

# **HEALTH & SAFETY**

## **POLICY STATEMENT**

### **1. Introduction: General Health & Safety**

Health and Safety is **everyone's responsibility**.

**F&T Services Ltd. as an employer has specific duties to make the workplace safe and without risks to health.**

This includes:

- Keeping environmental conditions such as temperature, ventilation and lighting under control and keeping the workplace clean and ensuring that there are no problems with access in and around the workplace.
- Ensuring that all equipment including electrical appliances are safe to use, and that safe systems of work are set and followed.
- Ensuring safe storage and movement of articles.
- Providing adequate toilet and other welfare facilities and first aid facilities.
- Taking precautions against fire and providing adequate means to escape and to fight fire.
- Providing information, training and supervision to maintain health and safety.

### **Each member of staff is also bound by certain legal duties:**

- Taking reasonable care for their own health and safety and that of others who may be affected by what they do or do not do.
- Co-operating with F&T Services Ltd. as an employer on health and safety and reporting incidents that have led or may lead to injury or damage.
- Not interfering with or misusing anything provided for health, safety or welfare. If there is a problem this should be discussed with the

member of staff's line manager in the first instance and / or the safety representative(s).

## **Risk Assessments**

These will be carried out on a six monthly basis or whenever there is a change in existing work practices and work conditions and legislation. The following people are responsible for each area:

Buildings and premises - Director

Equipment safety - Director

Fire safety - Director

Violence and Stress Management - Senior Coordinator

Display Screen Equipment - Director

## **2. Fire Safety - Emergency Plan**

The main causes of Fire are:

Electrical faults

Build up of rubbish

Arson

Please report any loose plugs or wires to the management. Try and keep paperwork tidily stored and put all rubbish in the bins provided.

There is **one fire exit** at the premises are:

1. Ground floor main entrance

In the event of an evacuation of the building the **assembly point** is indicated on the evacuation plan. **Do not congregate outside the main entrance or anywhere where you might restrict access to emergency vehicles.**

Please ensure that you sign the attendance book when you come in and when you leave the building. There is a separate book for clients, visitors and temporary staff.

### **If you hear the Fire Alarm:**

The building is wired with a smoke alarm. Please note that the fire alarm and the fire alarm break points will be tested once a month on Wednesday morning for approx 15 seconds between 10:00am and 10:30am.

Should the alarm sound for any longer or at any other time, evacuate the building immediately.

- **Do not stop to collect personal belongings.**

- **Do not assume it is a false alarm.** You may be risking your life and that of others.

- If possible close the door behind you to help prevent the fire, heat and smoke spreading.

- If there are clients or visitors or people with special needs in the office, ensure that you escort them off the premises to the assembly point. Whoever is on reception duty is responsible for evacuating clients from the reception area and from the waiting room.

- Use the quickest and safest route to the fire assembly point and report to the fire wardens. They will note who has evacuated the building by checking the attendance books for both staff and visitors that is usually at main reception.

- It is the responsibility of whoever is on reception duty to collect the attendance registers when they leave the premises. They must give the register to the fire wardens.

**If you discover a fire:**

- Break glass, dial **999**, state Fire and give precise location of the fire.

- Try to put out the fire **only** if it is safe to do so using the appropriate fire extinguishers (see guide below). There are 2 fire extinguishers in this building.

They are located as follows:

**Ground floor office area** - 1 x Water fire extinguisher & 1 x Co2 fire extinguisher.

There is also a **fire blanket** in the **ground floor kitchen** in case the microwave overheats.

- If you do discharge a fire extinguisher you must notify the Manager as the extinguisher will need to be replaced.

- If possible close the door behind you to help prevent the fire, heat and smoke spreading.

**All fire doors should remain firmly closed at all times.**

- Follow instructions as detailed above on hearing the fire alarm and evacuate the building using the quickest, safe route to the Fire Assembly Point.

**Suspicious Packages / Items:**

- Do not touch or move package/ item.
- Contact the Police on **999**.
- Give precise location, description and your name and phone number.
- Await instructions from the Police.
- Notify Manager on **07930322863**
- If after the item is examined by Police staff you may have to evacuate the premises.  
Proceed to the Assembly Area with any clients and wait until the "all clear" is given.

### **3. Preventing Machine / Electrical Appliances Injuries**

As part of Agency's ongoing commitment to health and safety every year each electrical portable appliance is tested.

All users must ensure that they are fully competent in using any machine and electrical appliance.

Only use equipment that you have been trained and authorised to operate.

Always check that the power is switched off before plugging in a power lead. Make sure that your hands and the floor are dry before plugging in any electrical equipment.

Switch off any portable electrical equipment, like an OHP as soon as you have finished using it and remove the plug from the socket. Do not remove plugs by pulling the flex.

Hold the plug firmly and remove it from the socket. Before cleaning any machine, make sure that it is not only switched off, but also isolated from the electrical supply.

If the appliance does not work or the plug or lead are damaged, please report the fault to the Management who will contact the supplier directly. **Do not improvise any electrical repairs.**

Contact the Management if there is a problem with:

- Heating, lighting, plumbing and ventilation
- Fax machines and photocopiers
- Kitchen facilities
- Franking machine

#### **4. Preventing falls, strains and sprains**

It is essential that corridors, passageways and open areas are kept free from obstacles; that floors are kept clean, spillages are mopped up and improvised climbing structures are never used. The stepladder should be used if you cannot reach something, but do not stand on the top step and do not over reach.

- **If you spill something wipe it up.**
- **If you drop something pick it up.**

When moving an appliance for your own safety trail leads over your shoulder, not on the floor. Ensure that all leads and cables are tucked aside so that no one may trip over them.

Please report any damaged floors and stairs to the Management.

#### **5. Lifting and Handling**

- When lifting a heavy object bend the knees and not the back.
- Obtain assistance with heavy objects.
- Crates and boxes should **not** be stacked too high.
- When carrying a load on the stairs you should be able to see your feet and make sure you can see where you are going.

- Only trained staff should move heavy items such as photocopiers. Contact the Management to arrange removal.

## **6. Safe Disposal of Waste**

Domestic rubbish can be disposed of in the waste paper bins that are located throughout each site. Contract cleaners empty the bins every day.

- Do not leave rubbish lying around as this encourages vermin.
- Keep the kitchen/ catering areas clean and do not leave out of date food and milk lying around, even in the fridge. Wash up all crockery **immediately after use.**
- Please note that staff are responsible for ensuring that clients do not dirty the kitchen area on the ground floor.

## **7. First Aid**

In the event of a medical emergency at work dial **999** and ask for an ambulance. If a member of staff is taken ill or has an accident, please notify the Management and the member of staff's line manager and first aider. There is one first aid box located on ground floor: In the cupboard of kitchen on lower ground floor.

If you have an accident at work, please complete the **Accident Book**. This can be found with the **Ground Floor first aid box**. For legal reasons you should always fill in an accident report even if the accident has not immediately affected you; the accident may affect you later on.

There is currently one first aider:  
Faigk Israfilof – Director +44 (0) 2033719860

If any member of staff is working alone over the weekend or out of normal office hours please phone another member of staff upon arrival at the office and let them know what time you will be leaving. When you leave the office please contact the same member of staff to let them know that you have safely left the premises. This will ensure that if you have an accident or are taken ill and are not able to reach the phone, another member of staff will be alerted to the problem.

## **8. Violence & Stress Management**

In dealing with the general public in stressful situations, it is possible that staff may suffer verbal abuse and threats and occasionally physical attacks, both on-site at work or whilst working in the community.

F&T Services Ltd. as an employer firmly states that all violence to staff is unacceptable. Violence is not considered an inevitable part of anyone's job and will not be seen as a failing on the part of the employee.

Training in stress management and in dealing with aggression generally by spotting the early signs and avoiding or coping with it, is available for all front line staff that deal with clients face-to-face.

Further information regarding violence and stress management is available from each member of staff's line manager.

Please ensure that the doors separating the client advice area and the lobby door separating the casework office area are always closed. Clients in these areas should be escorted by a member of staff at all times.

**If you are involved in a violent incident you must do the following:**

- **Dial 999 and call the police.**
- **Report the matter to your line manager immediately.**
- **Take down the name and contact details of any witnesses in case legal proceedings result.**

## **9. RIDDOR (Reporting of Injuries Diseases and Dangerous Occurrences Regulations)**

Under the regulations all places of work and service provision have to report and record the following:

a) Major injury, which is defined under the act as the following:

- Fracture of the Skull, Spine or Pelvis.
- Fracture of the arm or wrist (not including the hand), leg or ankle (but not the foot).

- Amputation of the hand, foot, finger, thumb or toe or if any part of the bone is completely severed.
- Loss of sight through a penetrating injury or hot burn to the eye.
- Injury requiring immediate medical attention such as burns and electrical shock.
- Loss of consciousness due to lack of oxygen.
- Injury resulting from absorption, inhalation or ingestion of a substance.
- Acute illness resulting from exposure to pathogens or infected material.
- An injury requiring resuscitation or admittance to hospital for more than 24 hours.

b) Death occurring from an incident at the workplace or death resulting from an incident up to a year ago that occurred in the workplace.

c) An injury at work, which prevents the employee from working for over three days.

d) A work related disease, which is defined as the following under the act:

- Certain Poisons
- Skin Cancer
- Lung Disease such as Asthma, Asbestosis etc
- Infections such as Hepatitis, Tuberculosis and Anthrax

e) A dangerous occurrence in the workplace including the following:

- Electrical short circuit causing fire or an explosion.
- Any unintended collapse of any building under construction, alteration, or demolition involving a fall of five ton or more of walling or flooring.
- Incidents involving explosions.



- Incidents involving the release or potential release of biological agents harmful or likely to be harmful to health.

Violent incidents are only covered by the RIDDOR regulations if they involve serious injury to a party (see above list) or result in injury that an employee has to take three days sick leave or spend over 24 hours in hospital.

The RIDDOR report book will be kept next to the Accident books on each of the sites.

**In the advent of an incident please do the following notify Faigk Israfilof on 07930322863 as soon as possible.**

## **11. Display Screen Equipment**

Continuous working with Display Screen Equipment can cause serious health risks, but all of them are avoidable. There are four main areas which staff should be aware of:

1. RSI (Repetitive strain injury) officially known as “upper limb pains and discomforts”
2. Back and neck pain and discomfort
3. Tension, stress, headaches and related ailments
4. Eye strain leading to visual problems

Staff who are pregnant should take particular care, and if any member of staff has any concerns regarding their use of display screen equipment please discuss them immediately with your line manager and/ or the Health and Safety representative.

All F&T Services Ltd. staff that habitually use display screen equipment as a significant part of their normal work are entitled to have a sight test if they wish. Special corrective glasses/lenses must be used by staff if they experience an eye problem when working with display screen equipment.

When using display screen equipment users must remember to:

- Take periodic breaks from looking at the screen to avoid eye strain.
- Take periodic breaks from data entry to avoid upper limb disorders.

- Ensure that they are comfortably positioned and can see the monitor clearly.
- Feel confident about how to use the necessary.