

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