

# Family Wise Limited

## DIRECTORS POLICY STATEMENT of INTENT

It is the policy of Family Wise Limited to manage its operations in such a way so as to ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees and other persons likely to be affected by its operations including clients, sub-contractors, visitors and the general public where necessary.

As a responsible employer Family Wise Limited will endeavour to honour its legal obligations; in particular the requirements of the Health and Safety at Work Act etc. 1974 and associated Regulations and Codes of Practice.

Family Wise Limited will provide:

- Safe working conditions and means of access and egress.
- Safe plant, equipment and safe systems of work.
- Information, instruction, training and supervision.
- Adequate welfare facilities.
- Appropriate safety measures regarding the use, handling, transportation, and storage of articles and substances.

The Policy is dependent upon the co-operation of all persons and as such all employees have a duty to take reasonable care for their own safety and that of others who may be affected by their acts or omissions and to observe all Health and Safety rules and procedures laid down by the company.

Family Wise Limited requires a high standard from sub-contractors and self-employed persons. They will be required to work in a safe manner at all times and to standards no less than those laid down in this document. The company shall consider the suitability of sub-contractors and self-employed persons before appointment.

All levels of staff will receive appropriate information and training: in particular first day induction.

The Directors recognise that they have ultimate responsibility for Health and Safety and will proactively pursue the implementation of this Policy, and will allocate sufficient resources and time to ensure such.

The Safety Policy will be brought to the attention of all employees. It will be monitored to ensure it is effective and reviewed on a regular basis or upon significant change of circumstances.



Signature:.. ..

Name:.....Kirsty Gray .....

Position:.....MD.....

Date:.....05/01/2023.....

Next regular review due: ...December 2023.....

## Health and Safety Policy Amendment Record

If there are any changes to Health and Safety legislation which affect the undertaking of Family Wise Limited the Policy will be updated. Also if any changes occur within the company's undertaking, such as new or additional premises, change in procedures, methods of work etc. the Policy will be updated.

[illegible]

# Family Wise Limited

## Organisation and responsibilities

The responsibility for Health and Safety at Family Wise Limited rests with everyone, from the senior person through to each employee, including all contractors on site. This section sets out the responsibilities under this Policy.

Overall responsibility for Health and Safety within Family Wise Limited is that of:

Name...Tanya Leigh Sutton ..... Position:...Office and Facilities Manager.....

To ensure Health and Safety standards are maintained and improved, the following people are responsible for ensuring that all activities under their control are carried out in accordance with the organisation's Health and Safety Policy, standards and safe working procedures; and are in compliance with statutory provisions:

| Name                | Area of responsibility      |
|---------------------|-----------------------------|
| .Tanya Sutton ..... | Overall H&S.....            |
| .Tanya Sutton.....  | Compliance and review ..... |
| .Tanya Sutton ..... | Training.....               |
| .Gemma Webb.....    | HR Record keeping .....     |
| .Kirsty Gray .....  | Managing Director .....     |
| .....               | .....                       |
| .....               | .....                       |

Employees have legal duties under the Health and Safety at Work etc. Act 1974. In particular, they must:

- Co-operate with management on Health and Safety matters.
- Take reasonable care for their own Health and Safety and that of others who may be affected by their acts or omissions at work.
- Co-operate, so far as is necessary, to enable any duty or requirement imposed on the company by, or under any of, the relevant statutory provisions, to be performed or complied with.
- Not intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in pursuance of the company's duties under any of the relevant statutory provisions.

Failure to comply with these requirements may lead to both disciplinary action being taken by the company and prosecution by the enforcing authority.

## **Health & Safety Management:**

The Managing Director has overall responsibility for the implementation of the Policy.

To meet the requirements of Health & Safety Legislation and associated Regulations and Codes of Practice the Managing Director will ensure that:

- The main requirements of the Health and Safety at Work etc. Act 1974 are understood and applied.
- All managers and supervisors within the company fully understand the arrangements for the implementation of the Health and Safety Policy.
- Sufficient funds are made available for the company to effectively fulfil its Health and Safety duties.
- All employees fully understand the relevant safe work procedures and suitable records are kept.
- The organisational structure is appropriate in order for the company to manage Health and Safety effectively.
- The same management standards that are applied to other management functions are applied to Health and Safety.
- Regular Health and Safety audits and inspections are carried out in accordance with the company's Health and Safety monitoring procedures.

## **Managers**

On a day to day basis Managers are responsible in their sphere of operations that:

- Adequate and relevant Health and Safety training is provided to all employees. This includes induction training and any specific training laid down in Health and Safety legislation and Regulations for employees to perform their work activities safely.
- There is provision of qualified First Aid personnel and facilities and all employees and visitors are informed of who the qualified First Aiders are and the location of First Aid facilities.
- All employees and visitors are informed of the importance of reporting and recording of all accidents, incidents and near misses and how to do so.
- All accidents, incidents and near misses are investigated and if required changes to existing control measures are introduced to prevent any recurrence.
- Arrangements for fire safety are implemented.
- Nominated competent persons complete, record and review all risk assessments that are relevant to the company's activities and all employees and other relevant persons are informed of their significant findings.
- Nominated competent persons complete, record and review all safe operating procedures that are relevant to the company's activities and all employees and other relevant persons are informed of their significant findings.
- Suitable and sufficient personal protective equipment is provided when required to all employees at no cost.
- Joint consultations between management and employees take place as described in the Policy.
- All Health and Safety issues raised by employees are investigated and recorded.

- Any identified faulty or out of date work equipment is immediately taken out of service until repaired or replaced.
- Regular safety checks, testing, maintenance and statutory inspections are undertaken on work equipment.
- All contractors have the required competence and resources to carry out their work activities safely.
- All contractors adhere to site safety rules and procedures.
- All welfare facilities are adequate.
- Safe access and egress are provided and maintained.
- Relevant safety signs and notices are provided and displayed in prominent positions.
- All electrical equipment is adequately maintained and that only suitably trained and competent persons carry out electrical work.

## **Fire Responsibilities**

### **Managers will ensure that:**

- All employees receive induction training before starting work to ensure they are fully aware of current fire evacuation procedures.
- All employees receive general fire awareness training.
- There are sufficient staff trained as fire marshals.
- A fire log book is kept up to date with all relevant records relating to fire safety and is able to be made available for inspection by the local fire brigade.
- The fire alarm is tested weekly and tests are recorded in the fire log book.
- Fire-fighting equipment is in place and tested and inspected on a regular basis as per the manufacturer's guidelines and records kept.
- A fire evacuation drill is carried out at least annually which is recorded in the fire log book.
- Any emergency lighting and emergency exit lights are tested in accordance to current guidelines and tests recorded.
- A fire risk assessment is undertaken in the workplace.
- All hazardous chemicals, industrial gases, flammable liquids and other hazardous materials are recorded and an inventory kept for information for the local fire brigade.
- A regular check is made to ensure all fire escape routes and doors are not obstructed. Fire doors should be closed at all times and should be unlocked and available for use at all times when persons are in the building.

## **Employer's responsibilities**

Section 2 of the Health and Safety at Work etc. Act 1974 states that employers have a duty of care to ensure, so far as reasonably practicable, the health safety and welfare at work of employees. Section 3 gives employers a duty of care to persons who are not his employees e.g. casual workers, part-time workers, trainees, visitors and sub-contractors who may be in their workplace or use work equipment provided by them or who could be affected by the work activities of the company. Consideration should also be given to neighbours and the general public who may be affected by the companies work activities.

### **Management will ensure that they:**

- Assess all risks to worker's health and safety and bring the significant findings to the attention of employees.
- Provide safe plant and equipment that is suitably maintained.
- Provide a safe place of work with adequate facilities and safe access and egress.
- Provide adequate training and information to all employees.
- Have provisions in place to guarantee that articles and substances are handled and stored in a proper manner.
- Provide health surveillance to employees where it is deemed necessary.
- Appoint competent persons to help comply with Health and Safety law.
- Provide employees and other workers who have little or no understanding of English, or who cannot read English, with adequate supervision, translation, interpreters or replace written notices with clearly understood symbols or diagrams.

## **Employee's responsibilities**

The Health and Safety at Work etc. Act 1974 also details two main sections which employees are required to comply with.

These are:

Section 7 which states that every employee has a duty of care to take reasonable care of himself/herself and any other person who may be affected by their acts or omissions at work. Section 8 states that under no circumstances shall employees purposely or recklessly interfere or misuse anything provided in the interest of safety or welfare.

Employees also have a duty to assist and co-operate with Family Wise Limited and any other person to ensure all aspects of health and safety legislation are adhered to.

### **Employees are also obliged to:**

- Always follow safety rules, avoid improvisation and comply with the Health and Safety Policy.
- Only perform work that they are qualified to undertake.
- Always store materials and equipment in a safe manner.
- Never block emergency escape routes.
- Always practise safe working procedures, refrain from horseplay and report all hazards and defective equipment.
- Always wear suitable clothing and personal protective equipment for the task being undertaken.
- Inform the First Aider or Appointed Person of all accidents that occur.

The Management of Health and Safety at Work Regulations 1999 require all employees to:

- Utilise all materials that are provided by the company for safety.
- Comply with all safety instructions.
- Report to management any activity or work area that they may consider to be of any danger.
- Advise management of any areas where protection arrangements require reviewing.

## **Sub-contractors'/self -employed personnel responsibilities**

Sub-contractors and self-employed persons will be made aware of the company's Health and Safety Policy, safety rules and:

- Will be fully aware of the responsibilities and requirements placed upon them by the Health and Safety at Work etc. Act 1974 and other relevant legislation.
- Will comply with all instructions given by management.
- Will co-operate with Family Wise Limited to ensure a high standard of Health and Safety on all contracts with which they are involved.
- Will carry out risk assessments in relation to their activities and ensure that adequate Health and Safety arrangements are implemented.
- Will comply with signing in and out procedures.

## **Employee information**

Information regarding Health and Safety law is provided in a number of ways:

- The approved poster "Health and Safety Law – What You Should Know" is displayed on the premises.
- Management and employees have access to the company's Health and Safety Management System that contains all relevant Health and information.
- Health and Safety information is displayed on the company's notice board.



## **Joint consultation**

Family Wise Limited understands that to comply with the Health and Safety (Consultation with Employees) Regulations 1996 requires it to consult with their employees or elected safety representatives (representatives of employee safety) on health and safety matters.

In particular employees must be consulted on:

- The introduction of any new measures which may affect their safety and health.
- Arrangements made by the company for appointing or nominating a competent person in accordance with Regulations 7 of the Management of Health and Safety at Work Regulations 1999.
- Any safety information the company is legally obliged to provide to workers.
- The planning and organisation of any Health and Safety training required under particular Health and Safety laws.
- The Health and Safety consequences for employees of the introduction of new technologies into the workplace.

Representatives of employee safety have the following functions:

- To make representations to management on potential hazards and dangerous occurrences at the workplace which affect, or could affect the represented employees.
- Make representations to management on general matters of Health and Safety.
- To represent the employees in workplace consultations with HSE or local authority inspectors.

If any visitors or customers raise any concerns with regard to Health and Safety, senior management will investigate the concern and, if required, take appropriate action to deal with the matter.

Health and Safety issues will be on the agenda of all management meetings.

## **Arrangements**

Access and egress.  
Accident reporting.  
Alcohol and drugs misuse.  
Blood borne viruses.  
Contractors.  
COSHH.  
Disability.  
Disciplinary rules.  
Display screen equipment.  
Doors.  
Electricity.  
Fire.  
First aid provision.  
Hazard reporting.  
Housekeeping.  
Information, instruction and training.  
Ladders and stepladders.  
Legionella.  
Lighting.  
Lone working.  
Maintenance.  
Manual handling.  
Monitoring, inspection, auditing and reviewing.  
New and expectant mothers.  
Noise.  
Office.  
Pest control.  
Portable electrical appliances.  
Risk assessment.  
Safety signs.  
Smoking in the workplace.  
Stacking and storage.  
Stress.  
Visit by Enforcement Officer.  
Waste disposal.  
Welfare.  
Working abroad.  
Work equipment.  
Young persons.

## **Access and egress**

Safe access and egress includes movement of persons, equipment and vehicles into, around and out of the premises.

### **Associated hazards:**

- Slips, trips and falls.
- Falling objects.
- Vehicle movement.
- Uneven/obstructed floor.
- Trailing cables / Portable electrics such as phone chargers.
- Opening in the floor.
- Unsuitable/insufficient lighting.

### **Family Wise Limited responsibilities:**

- Arrangements are in place to ensure pedestrian safety.
- Arrangements are in place to segregate pedestrian/vehicle movements where possible.
- Materials do not impede safe access and egress.
- Any access restrictions are adhered to.
- Pedestrians are protected from openings in the floor by suitable floor covers or rigid safety fencing.
- Floor coverings are in good condition.
- Edges of stairs and steps are clearly marked.
- Passageways and work areas are well lit.
- Contractors will be monitored to ensure they do not hinder safe access/egress.
- The arrangements will be regularly reviewed.

### **Employee responsibilities:**

- Follow advice and information given by the employer in relation to safe access and egress.
- Regularly check that there is sufficient space to move about their work area freely and where necessary report any problems.
- Report any situation to the employer where safe access and egress is restricted or obstructed so that arrangements for the appropriate remedial action can be taken.

## Accident reporting

Family Wise Limited has a legal requirement to ensure accidents and incidents are recorded, investigated and managed under the following legislation:

- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 [RIDDOR 95]
- The Health and Safety (First Aid) Regulations 1981

### **The purpose of this Accident Reporting Policy is to:**

- Assist the company to meet with legal requirements.
- Ensure that all relevant details are recorded using a recognised consistent procedure.
- Enable prompt remedial action to be taken by relevant personnel.
- Ensure relevant employees take appropriate action to minimise identified hazards/risks that may present a risk for others.
- Provide a mechanism to report any incapacity for work which results from work place injury.
- Review existing systems of work to prevent the recurrence of an accident/incident.
- Identify frequently occurring incidents and 'hot spots'.
- Provide statistical information.

To fulfil its duties under the legislation Family Wise Limited will record all injuries incurred at work, however minor, in the appropriate accident book. More serious accidents and incidents will also be reported by the company to the Health and Safety Executive as required under RIDDOR.

Employees must report all injuries to their supervisor/ manager immediately after treatment. If, because of their injury, employees are incapable of making an immediate record of the accident/incident, then that record must be made by their manager, First-Aider or nominated person.

Employees who suffer workplace abuse and/or violence should also use the accident book to record the incident.

Accidents involving non-employees such as visitors/contractors/members of the public will also be recorded in this way.

All accidents or incidents to employees while they are at workplaces which are not the property of Family Wise Limited must be recorded using the accident recording system.

The company will keep a record of 'near misses'. A near miss is an unplanned event that does not cause injury or damage, but could do so. The company will encourage all employees to report a near miss so that any appropriate action, if required, can be taken to prevent a recurrence and/or injury.

## **Post Incident Action**

Action following an accident/incident is required to prevent a recurrence which could result in further injury. To achieve this, management will use the following procedure:

- Obtain appropriate treatment for the injured person.
- Make the area safe following the accident to safeguard other people in the vicinity.
- If the accident results in a major injury, the accident scene should be left undisturbed until an investigation is completed by an authorised person.
- Ensure that the appropriate accident reporting form is completed.
- Take statements from all witnesses, if necessary.
- Review existing workplace risk assessments and work procedures.
- Introduce additional control measures if necessary and ensure that all employees are informed or trained appropriately.
- If the injury is of a serious nature or if there is any doubt, the injured person will be sent to the nearest hospital for treatment.

Accidents and injuries that are reportable to the enforcing authority will also be reported to the company's liability insurer.

The company will ensure that enough information and training is provided to facilitate the effective implementation of this Policy.

## **Alcohol and drugs misuse**

There is evidence that the effects of drinking or drug use or abuse can reduce personal performance, lead to an increase in accident rates and potentially increase absence rates. The scope of this Policy extends to alcohol, illicit drugs or substances and over-the-counter or prescription medication if abused or taken in an irresponsible manner.

### **Associated hazards:**

- Impairment of co-ordination.
- Inability to drive or use equipment safely.
- Lack of awareness, judgment and sense of danger.

### **Family Wise Limited responsibilities:**

- Seek to identify any problems at an early stage and address the issues before any incidents can occur.
- Treat all information in the strictest confidence.
- Inform employees of the company's Policy on alcohol and drugs misuse and disciplinary procedures.
- Recognise that drug and alcohol problems are medical conditions that are treatable.

### **Disciplinary procedures:**

- If an alcohol or drug related problem comes to light that results in unacceptable behaviour or performance it may be dealt with in accordance with the company's disciplinary or capability procedures.
- Behaviour or performance which is found to be unacceptable and related to alcohol or drug abuse, may, depending on the circumstances of the individual case, result in summary dismissal.

### **Employee responsibilities:**

- Not attend for work at any time whilst under the detrimental influence of alcohol or drugs.
- Seek help voluntarily if they recognise they have an alcohol or drug related problem.
- Advise management if they are aware that a colleague has an alcohol or drug related problem that is affecting their work. This will ensure that the employee receives the necessary support and assistance needed.

## **Blood borne viruses**

Family Wise Limited recognises that there is a potential risk of employees coming into contact with Blood Borne Viruses (BBV) such as hepatitis and Human Immunodeficiency Virus (HIV). To reduce the risks posed by these viruses the organisation will assess the potential for exposure and introduce controls to reduce the risk.

### **Associated hazards:**

- Direct contact with infected blood, vomit or saliva.
- Contact with clinical dressings.
- Needle stick injuries.

### **Employee responsibilities:**

- Immediately report any spillage of bodily fluids and arrange for suitable isolation and cleaning in line with their level of training.
- Report to management in confidence, if they become aware that they are a carrier of a BBV, if it is relevant to their employment.

The risk of BBV infection is low, as direct contact with blood and body fluids does not occur regularly. Much depends on the nature of the exposure and not all exposures result in infection.

## **Contractors**

Contractors may be employed to undertake maintenance, repairs, installation, construction, window cleaning, engineering and many other jobs. Work undertaken for a client by a contractor is usually covered by a civil contract. Whilst it is good practice for Health and Safety requirements to be written into such contracts, Health and Safety responsibilities are defined by criminal law and cannot be passed on to another by a contract. Therefore, in any client/contractor relationship, both parties will have duties under Health and Safety law.

### **Associated hazards can include:**

- Movement of site traffic.
- Working at height.
- Manual handling injuries.
- Hazardous materials/substances.

### **Family Wise Limited responsibilities:**

- Ensure that competent contractors are selected to undertake work on the premises.
- Ask for risk assessments and safe work procedures from the contractor before work commences.
- Manage, supervise, co-operate and co-ordinate contractors when on site.
- Inform employees where contractors will be working and how it will affect them.

### **Contractor's/sub-contractor's responsibilities:**

All sub-contractors undertaking work on the companies behalf:

- Must accept responsibility for complying with the provisions of the Health and Safety at Work etc. Act 1974 and all other relevant statutory provisions in respect of the work comprising the contract.
- Must provide suitable and appropriate supervision to plan, control and monitor their operations having carried out risk assessments for the work.
- Must agree risk assessments and any method statements with the client before work commences.
- Must inform the client of any unforeseen hazards arising from the work to enable the necessary precautions to be put in place.
- Shall ensure all their employees are trained and fully competent to undertake their work activities safely.
- Shall undertake electrical work and work involving the use of electrical tools and equipment in accordance with the appropriate regulations and ensure all equipment is tested.
- Must ensure plant and machinery brought on site is fully guarded and complies with the requirements of the Provision and Use of Work Equipment Regulations (PUWER).
- Must make available for inspection, test certificates issued by a competent person for equipment such as lifting equipment, air compressors and pressure plant.
- Must report all accidents to the client immediately so that they can record the incident in the accident book.



## **Control of Substances Hazardous to Health (COSHH)**

This Policy sets out the commitment of Family Wise Limited to meet the requirements of the Control of Substances Hazardous to Health Regulations 2002 (COSHH). The company understands that the Regulations place a legal requirement on them to protect people against health risks arising from hazardous substances used or encountered at work.

### **To comply with the regulations Family Wise Limited will ensure:**

- All hazardous substances used on the premises, or which may arise out of work activities are identified.
- As far as is reasonably practicable, that no individual is exposed to avoidable risks to their health resulting from hazardous substances used or encountered through the activities of the organisation.
- The least hazardous substances are purchased and used.
- COSHH Risk Assessments are carried out for all substances or groups of substances, to which an employee, contractor and visitors may be exposed to as a result of the activities of the company.
- All reasonable steps are taken to prevent or control exposure to hazardous substances.
- Information, instruction and training will be provided for all employees on:
  1. the hazardous substances to which they may be exposed,
  2. the results of COSHH Risk Assessments,
  3. the methods of controlling exposure,
  4. the use of personal protective equipment (PPE),
  5. the safe systems of work to be followed.
- Suitable personal protective equipment will be provided for employees who are working with hazardous substances.
- All hazardous substances are stored correctly and those no longer required are disposed of properly.
- Any waste and spillages are dealt with in a safe manner with due regard for the environment.

### **To comply with the Regulations all employees that work or come into contact with hazardous substances must:**

- Co-operate and assist with COSHH Risk Assessments as required, and bring to the notice of management, any changes in labelling, packaging or physical properties of substances they use at work.
- Promptly report all incidents concerning the use, storage and disposal of hazardous substances to management.
- Report any adverse ill health effects arising from exposure to hazardous substances to management
- Attend training as required.
- Follow, safe systems of work and control methods provided for their safety.
- Wear the PPE provided when handling hazardous substances.
- Report any loss or damage to the PPE.

## Disability

The Equality Act defines disability as “a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities”. People who have a disability, and people who have had a disability but no longer have one, are covered by the Act e.g. people with epilepsy are protected by the Act even if they have not suffered an epileptic attack for several years, and a person who has suffered a nervous breakdown in the past is still protected against discrimination, even if subsequently he or she has fully recovered.

The definition covers physical impairments and other impairments affecting the senses i.e. sight and hearing. It also covers mental impairments, learning disabilities and mental illness (where a condition is recognized by a respected body of medical opinion).

For an effect to be substantial, it must be more than minor or trivial, examples of substantial effects are:

- Inability to see moving traffic clearly enough to cross a road safely.
- Inability to turn taps or knobs.
- Inability to remember and relay a simple message correctly.

Long term effects are effects that have lasted for at least twelve months, or are likely to last for at least twelve months, or are likely to last for the rest of the life of the person affected. Long-term effects include those which are likely to recur.

Severe disfigurements are treated as disabilities, although they may have no effect on a person's ability to carry out normal day-to-day activities.

Medication or equipment (such as an artificial limb) which helps an impairment is not taken into account when considering whether an impairment has a substantial effect. An exception to this is where people wear spectacles or contact lenses which fully correct the visual impairment.

The Act covers progressive conditions where impairments are likely to become substantial. The Act covers people with these conditions from the moment that there is a noticeable effect on day-to-day activities, however slight. Examples of progressive conditions are cancer, HIV infection, multiple sclerosis, and muscular dystrophy.

The Act does not cover people with a gene that causes a disability unless they actually develop the disability.

Family Wise Limited understands that people who have a disability are not necessarily less safe at work than other employees. The company is committed to protecting the health and safety of all employees who have a disability and understands that in certain circumstances special arrangements may be necessary to ensure that a person's disability does not create any hazard either for the person concerned or for others.

### **Associated hazards:**

- Physical.
- Psychological.

**Family Wise Limited responsibilities:**

- Undertake a risk assessment on work activities and areas to identify if any actions are required to be implemented to ensure there is a safe working environment for employees who have a disability.
- Make reasonable adjustments to the workplace and working environment required under Equality Act.
- Request that employees inform the company as soon as they suspect that they are suffering from a disability or when a disability has developed.
- Take all necessary steps to find an alternative employment for employees who have been diagnosed with a disability if their existing work activities pose an unacceptable risk to them, even after all appropriate measures have been taken.
- Wherever possible allow for flexible work hours employees with a disability.
- Investigate whether specific First Aid training may be necessary e.g. where an employee suffers from epilepsy.
- Ensure management and other employees are aware of the problems that may be experienced by employees who develop a disability, and informed how to deal sensitively with them.

**Employee responsibilities:**

- Inform the company as soon as a disability is developed during your term of employment.
- Follow advice and information given by the company in relation to safe working practices.
- Report any hazardous situation to the organisation so that arrangements for the appropriate remedial action can be taken.

## **Disciplinary rules**

Family Wise Limited believes that Health and Safety is a critical factor that needs to be taken into account when running a business. To enable the company to control safety, a number of safety rules have been established. Failure to comply with these rules may result in disciplinary action.

### **Family Wise Limited responsibilities:**

- Inform employees they may be dismissed for gross misconduct if after investigation it is found that they have deliberately broken any written safety rules or removed or misused any piece or item of work equipment, label, sign or warning device that is provided by the company for the protection and safety of its employees.

### **Employee responsibilities:**

- A duty of care for the Health and Safety of themselves and others.
- To co-operate with the company on all Health and Safety matters.
- To not misuse or interfere with anything provided by their employer for their health, safety and welfare.
- To report any identified hazards and risks to management.
- To comply with clearly indicated and specific safety rules.
- To wear any safety clothing or equipment provided.
- To conduct themselves in such a way that they do not create a potential risk of injury or danger to themselves or to anyone else.

## Display screen equipment (DSE)

This Policy sets out the commitment of Family Wise Limited to meet the requirements of the Health and Safety (Display Screen Equipment) Regulations 1992 (amended 2002). It is the policy of the company to ensure, so far as is reasonably practicable, no harm occurs to employees as a result of their use of Display Screen Equipment (DSE).

The Regulations seek to protect the health of workers by reducing risks from work with Visual Display Units (VDUs). All employers are under a general duty to assess the risks to the health and safety of their employees and to anyone else that may be affected by their activity, so that any necessary preventative measures can be identified and actioned. Work with DSE must be assessed against the requirements of the Health and Safety (Display Screen Equipment) Regulations 1992. The main part of the Regulations applies in detail only to those employees who habitually use DSE for a significant part of their normal work. There is evidence that work with DSE does not cause any permanent damage to eyes or eyesight, although complaints of temporary discomfort, eye strain and headaches are common.

VDUs have been blamed, often incorrectly for a wide range of health problems. Where problems do occur, they are generally caused by the way in which VDUs are being used, rather than the VDUs themselves. Problems can be avoided by good workplace and job design and the way the VDU and workstation is being used. The health problems associated with VDU work are:

- Upper limb disorders (pain in neck, arms, elbows, wrists, hands and fingers)
- Backache
- Fatigue and stress
- Temporary eyestrain (not eye damage) and headaches

## DEFINITIONS

**Display Screen Equipment:** any alphanumeric or graphic display screen.

**Workstation:** this includes display screen equipment, any associated accessories including keyboard, mouse, printer, furniture etc. and the immediate work environment around the display screen equipment.

**User:** an employee who habitually uses display screen equipment as a significant part of his or her normal work. Someone who uses DSE for an hour or more at a time, on most days would generally be considered as a user.

**To comply with the Regulations, when users of DSE are identified, Family Wise Limited will:**

- Arrange for a suitable assessment to be conducted by a competent person.
- Ensure all employees are properly supervised and arrange their working day appropriately.
- Ensure each individual is provided with the necessary information, instruction and training regarding the hazards, risks and controls associated with DSE.
- Consider any special arrangements that may be necessary for those individuals with an existing/developing health condition or disability.
- Investigate any complaints of discomfort or ill health relating to DSE.
- Ensure that the software provided for use is suitable for the task and will, where necessary, provide appropriate training.

Where an assessment identifies risk to an individual or group remedial measures will be taken to:

- Eliminate those risks by organisational measures, or
- Where the elimination of risks is not possible suitable control measures will be adopted, reviewed and monitored to ensure there is no adverse effects to an individual's health.

**To comply with the Regulations employees must:**

- Report any concerns they may have to management.
- Arrange their working day to ensure regular breaks are taken away from DSE and the workstation (as a guideline 5 minutes per hour). Short, regular breaks are better than one long break away from the workstation.
- Correctly use the equipment provided.
- Comply with any instructions and training they receive in the correct use of the DSE.

**Eye tests:**

Identified users may undertake eye tests at the company's expense to establish any issues relating to DSE use. All employees wishing to undertake an eye test should inform management prior to the event to ensure they comply with current arrangements.

Where an optician identifies the need for corrective lenses for use with DSE, the company will meet the costs of this element. All personnel should note that the company would only be liable for the DSE element of any spectacle provision. Where an employee opts for a prescription for vari-focal, bi-focal or other such combination lenses the company will make a contribution to the value of stand- alone DSE Spectacles.

## **Doors**

All doors within the premises must be designed, installed and maintained so that employees and visitors can use them without risk of injury.

### **Family Wise Limited responsibilities:**

- A workplace risk assessment will be undertaken to assess safe access and egress within the premises.
- Where required, automatic door closers will be fitted.
- Where possible doors will be hung to open outwards as this improves egress in emergencies.
- Vision panels will be fitted in doors where necessary.
- Where necessary, fire doors will be fitted with electromagnetic door catches that will ensure the doors close automatically on activation of the fire alarm.
- Fire doors will be marked with suitable signs as appropriate.
- Fire exit doors will be marked with suitable signs e.g. "Fire Exit" and "Push bar to open" as appropriate.
- Where necessary cupboard doors will be fitted with safety catches.

### **Employee responsibilities:**

- Not to wedge open fire doors.
- Report any damage to doors.
- Report any damage to door signs.
- Report any accidents or near misses when using doors to management.

# Electricity

This Policy sets out the commitment of Family Wise Limited to meet the requirements of the Electricity at Work Regulations 1989. The purpose of the Regulations is to require precautions to be taken against the risk of death or personal injury from electricity in work activities.

It is the company's policy to ensure that appropriate steps are taken to prevent injury or death to colleagues, contractors and visitors who may be affected by work activities, from the hazards of electricity whilst at work; principally electrocution and fire.

The overall aim is to ensure that all electrical equipment, wiring and plugs are in a safe condition and present no risk of fire or electrocution.

## **To comply with the Regulations Family Wise Limited will ensure that:**

- Electrical installations and equipment are installed in accordance with the Institute of Electrical Engineers (IEE) Wiring Regulations (BS7671).
- Risk assessments are undertaken prior to working upon electrical equipment and a safe system of work is implemented accordingly.
- Fixed installations are maintained in a safe condition and regular safety testing is carried out by a competent electrical contractor.
- Portable and transportable equipment is inspected and tested frequently as required by a competent person (the frequency will depend on the environment in which the equipment is used and the conditions of usage).
- Records of all electrical testing are kept in a safe place.
- Safe systems of work for maintenance, inspection and testing are promoted and implemented when working with electricity.
- All electrical equipment, including flexible cables are of sound construction or, as necessary, protected to prevent danger arising from trips and falls, exposure to adverse or hazardous environments, e.g. mechanical damage or effects of the weather, and/or corrosive or flammable substances.
- Any modifications to electrical installations and/or electrical equipment are inspected and tested before use.
- There are suitable means for switching off the electrical supply and for isolating equipment.
- Live working is forbidden unless it is absolutely necessary, and suitable arrangements have been made to prevent injury to the persons carrying out the work and anyone else who may be in the area.
- Employees who carry out electrical work are competent to do so.
- Suitable personal protective equipment is provided if required to include special tools, protective clothing and insulating screening and such equipment is maintained in good condition.
- Safety information is exchanged with contractors ensuring that they are fully aware of (and prepared to abide by) the company's electrical safety arrangements.
- So far as is reasonably practicable, contractors use safe and tested electrical equipment when working on the company's premises.

## **To comply with the Regulations all employees who engage in electrical work must:**

- Use any protective clothing and/or safety devices provided by the company.
- Check to see that the equipment has been tested and is in a safe condition before use.
- Report any defects to management.



- Comply with the safe system of work laid out by the company when working with electrical equipment.
- Report any safety incidents with electrical equipment to management.

### **User checks, maintenance inspection and testing:**

Family Wise Limited will ensure that all electrical equipment shall be maintained so as to prevent, so far as is reasonably practicable, no risk of fire or electrocution. The method and frequency of formal maintenance and the inspection and testing of such electrical equipment shall be determined by the level of risk and nature of the electrical equipment.

Family Wise Limited will give basic training to employees that use electrical equipment to enable them to carry out a pre-use user check. If any defects are found the electrical equipment will be marked, reported to the management and not used again before it has been examined by a competent person.

### **The pre-use user check will identify the following:**

- Damaged cable sheaths.
- Damaged plugs; cracked casing or bent pins.
- Taped or other inadequate cable joints.
- Outer cable insulation not secured into plugs or equipment.
- Faulty or ineffective switches.
- Burn marks or discolouration.
- Damaged casing.
- Loose parts or screws.
- Wet or contaminated equipment.
- Loose or damaged sockets or switches.

The maintenance of electrical equipment will include a formal visual inspection of all portable electrical equipment by a competent person. The visual inspection will look for the same defects as the pre-use user check and will also include:

Opening of plugs of portable equipment to check for;

- Use of correctly rated fuse.
- Effective cord grip.
- Secured and correct cable terminations.

Portable electrical appliances will be subject to periodic testing utilising a Portable Appliance tester (PAT). The use of a pass/fail Portable Appliance tester is normally deemed acceptable as a minimum requirement for checking the validity of the earth and insulation.

Upon completion of the test, a pass/fail sticker will be affixed to the equipment and a record of the electrical equipment tested made.

# **Fire**

This Policy sets out the duties of Family Wise Limited to meet the requirements of The Regulatory Reform (Fire Safety) Order 2005 (FSO). The company understands that it is required by the FSO to take general precautions to protect the safety, so far as reasonably practicable, of its employees and anyone else potentially affected by its undertaking, against fire and the effects of fire.

## **The Regulatory Reform (Fire Safety) Order 2005 (FSO)**

The Regulatory Reform (Fire Safety) Order 2005 (FSO) places duties on “responsible persons”, to the extent that they have control over premises, to:

- Assess the risks posed by fire to the health and safety of their employees and to anyone else who may be affected by their activities; and
- To eliminate those risks, so far as reasonably practicable, or to otherwise reduce those risks to a tolerable level.

For Family Wise Limited the “responsible person”, as defined by the FSO, is the management of the company.

This Policy addresses Family Wise Limited’s obligation under the FSO that requires the company to:

- Develop a policy to minimize the risks associated with fire.
- Reduce the risk of an outbreak of fire.
- Reduce the risk of the spread of fire.
- Provide a means of escape.
- Demonstrate preventive action.
- Maintain documentation and records in respect of fire safety management.

## **Competent Persons:**

The company will appoint competent persons to carry out the following duties:

- Carry out risk assessments.
- Deliver General Fire Awareness training.
- Deliver Fire Warden training.
- Fire Warden Duties.

A competent person will only be regarded as competent if they have the appropriate level of training, experience, and knowledge. Training and supervision will be provided for nominated competent persons.

## **Documentation & Records**

Family Wise Limited will keep documents and records to prove that they have acted responsibly. The following records will be kept in good order, up to date and available for scrutiny at any time, unless otherwise stated:

- Fire safety policy.
- Fire evacuation procedures.
- Copies of all risk assessments

- Records of all fire training.
- A record of all fire drills (at least two per year) listing all attendees, evacuation times and any comments.
- Records of weekly tests of fire alarms.
- Record of annual inspection and testing of all fire- fighting equipment.
- Records of periodic tests of emergency lighting.
- Records of all scheduled and unscheduled maintenance of fire detection and alarm systems.
- Records of inspection, risk assessment and maintenance of electrical equipment.
- Storage of hazardous substances and other hazards identified with fire safety.
- Records of any unwanted alarm activations and action.

### **Employee duties:**

All employees have a duty to take reasonable steps to ensure that they do not place themselves or others at risk of harm. They are also expected to co-operate fully in complying with any procedures that the company may introduce to fulfil its duties under the FSO.

### **Communication:**

The company will ensure that any person it employs (directly or indirectly) is provided with all information related to fire safety and consult with its employees on all matters of fire safety policy and arrangements. The company will keep employees informed of any changes that are made to its fire safety procedures and fire risk assessment. A fire safety briefing will form part of the induction training for new employees.

The company will also ensure that all visitors to its premises are briefed in the evacuation procedures and not left alone unless they are aware of, and familiar with, all available escape routes.

### **Procedures:**

Family Wise Limited will introduce the following procedures in order to maintain high standards of fire safety:

- The fire evacuation procedures will be practiced at least twice annually.
- All employees will be given General Fire Awareness training, including a fire safety briefing as part of the induction process, and will receive refresher training as appropriate. Further training would be required if there were any change that may affect fire safety. All training will be provided during normal working hours as far as reasonably possible.
- Key employees will be trained in the use of fire extinguishers whether or not they have been given specific fire- fighting duties.
- All escape routes will be established, kept in good working order and free from obstruction and combustible materials at all times. Operation of fire exit doors will be tested and recorded in the fire log on a quarterly basis.
- Fire- fighting equipment will be provided. In general this means fire extinguishers but additional provision of fire blankets or hoses may be made where deemed appropriate by the findings of a risk assessment.
- All fire related equipment will be regularly serviced and maintained by a competent person or contractor. If any employee notices defective or missing equipment, they must report it to the main office.
- An appropriate fire detection and alarm system will be provided. Alarm systems will be tested regularly. Employees will be told when a test is scheduled.
-

- Emergency lighting will be provided for escape routes where applicable. The need for and the extent of the system will be determined by the findings of the relevant risk assessment.
- The risk of fire spread will be controlled by the provision of fire resisting construction, and or fire/smoke resisting doors. These provisions will be kept in good order as part of the regular
- Maintenance schedule. All employees are required to ensure that any fire door provided remains closed at all times.
- Any other safety systems provided will be checked regularly to ensure correct operation, where necessary e.g. emergency lighting, fire doors etc.
- Appropriate signs and notices will be displayed, giving clear instructions to employees and others in the event of a fire. In addition signs will be provided to indicate the position of fire extinguishers, fire alarm call points and, to indicate the emergency exit routes.
- All fire escape routes and exits are kept clear of debris, furniture etc., fire doors are not propped open, fire extinguishers have not been removed from their brackets and fire signs and notices have not been removed.
- This Policy will be included as part of the terms and conditions of employment. Failure to cooperate may be treated as a disciplinary matter.

### **Risk Assessments:**

Family Wise Limited will ensure that competent persons carry out Fire Safety Risk Assessments. The Fire Safety Risk Assessments must take into consideration everyone who may come on to the organisation's premises, whether they are employees, visitors, contractors or members of the public. Particular attention will be paid to people who may have a disability or anyone with special needs. The Fire Safety Risk Assessments will be revised at regular intervals in accordance with the FSO. They will also be revised if there has been any significant change in the physical layout of a building or staircase or a change of use.

## **Fire Action**

On discovering a fire:

Immediately operate the nearest fire alarm call-point.

Attack the fire (only if trained to do so) with the fire appliances provided but without taking personal risks.

**The senior person present will call the fire brigade immediately by:**

- Using the telephone to dial 999.
- Giving the operator the telephone number and asking for the fire brigade.
- When the fire brigade reply give a clear response of name of your company and address and that we have a fire.
- Do not replace the telephone receiver until the fire brigade have confirmed the details.

Call the fire brigade immediately to every fire or on suspicion of a fire.

**On notification of a fire:**

- Everybody that is affected will evacuate the building by the nearest available exit and proceed to the nominated fire assembly point as identified on the fire action notices.
- The senior or nominated person will take charge of the evacuation and ensure that everybody is accounted for.

**Use the nearest available exit.**

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

**Do not stop to photograph or film.**

**Do not re-enter the building until told to do so by the senior fire officer.**

## **First aid provision**

This Policy sets out the commitment of Family Wise Limited to meet the requirements of The Health and Safety (First Aid) Regulations 1991. The purpose of the Regulations is that all workplaces have suitable and sufficient cover for providing first aid to employees who are injured or who become ill at work. The level of first aid cover needed should be determined by carrying out an assessment of the risks present within individual workplaces. It is the company's policy to ensure that the requirements for providing adequate First Aid arrangements to cover all employees, contractors, visitors and members of the public who are affected by its activities are in place.

### **First Aid means:**

- Occasions or situations where a person will need help from a medical practitioner or nurse; treatment for the purpose of preserving life; treatment to minimise the consequences of injury and illness until medical help is obtained.
- Treatment of minor injuries which would otherwise receive no treatment, or which do not need treatment by a medical practitioner or nurse.

To comply with the Regulations Family Wise Limited will ensure that:

- The appropriate number of suitably trained people as Appointed Persons and First Aiders to meet the needs of the company are appointed.
- Relevant training and monitoring of training needs is provided.
- Sufficient and appropriate resources and facilities are provided.
- All employees are informed of the company's First Aid arrangements.
- Accident records are kept and accidents are reported to the HSE as required under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

The Appointed Person need not be a First Aider, but should have undertaken emergency first aid training. He/she will:

- Take charge when someone is injured or becomes ill.
- Look after the first aid equipment e.g. restocking the first aid boxes.
- Ensure that an ambulance or other professional medical help is summoned when appropriate.

The First Aider must have completed and keep updated a training course approved by the HSE.

This is a voluntary post. He/she will:

- Give immediate help to casualties with common injuries or illnesses and those arising from specific hazards on the premises.
- When necessary, ensure that an ambulance or other professional medical help is called.

The selection of a First Aider should consider the person's:

- Reliability and communication skills

- Aptitude and ability to absorb new knowledge and learn new skills.
- Ability to cope with stressful and physically demanding emergency procedures.
- Normal duties. A first aider must be able to leave to go immediately to an emergency.

Employees should make themselves familiar with the First Aid arrangements provided, and in particular with the name and location of their nearest First Aider and first aid box nearest to their main work area.

The company will provide First Aid boxes for their employees. The First Aid boxes should be clearly marked and location communicated to all employees. Only specified contents should be kept in the box and nothing else. No medication such as pain killers, may be kept in the first aid box, nor should first aiders or appointed persons offer any form of medication to people they are attending. There is no “standard” list of items but contents will largely depend on the assessed needs

### **Risk Assessment:**

Family Wise Limited will carry out a risk assessment to determine the level of First Aid cover required on the premises. The assessment will consider the workplace hazards as well as risks of injury and ill health including:

- Specific hazards such as chemicals, tools, machinery or objects.
- Areas of additional risk such as kitchens.
- Work processes that need a specific type of first aid.
- The size of the area/department and its remoteness from other areas.

The size, nature and distribution of the workforce, including:

- Inexperienced or young colleagues.
- Employees who have a disability or ill-health.
- Shift and out of hours employees.
- Employees with language or reading difficulties.
- Employees travelling or working alone on the company’s business.

Family Wise Limited will ensure that a record is kept of any first aid treatment given by First Aiders or Appointed persons. This will include:

- The date, time and place of incident
- The name of the injured or ill person
- Details of the injury/illness and what first aid was given
- What happened to the person immediately afterwards
- Name and signature of the First Aider or person dealing with the incident.

### **Monitoring:**

Accident records can be used to help the company identify trends and areas for improvement. They also could help to identify training or other needs and may be useful for insurance or investigative purposes.

Family Wise Limited will establish a regular review and analysis of accident records.

## **Hazard reporting**

A hazard is something that has the potential to cause harm, ill health or injury, the associated risk is the likelihood that a hazard will cause harm during the course of the work activity.

### **Associated hazards:**

- Tripping on trailing wires or loose floor coverings.
- Faulty electrical fittings.
- Obstructed emergency exit routes.

Near misses are hazardous incidents with the potential to cause an injury, e.g. employee tripped over a trailing cable but no injury occurred.

### **Family Wise Limited responsibilities:**

- Understand some of its work activities could, unless properly controlled, create hazards to employees and other persons who may be affected by the work activities.
- Inform employees and other persons who may be affected i.e. visitors of likely hazards by means of risk assessment, information, instruction and training.
- Implement a hazard reporting procedure.

### **Employee responsibilities:**

- Use the hazard reporting procedure as a means of communicating potentially dangerous situations or practices that may be present in the workplace; this is to be done verbally and in writing using the forms provided.
- When a hazard has been identified it must be reported immediately to management.



## **Housekeeping**

Poor standards of housekeeping are a common cause of injury and damage at work and can be the cause of possible fire, slip and trip hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and / or organisational deficiencies within the workplace.

### **Associated hazards:**

- Fire.
- Slipping, tripping/falling over.
- Poor cleanliness.
- Dirty equipment.
- Cluttered pedestrian gangways.

### **Family Wise Limited responsibilities:**

- Undertake a risk assessment regarding good housekeeping within the company.
- Put in place procedures for good housekeeping including maintenance, cleaning and repair systems. Eg: Kettle to be thoroughly rinsed and boiled prior to use after cleaning internally. Inclusive of informing employees.
- Inform and instruct employees of the need to maintain good housekeeping.
- Inform employees to report any bad housekeeping matters that come to their attention which could cause a hazardous situation to occur.
- Regularly review housekeeping measures.

### **Employee responsibilities:**

- Co-operate with management arrangements for good housekeeping in the workplace.
- Follow any guidance and instruction given to prevent injury or ill health.
- Report to management any hazardous or dangerous situations they come across.

## **Information, instruction and training**

Family Wise Limited understands that under the Health and Safety at Work Act etc. 1974 it has a duty to give their employees any necessary information, instruction and training in order for them to perform their work activities safely. This helps to promote a positive safety culture within the company where safe and healthy working becomes second nature to everyone; and enables the company to meet its legal duty to protect the Health and Safety of its employees.

### **Family Wise Limited responsibilities:**

- Undertake a risk assessment to identify the training needs of employees for them to work safely and understand the hazards and risks of their work activities.
- Provide the required training.
- Ensure that the employee's abilities will enable them to carry out their work activities safely.
- Prioritise information, instruction and training to ensure that the needs of employees who perform high risk and hazard activities are met first.
- Assess and evaluate the suitability of training.
- Ensure new employees receive appropriate induction training.
- Ensure employees who change work activities or job titles which give them additional responsibilities receive appropriate training.
- Ensure that relevant employees receive appropriate training when using new equipment or following new/changed procedures and systems of work,
- Undertake refresher training for employees as required.

### **Employee responsibilities:**

- Co-operate with the company in relation to all training aspects.
- Attend any training courses that are identified as necessary.
- Follow training, guidance and instruction to prevent injury or ill health.

## **Ladders / Stepladders / Step Stools.**

Every year approximately a third of all reported falls from height incidents involve ladders or stepladders. Many of these incidents are caused by inappropriate or incorrect use of equipment.

### **Associated hazards:**

- Failure of the ladder itself, causing persons or equipment to fall.
- Items falling from the ladder.
- Users over-reaching or stretching from the ladder.
- Overloading of the ladder.
- The ladder slipping and falling due to not being correctly secured.
- Faulty equipment.
- Inappropriate use of ladders.
- Manual handling when using ladders.

### **Family Wise Limited responsibilities:**

- Undertake risk assessments to determine if ladder use is acceptable for work of short duration (between 15 and 30 minutes) and low risk, providing three points of contact can be maintained whilst working from the ladder or steps.
- Take necessary actions to reduce any risks identified by the risk assessments.
- Ensure all ladders are in good condition, well maintained and regularly inspected.
- Ensure ladders are appropriate for the tasks to be performed.
- Instruct and train employees on the correct use of ladders and the risks involved.
- Ensure ladders are stored in an area where they will not be damaged or become warped.
- Instruct employees to report any defects and damage found to ladders to management.

### **Safe Use of Ladders:**

- Ladders should be appropriate for the job and not exceed 9 metres in length.
- Ladders should comply with British/European Standards. Domestic ladders should not be used.
- Ladders must be undamaged and free of paint or any other coating which could hide cracks or splits.
- Ladder stiles must be undamaged and unbent.
- Metal ladders must be free from corrosion, sharp edges or dents and rungs free from distortion.
- Footpads must be in good condition.
- Ladders should have slip-resistant rubber or plastic feet.
- Ladders must be free of missing / loose rungs.
- Ladders should be regularly inspected and defective ladders removed from use.
- If ground conditions are poor, ladder feet should be tied into stakes in the ground, with a large flat wooden board as a base.
- Ladders should be positioned one metre out at the base for every four metres in height.
- Ladders should be secured at the top or if this is not practicable, ladders should be secured near the bottom or weighted or footed to prevent flipping.
- The overlap for extension ladders should be up to 5m closed length 2 rungs, 5-6m closed length 3 rungs, and over 6m closed length 4 rungs.
- There should only be one person on the ladder at any one time.
- Employees should be instructed to transport tools in a shoulder bag or wear a tool belt. Consider the use of a gin wheel or other lifting equipment.
- Employees should be fully trained in ladder use.

- Employees should never over-reach when working on a ladder.
- Never use ladders near power lines or in strong winds.

### **Safe use of stepladders and step stools:**

- Stepladders / step stools should be of robust construction and in good condition.
- Any retaining cords or straps must be of equal length and in good condition.
- Any metal braces between the legs must be locked into place.
- Legs of stepladders / step stools must be opened fully when in use.
- All legs need to be firmly and squarely placed on a solid level surface.
- The stepladder / step stool should be positioned close to the work to prevent overstretching.
- The stepladder / step stool should be placed at right angles to the work if the work could cause sufficient force to make the stepladder / step stool unsuitable if used sideways.
- The top tread on the step ladder should not be used unless it has been designed as a platform with a secure handhold.
- When in use, the knees should be kept below the top of the steps for support and stability on the step ladder.
- Only one person should use the stepladder / step stool at any one time.
- The stepladder / step stool should be located or measures taken to prevent the stepladder / step stool from being struck by doors, vehicles etc.

### **Employee responsibilities:**

- Follow instruction, information and training provided by the company on the safe use of ladders / stepladders / step stools.
- Check whether the type of work activity requires the use of a ladder / stepladder / step stool.
- Establish whether the ladder / stepladder / step stool is suitable for the task and match the ladder / stepladder / step stool to the job.
- Undertake a pre-use visual inspection of the ladder / stepladder / step stool to ensure it is in good condition.
- Check that it has been inspected and stored correctly and any repairs have been carried out correctly.
- Report any defective ladders /stepladders / step stool to management immediately.
- Make use of any personal protective equipment provided by the company.
- Advise management of any health issues, which may affect their ability to work at height.

## **Legionella**

Legionnaire's disease is one of a group of diseases known as legionellosis. A particular hazard arises from cooling towers, hot water systems, showers, fire sprinkler systems and spas. People who come into contact with contaminated water or water vapour containing legionella bacteria can suffer legionnaire's disease, pontiac fever and lochgoilhead fever.

### **Family Wise Limited responsibilities:**

- Where a reasonable foreseeable risk of exposure exists a suitable and sufficient risk assessment will be undertaken by an external, competent specialist organisation that has the necessary accreditation.
- If the risk assessment identifies a risk of exposure the company will follow all necessary measures and systems of work proposed by the external specialist organisation.
- The release of water spray is controlled.
- Water temperatures between 20 degrees centigrade and 50 degrees centigrade are avoided.
- Regular cleaning, maintenance and operation of water systems are undertaken at regular intervals.
- Employees are given adequate information, instruction and training in associated hazards and risks and safe procedures.
- The procedures and measures used to control risks are regularly reviewed.
- If a legionella outbreak occurs the company will assist the local authority Consultant in Communicable Disease Control (CCDC) in any way it is ordered to.

### **Employee responsibilities:**

- Co-operate with the company's arrangements for the control of legionella.
- Report to management any hazardous situations they may find.
- Report any incidents or symptoms of ill- health to management.

## **Lighting**

Family Wise Limited understands that to comply with the Workplace (Health, Safety and Welfare) Regulations 1992 there must be provision of adequate lighting levels to enable people to work is a basic necessity. This will contribute to good health and safety and will help to reduce the likelihood of accidents and incidents occurring

### **Associated hazards:**

- Bodily injuries.
- Slips, trips and falls.
- Electrical hazards.
- Poor housekeeping.

### **Family Wise Limited responsibilities:**

- Carry out a suitable risk assessment on lighting in the workplace taking into account different work activities, employees with impaired vision and the needs of older employees.
- Put in place any changes to existing lighting to remedy and deficiencies identified in the risk assessment.
- Ensure, wherever possible, work activities are carried out by natural light.
- Ensure lights are positioned to avoid risks to health and safety e.g. fires.
- Have in place a safe system of work for cleaning and replacing lights.

Emergency lighting may be needed to illuminate escape routes in an emergency evacuation. This shall be regularly checked to ensure it is working, and regularly inspected according to manufacturer's recommendations.

### **Employee responsibilities:**

- Report any defective or damaged lighting to management.
- Report to management any discomfort or difficulties in doing work activities safely as a consequence of existing lighting.
- Co-operate with management arrangements for workplace lighting.

## **Lone working**

Lone working is any person who works by his/herself without direct contact or supervision. It includes colleagues working on their own on the company's premises, working at home, working outside normal working hours on their own and working on their own outside of the company's premises e.g. abroad or on another company's premises.

### **Associated hazards:**

- Fire.
- Slips, trips and falls.
- Inadequate rest.
- Violence at work.
- Manual handling.
- Transport breakdown.
- Weather conditions.

### **Family Wise Limited responsibilities:**

- Identify all employees who are lone workers.
- Undertake suitable and sufficient risk assessment on all lone working activities.
- Put in place any safe procedures and systems of work that are reasonably practicable to reduce the risks to lone workers identified by the risk assessment.
- Ensure employees who are identified as lone workers receive training in personal safety and conflict resolution.
- Ensure employees receive appropriate support after they are involved in an incident.
- Investigate all incidents that happened to lone workers and re-assess the lone working procedures.

### **Employee responsibilities:**

- Co-operate with management on lone working activities and follow procedures and safe systems of work set out by management.
- Attend personal safety training as provided by the company.
- Report all accidents and incidents relating to lone working.

## **Maintenance**

Family Wise Limited understands that it has a duty under the Provision and Use of Work Equipment Regulations 1998 to ensure work equipment is kept safe, well maintained and operated by adequately trained staff. A planned maintenance system can reduce the likelihood of accidents involving the use of work equipment. Maintenance includes cleaning and adjusting of work equipment.

### **Associated hazards:**

- Scheduled maintenance not being undertaken as required or breakdown maintenance inadequate, leading to unrevealed failures of safety critical parts of work equipment.
- Human error or incompetence of maintenance staff.
- Poor communication between maintenance staff and other employees.
- Lack of knowledge by maintenance staff of the working environment where maintenance is being carried out (i.e. lack of risk assessments, warning signs, method statements, emergency procedures).
- Unauthorised staff performing maintenance functions.

### **Family Wise Limited responsibilities:**

- Undertake risk assessments identifying which work equipment requires a planned maintenance programme.
- Ensure work equipment is isolated before maintenance work is performed.
- Ensure all employees know when maintenance work is being carried out on a piece of work equipment.
- Ensure all work equipment is well maintained and kept in good condition.
- Ensure everyone who carries out maintenance work is competent to do so.
- Ensure correct work tools are used to prevent worker exposure to dangerous parts of work equipment.
- Ensure all employees are aware how to report an incident or accident if it occurred during maintenance procedures.
- Ensure maintenance workers have exclusivity of control if the machinery has to be started up during maintenance work.
- Ensure lockout procedures are in place to during maintenance to isolate all forms of energy to the machine.
- Ensure warning signs or tags are on all machines that are having maintenance work performed on them.
- Ensure the necessary employees are trained in the correct lockout procedures.

### **Employee responsibilities:**

- Follow instruction, guidance and safe systems of work in respect of machinery maintenance.
- Not carry out any maintenance activities on machinery unless trained to do so
- Co-operate with management arrangements for maintenance of machinery.
- Not operate a machine that is undergoing maintenance.



## Manual Handling

This Policy sets out the commitment of Family Wise Limited to meet the requirements of the Manual Handling Operations Regulations 1992 (as amended). The organisation understands that the Regulations place a requirement on them to reduce the risk of injury to all employees from manual handling operations.

### **To comply with the Regulations Family Wise Limited will:**

**Avoid** hazardous manual handling operations as far as is reasonably practicable;

**Assess** the risk of injury from any hazardous manual handling that can't be avoided; and

**Reduce** the risk of injury so far as is reasonably practicable.

The Regulations define the principle of '*so far as is reasonably practicable*' as the cost of any further steps in time, money and effort to reduce the risk would be grossly disproportionate to the further benefit from their introduction.

### **To comply with the Regulations Family Wise Limited will ensure:**

- All employees that are required to undertake manual handling operations are identified.
- All employees are made aware of this Policy, understand it and are able to comply with it.
- All manual handling operations that may require a risk assessment are identified.
- The risk assessments identified are undertaken to reduce the risk of injury to employees when engaged in manual handling activities.
- Any risk reduction measures that are identified are implemented.
- Results of risk assessments are recorded and retained.
- Risk assessments are reviewed on an ongoing basis annually or, when an incident/accident occurs or when the work changes significantly.
- Suitable and sufficient supervision, training, (including periodic refresher training), and information to all employees involved in manual handling operations is provided.
- Suitable personal protective equipment is provided to all employees who undertake manual handling activities.
- Suitable handling equipment, when required, to enable manual handling activities to be undertaken safely is available. All handling equipment is maintained in a good condition and employees are trained in its safe use.
- Prompt action is taken to reduce any manual handling hazards and risks identified by employees.
- All manual handling accidents and injuries are reported to management and written in the accident and injury book.

### **To comply with the Regulations all employees who engage in manual handling activities must:**

- Take reasonable care of their own health and safety and that of others who may be affected by their activities.
- As required, co-operate with management in undertaking manual handling risk assessments.
- Co-operate with the company on health and safety matters.
- Follow appropriate systems of work laid down for their safety.

- Make full and proper use of all handling equipment provided for their safety and report any defects to the equipment.
- Wear the personal protective equipment provided when undertaking manual handling activities.
- Report any loss or damage to the personal protective equipment.
- Attend safety training when required to do so.
- Report all manual handling incidents and injuries to management.
- Inform management when they believe that there is a risk of injury from a manual handling activity.
- Inform management of any health problem or condition that might affect their ability to handle loads safely.

## **Monitoring, inspection, auditing and reviewing**

Family Wise Limited can maintain and improve its ability to manage risks by learning from experience by monitoring work activities, undertaking workplace inspections, safety audits and performance reviews. The company understands that safety auditing is part of the necessary steps it needs to undertake to reinforce, maintain and develop its ability to reduce risks to the fullest extent.

Family Wise Limited recognises that safety auditing and performance review forms the basis of self-regulation and enables it to comply with the legal duties imposed by the Health and Safety at Work Act etc. 1974.

### **Family Wise Limited responsibilities:**

- Ensure that regular monitoring, inspections and safety audits are undertaken on all work activities.
- Ensure risk assessments are reviewed annually or when there has been a significant change in the work procedures, premise layout or if an incident/accident have occurred.
- Ensure reasonably practicable measures are taken to rectify identified shortcomings.

### **Employee responsibilities:**

- Co-operate with management in the audit process and in the implementation of recommendations arising from the audit.

Safety auditing should be seen as a positive exercise. When undertaken, it can result in benefits to employees and management, and result in better working conditions and more effective and efficient systems of working.

### **The aims of safety auditing should be to establish that:**

- Appropriate organisational and management arrangements are in place;
- Adequate risk control systems exist, are implemented and are consistent with the hazard profile of the organisation.
- Appropriate workplace precautions are in place.

### **Safety auditing process involves:**

- Assessment.
- Planning and remedial action.
- Implementation of agreed action.
- Evaluation that the required standard has been achieved.
- Review of performance.

Safety auditing should include an examination of the following areas of the Health and Safety Management System:

- Policy.
- Organisation and responsibilities.
- Risk assessments.
- Training.
- Safe systems of work.
- Hazard control.

- Fire control.
- COSHH requirements.
- Accident reporting.
- First aid.
- Inspection procedures.
- Environment.

This list is not finite and other safety aspects highlighted which are appropriate to the work area and type of work undertaken should be included.

## **New and expectant mothers**

The phrase “new or expectant mother” means a worker who is pregnant, who has given birth within the previous six months or who is breastfeeding. “Given birth” is defined as delivered a living child or, after 24 weeks of pregnancy, delivered a stillborn child.

Family Wise Limited realises that there can be a natural incidence of problems for the new and expectant mother and for her child and that their health could be affected by external workplace factors. The company is committed to protecting the health and safety of all new and expectant mothers.

### **Associated hazards:**

- Physical.
- Biological.
- Chemical.
- Psychological.

### **Family Wise Limited responsibilities:**

- Undertake a risk assessment on work activities and areas to identify if any actions are required to be implemented to ensure there is a safe working environment for new or expectant mothers.
- Identify and eliminate or minimise exposure to chemicals and other potential harmful agents.
- Request that employees inform the company as soon as they suspect that they are pregnant.
- Provide appropriate rest facilities for expectant and breastfeeding mothers.
- Take all necessary steps to find an alternative employment for new and expectant mother if their existing work activities pose an unacceptable risk to them even after all appropriate measures have been taken.
- Wherever possible allow for flexible work hours for new and expectant mothers.

### **Employee responsibilities:**

- Inform the company as soon as pregnancy is suspected or confirmed.
- Follow advice and information given by the company in relation to safe working practices.
- Report any hazardous situation to the organisation so that arrangements for the appropriate remedial action can be taken.

## **Noise**

Family Wise Limited understands that it has a duty under the Control of Noise at Work Regulations 2005 to identify work equipment and work areas where there may be a risk to employees from noise exposure. Exposure to noise can cause gradual hearing loss which can be permanent and incurable. The hearing damage is related to the duration of noise exposure and the level of exposure.

### **Associated hazards:**

- Hearing damage and loss.
- Tinnitus.
- Acoustic shock.

### **Family Wise Limited responsibilities:**

- Undertake a noise exposure survey to identify any work equipment or work areas where employees can be subjected to noise levels that exceed the lower exposure action levels, upper exposure action levels and exposure limit levels.
- Identify employees and anyone else who may be at risk from the noise exposure.
- Provide appropriate hearing protection for persons who use work equipment or work in areas where the lower exposure action level is exceeded.
- Develop a safe system of work to reduce risk to persons where the upper exposure action level is reached or exceeded.
- If practical, minimise the noise level at source.
- Reduce employees exposure to the noise e.g. job rotation.
- Isolate identified noisy work areas and equipment.
- Display appropriate signage in noisy areas.
- Restrict access to noisy areas.
- Provide appropriate hearing protection.
- Purchase work equipment with the lowest noise levels where reasonably practical.
- Provide employees with information, instruction and training on noise exposure, safe systems of work, correct usage of personal hearing protection.
- Provide health surveillance (hearing checks) for employees who are exposed to noise levels above the upper exposure action level.
- Regularly review the noise assessment and undertake further noise surveys; especially if new work equipment is purchased.

### **Employee responsibilities:**

- Wear hearing protection that is provided when working in areas or on work equipment that are identified as exceeding the noise exposure values.
- Follow safe systems of work that have been established by the company.
- Comply with signs and notices that identify hearing protection zones.
- Attend health surveillance when required to do so by the company.

## **Office**

Family Wise Limited understands that although the office work area is not the most hazardous work area within the organisation there is still a risk to health and safety of employees who perform office work activities.

### **Associated hazards:**

- Slips, trips and falls.
- Fire.
- Display screen equipment.
- Manual handling.
- Stress.
- Electrical shocks.
- Workplace violence e.g. bullying.

### **Family Wise Limited responsibilities:**

- Undertake a risk assessment for the office work area and work activities.
- Provide office employees with the necessary safety training e.g. display screen equipment and manual handling.
- Ensure all electrical equipment is in good condition and portable appliance tested (PAT) as required by legislation.
- Ensure that as far as is reasonably practicable, there are no trip hazards e.g. electrical leads around desks and in walkways.
- Ensure the office work area has adequate lighting and adequate temperature levels and ventilation.

### **Employee responsibilities:**

- Co-operate with the company on safe working practices for the office area.
- Attend any training arranged by the company.
- Report any health and safety concerns to management.

## **Pest control**

Rodents, insects and birds are capable of spreading diseases which can affect humans and other animals either by direct contact with food or by faecal contamination.

### **Pest Prevention**

Management carry out regular surveys of the premises to check for infestations. Any employee suspecting infestation is asked to report the information immediately to management.

#### **Certain visible signs will indicate an infestation:**

- Droppings.
- Footprints in dusty corners.
- Gnawing marks on pipe work /cables and damaged food packaging.
- Holes and nesting sites.
- The animals themselves (either dead or alive).

Special attention must be paid to waste disposal. All waste accumulated on the premises is removed as promptly as possible to the main refuse area. Bins must be of adequate capacity and overflowing of waste should be prevented. Lids must be kept on bins and skips.

If required a contract with an approved contractor will be arranged who will visit the premises to check for signs of infestation. Sited bait boxes may need to be put down and then checked, dated or renewed if required and a written report is submitted upon the completion of each visit. Pest control personnel should be accompanied during their visit. Management will be consulted on any recommendations of the contractor with a view to implementing corrective action.



## **Portable electrical appliances**

Portable electrical appliances are found in most workplaces and include power tools, portable lighting, computer equipment, kitchen appliances, portable heaters and equipment such as cable extension leads. Where equipment is powered from the mains electrical supply there may be a significant electrical hazard that will need to be specifically controlled.

### **Associated hazards:**

- Shock or burns.
- Fire or explosion.
- Trips and falls.

### **Family Wise Limited responsibilities:**

- Undertake a risk assessment on the safe use of portable, electrical appliances.
- Give information, instruction and training to employees on the hazards associated with the use of portable, electrical appliances and the safe use of them.
- Ensure the portable electrical appliances are well maintained, in good condition and regularly inspected in accordance with manufacturer's recommendations.
- Ensure users give portable, electrical appliances a pre-use visual inspection.
- Ensure a competent, trained person carries out portable appliance testing (PAT) on appliances in accordance with current legislation.
- Replace or repair any damaged portable, electrical appliance.

### **Employee responsibilities:**

- Visually check the equipment before and during use looking for signs of faults, overheating or damage to the equipment including to the wiring, plugs, casing and any guarding.
- Immediately stop work if faults are found and report any defects to management.
- Do not carry out any repairs or adjustments to equipment unless trained to do so.

## **Risk assessments**

This Policy sets out the statutory duties of Family Wise Limited to meet the requirements of the Management of Health and Safety at Work Regulations 1999. Family Wise Limited understand that it is required by the Regulations to carry out risk assessments to protect the health, safety and welfare of all its employees, contractors, visitors and members of the public who may be affected by its activities.

### **Summary of Duties:**

The Management of Health and Safety Regulations 1999 states that every employer shall make a suitable and sufficient assessment of:

- The risks to the health and safety of their employees to which they are exposed whilst they are at work; and
- The risks to the health and safety of persons not in its employment arising out of or in connection with the organisations work activities.

Any such assessment should be reviewed by the employer if:

- There is reason to suspect it is no longer valid; or
- There has been a significant change in the matter to which it relates.

The Regulations also require employers to record the significant findings of the assessment.

### **Definitions:**

**Hazard:** Something with the potential to cause harm.

**Risk:** The likelihood of the harm being realised and the severity.

Family Wise Limited will carry out three different types of risk assessment to ensure that it reduces risk to all persons potentially affected by its activities.

- General Risk Assessments – these will be carried out for all places of work to identify hazards and to allow precautions to be implemented to reduce/ eliminate the risk.
- Regulation Risk Assessments – these are risk assessments which are required to be carried out under other specific health and safety regulations. These currently include assessments covering fire, display screen equipment, manual handling, control of substances hazardous to health, and personal protective equipment.
- Task Risk Assessments – these are assessments that consider the hazards and risk inherent in a particular work activity.

### **Risk Assessment Process:**

The risk assessment process will involve the standard five step process as given as guidance by the Health and Safety Executive (HSE).

1. Identify the hazards
2. Identify who might be harmed and how
3. Evaluate the risks of harm occurring and decide whether the existing precautions are adequate or should more be done
4. Record the significant findings and communicate them to the relevant individuals
5. Monitor and review and revise if necessary

## **Recording Risk Assessments:**

Family Wise Limited will record the “significant findings” of the assessment, and these include:

- The significant hazards identified in the assessment. i.e. those hazards, which if not properly controlled, might pose serious risks to workers or other people who could be affected by the work activity.
- The existing control measures which are in place and how effectively they control the risks.
- The people who may be affected by the risks identified.
- The decisions taken as a result of the assessment. The results of the risk assessment and the preventative measures identified by it will be shared with those who could be affected by the hazard.

Management will have the responsibility for carrying out the risk assessments. They may delegate the task of carrying out the assessments to a competent person.

For the purpose of carrying out a risk assessment a competent person means:

- A person with an understanding of the work area/activity and best practice.
- A person with an understanding of the regulations they are complying with.
- A person with the ability to be objective and remain impartial.

## **Review of Risk Assessments:**

Family Wise Limited understands that conducting risk assessments is not a one-off activity, as hazards and risks do not remain static. Family Wise Limited will therefore review risk assessments to ensure that they remain valid. Reviews will be undertaken in the following circumstances:

- Following an accident or incident.
- Where there is a significant change in the work activity.
- Where there is a change in the employees e.g. young workers, expectant mothers.

However, Family Wise Limited understands it is good practice to review risk assessments regularly even when the above circumstances do not occur. The frequency of these reviews will depend on the type of assessment. Task risk assessments, particularly around working with young people, should be reviewed relatively frequently, whilst general risk assessments will only be reviewed every year or so. The frequency of regulation type risk assessments will be determined by the particular set of regulations that they refer to.

Employees will be expected to comply with any preventative measures identified by the risk assessments. Failure to do so may put themselves or others at risk and as such failure to follow these measures will be dealt with by the management of the organisation under the disciplinary procedure.

## Safety signs

To comply with the Health and Safety (Safety Signs and Signals) Regulations 1996 Family Wise Limited will provide specific safety signs whenever there is a risk which has not been avoided or controlled by other means e.g. by engineering controls and safe systems of work. Safety signs include illuminated signs, acoustic signals (e.g. fire alarms), spoken communication and the marking of pipe work containing dangerous substances. Traditional signs such as prohibition and warning signs may need to be supplemented to comply with specific legislation e.g. photo luminescent signs for fire exits and fire-fighting equipment.

All safety signs are colour coded and each colour has a meaning, for example:

- White circle with red edging and a diagonal line indicates **PROHIBITED** e.g. no smoking.
- Blue circular signs indicate that it is **MANDATORY** to carry out an action e.g. ear defenders must be worn.
- A triangular sign with black edging and a yellow background indicates **WARNING** of a hazard and would normally contain a black pictogram e.g. overhead electrics.
- **SAFE CONDITION** signs are oblong/square green coloured signs which identify or locate safety equipment as well as marking emergency escape routes e.g. fire exit, first aid.

### Family Wise Limited responsibilities:

- Provide appropriate signs and display them in prominent locations to comply with the Regulations.
- Ensure signs are kept in good condition.
- Inform employees what the different signs mean and the correct actions to take.
- Where necessary design specific signs to maintain a safe work environment.

### Employee responsibilities:

- Familiarise themselves and comply with any signs and notices that are displayed.
- Bring any defects to the signs to management's attention.

## **Smoking in the workplace**

Family Wise Limited understands that second-hand or passive smoking can cause lung cancer and heart disease in non-smokers. In addition, tobacco smoke is a cause of discomfort and irritation to many people, particularly those suffering from respiratory illnesses such as asthma.

Family Wise Limited will comply with statutory duties in respect of smoking in the workplace and in particular, fulfil obligations to assess the risk associated with smoking in the workplace.

### **Associated hazards:**

- Health risks including stroke, cancers and heart disease.
- Fire damage to building and associated risks to those in and around the premises.

### **Family Wise Limited responsibilities:**

- Ensure nobody smokes on the premises except in designated areas.
- Display “no-smoking” signs at entrances to the premises.

### **Employee responsibilities:**

- Comply with verbal, written and signed instructions given by the company.
- Co-operate with management to enable compliance with the requirements for non-smoking.
- Not smoke whilst on the premises, except in designated areas.

## **Stacking and storage**

Accidents have occurred in workplaces associated with the stacking and storage of goods. These have included falls involving people, goods or materials or even the complete collapse of the shelving or racking structure.

### **Associated hazards:**

- Falling goods.
- People falling from ladders/stepladders.
- Overloaded shelves leading to collapse.
- Unsafe methods of stock retrieval (e.g. ladders/stepladders, climbing, riding on the forks of lift trucks).

### **Employer's responsibilities:**

- Undertake a risk assessment on the use of racking and storage systems on site.
- Put in place safe systems of work so that systems are correctly installed, maintained and inspected to allow for safe movement of people and work materials.
- Employees are informed of the findings of the risk assessment and on the safe systems of work.
- In work areas where there is mechanical handling equipment is used the racking will be securely fixed to the floor.
- Racking/storage systems will have attached a notice stating the maximum working load.

### **Employee's responsibilities:**

- Follow safe systems of work.
- Not attempt to access, place goods on, or retrieve goods or materials from the racking / storage system in an unsafe manner.
- Follow any training, instruction and information given by the employer.
- Report any defects to the employer.

## Stress

The Health and Safety at Work Act 1974 gives employers a general duty of care as far as is reasonably practical to protect the health (**including mental health**) of their employees at work. Health is defined in health and safety issues as the protection of the bodies and minds of people from illness resulting from the materials, processes or practices used in the workplace.

Family Wise Limited understands that an organisation's most important asset is its workforce. For an organisation to be successful the workforce has to function efficiently and effectively in order to perform to the required standards. For this to happen the individuals that comprise the workforce need to feel contented in their positions and valued by the organisation.

Stress in the workplace can adversely affect the performance of an organisation, as it prevents individuals who suffer from it, from doing their jobs to the best of their abilities. Stress is seen by organisations as a very complex subject and as such is more often than not ignored, as they do not adequately know how to deal with it. However, it is very important for the management to find and highlight particular causes of stress and to develop achievable solutions.

The Health and Safety Executive (HSE) is taking the subject of stress in the workplace very seriously. In November 2004 it launched its Management Standards for work related stress. The HSE wants organisations to adopt a comprehensive, proactive approach to managing stress in the workplace.

Even though stress is seen as a major problem for both individuals and organisations, it is very difficult to describe exactly what stress is. Stress is not a disease, nor is it an indication of individual weakness. It can affect anyone and affects people in different ways. Normal, healthy people find themselves in difficulty at work because they see themselves in an environment which for them is unhealthy.

The HSE definition of stress is:

"The adverse reaction a person has to excessive pressure or other types of demand placed upon them."

This implies that a person perceives that they cannot cope with the demands and pressures placed on them at a given time. Everyone has experienced stress while perhaps not realising it at the time. People normally deal with the pressures they face every day sufficiently well to stay healthy and maintain a state of wellbeing. However, people are likely to experience stress when they face a challenge or when they perceive a threat. They feel there may be an imbalance between the demands being made on them and their resources to cope with the situation or event.

There is an important distinction between the beneficial effects of reasonable pressure and challenge which people can find stimulating and motivating, and the detrimental effects people experience when they perceive that they cannot cope with a given situation or circumstance.

Organisations need to remember that people vary in their susceptibility to stress, so it is very important for organisations to put people into jobs for which they are best suited. The aim is

to help people find the best level of stress for them in their particular circumstances and to help them to maintain it and adjust it to any change in the workplace. This can sometimes mean increasing it rather than reducing it (i.e. consideration given to mundane, repetitive jobs or jobs with no responsibility).

**Managing stress in the workplace can be a highly profitable venture:**

- It creates a more positive, healthy and respective work environment.
- The workforce is more focused, committed and motivated.
- Productivity can be increased.
- It helps to retain highly valued members of staff.
- It creates a good external image of the organisation.
- It attracts new skilled and experienced people.
- It reduces insurance premiums.
- It enables organisations to meet legal requirements.
- It protects both the organisation and its workforce.

**Family Wise Limited responsibilities:**

- Undertake a stress risk assessment to identify causes of stress.
- Describe the effects of too much stress.
- Recognise where stress exists.
- Devise practical methods and actions to deal with the stress.
- Communicate to employees that the organisation will help and support them when they find out or perceive that they cannot cope with certain pressures at work.  
Employees need to know that their managers will listen to them and understand their problems and concerns and be able to take effective action to deal with them.

**Employee responsibilities:**

- Co-operate with the company on the arrangements put in place regarding the subject of stress in the workplace.
- Report any concerns to management.



## **Visit by an Enforcement Officer**

Section 20 of the Health and Safety at Work etc. Act 1974 and associated legislation conveys powers on inspectors who are appointed by the relevant enforcing authority, in order that they ensure companies are complying with Health and Safety statutory requirements.

Most dealings with those on whom the law places duties (employers, the self-employed, employees and others) are informal as inspectors can offer information, advice and support, both face to face and in writing. Inspectors also have the authority to use formal enforcement mechanisms i.e. improvement notices (section 21) where a health and safety contravention needs to be remedied and prohibition notices (section 22) where there is a risk of serious personal injury, or ultimately prosecution.

**Failure to comply with Health and Safety legislation can lead to prosecution but this is always seen as the last step in the process, except for:**

- Failure to comply with an Improvement or Prohibition Notice.
- Breach of the law that has significant potential for harm, regardless of whether it caused an injury.
- Reckless disregard for the Health and Safety of workers or others.
- Repeated breaches of legal requirements where it appears that management is neither willing nor structured to deal adequately with.
- Substantial legal contravention, where there has been a serious accident or a case of ill health.

### **Family Wise Limited responsibilities:**

- Give co-operation and assistance with enforcement officers.
- Ensure the organisation complies with all relevant Health and Safety legislation and fulfils the duty of care to employees and to anyone else who may be affected by its work activities.
- Ensure all Health and Safety documentation is maintained and kept up to date.

### **Employee responsibilities:**

- Not obstructing any reasonable request made by an Enforcement Officer.
- Comply and co-operate with any requests by the officer.
- Follow instruction and guidance given by the company.

## **Waste disposal**

This arrangement covers the general waste generated by Family Wise Limited in the carrying out of its work activities.

### **Associated hazards:**

- Fire hazard due to a build-up of combustible materials.
- Health hazard.
- Vermin infestation.
- Trip hazards due to poor housekeeping.

### **Family Wise Limited responsibilities:**

- Identify all waste that has to be removed from the workplace.
- Ensure contracts are established with waste disposal companies to remove waste safely from the workplace.
- Provide suitable receptacles to collect waste and sign or label them for easy identification of the disposal of waste.
- Confirm with the waste disposal companies which items of waste can be placed in the receptacles provided.
- Store any chemical, hazardous or unknown substances in their original containers until an authorised waste disposal company can remove them.
- Keep copies of waste transfer notes for a minimum of two years.
- Inform and instruct all employees in the correct disposal of waste.

### **Employee responsibilities:**

- Dispose of waste as instructed by the company.
- Inform management if a work activity produces waste that has not previously been identified.
- Not to climb into skips.

## **Welfare**

Family Wise Limited understands that it has a duty to comply with the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992. Family Wise Limited has a responsibility to provide adequate welfare facilities, a safe work environment, maintain the workplace and work equipment in good condition and ensure the safety of those carrying out maintenance work and others who might be at risk.

Welfare provisions will also be provided for those people who are not employees but may use the premises on an infrequent basis e.g. visitors and contractors. It may be necessary to specifically make parts of the workplace accessible for disabled persons to use e.g. toilets, washbasins, doors, passageways etc.

### **Family Wise Limited responsibilities:**

- Provide adequate ventilation in enclosed workplaces.
- Temperature indoors should be a minimum of 16°C.
- Suitable and sufficient lighting – Natural light if possible.
- Provision of adequate room dimensions and space to enable employees to complete their work activities.
- Workstations and seating are suitable for the person and the work being done.
- Floors and traffic routes are of suitable construction,
- Suitable and effective measures implemented to prevent persons falling or being struck by falling objects.
- Windows and transparent doors are constructed of safe material.
- Traffic routes for pedestrians and vehicles are organised in such a way that they can move safely.
- Workplace and equipment is maintained in an efficient working order and good repair.
- Workplace is kept sufficiently clean.
- Windows are able to be cleaned safely.
- Provision of adequate sanitary conveniences which are readily accessible.
- Provision of suitable and sufficient washing facilities.
- Provision of wholesome drinking water.
- Provision of suitable and sufficient accommodation for clothing.
- Where a person has to use special clothing there are adequate facilities for changing clothes.
- Provision of suitable and sufficient facilities for rest and eating meals.
- Non- smokers are protected from discomfort caused by tobacco smoke.

### **Employee responsibilities:**

- Employees have a responsibility to use the facilities in a proper manner and not damage or misuse any equipment that is provided.
- Personal responsibility should be taken for clearing your own waste and cleaning any utensils when eating or drinking on the premises.
- Any damage or defects should be reported immediately to enable attention and repair.

## **Working abroad**

This Policy sets out the arrangements for Family Wise Limited to manage the health, safety and welfare issues of their employees when they're posted abroad or travel on business trips. Family Wise Limited 'duty of care' standards in the United Kingdom will extend to wherever the employee travels on business, and Family Wise Limited will provide information, training, support and equipment to protect the employee's health, safety and welfare at all times.

### **The risks of foreign travel generally stem from:**

The language barrier.  
The traveller's unfamiliarity with the location.  
Health risks.  
Local customs.  
Internal security or political instability.  
Transport infrastructure.

### **Family Wise Limited responsibilities:**

- Undertake a risk profile which is an individual risk assessment for an employee who's going to be working abroad.
- Arrange suitable insurance for the employee and make sure the insurer is aware of the reason for travelling.
- Investigate whether their employee will need any vaccinations or anti-malaria tablets for the country they are travelling to.
- Arrange for personal medical kits to be provided for the employee.
- Make arrangements for local travel in the country the employee is travelling to i.e. car hire, how to use public transport, safe use of local taxis.
- Keep in constant communication with the employee.
- Ensure that mobile phones are suitable for international roaming.
- Ensure the handsets will work in the relevant country.
- Ensure the employee has a suitable adaptor for the charger.
- Ensure there is enough credit on the phone to cover international calls.
- Ensure there is a back-up communication plan if the phone is stolen or the network fails: e.g. check that the employee can send and receive faxes at their hotel.

Employees will receive personal security training. The training will cover topics such as:

- How to keep belongings as safe as possible.
- Preparation and packing.
- Planning journeys.
- Planning where to stay.
- Diary and communications.
- Medical and first aid considerations.
- Departure planning.
- Dealing with opportunistic and targeted bribes and extortion.
- Avoiding drugs and contraband.
- Safety and security at the destination airport.
- How to meet a contact driver.
- Public transport, hotel shuttles and taxis.
- Security in hotels and residences.
- Healthy eating and drinking.

- Driving, car-jacking and road rage threats.
- Muggings, including pre-emptive measures.
- Harassment by street traders, vagrants and beggars.
- Dealing with the local embassy or consulate.
- Crisis management.

### **Employee responsibilities:**

- Familiarise themselves with the country they are going to travel to.
- Carry a valid passport that has at least six months left before it expires, and has two spare pages for entry stamps.
- Check whether they need a visa at least two months before you travel.
- Make sure their employer has arranged travel insurance for them, and check that the cover is right for where they are going and what they are doing.
- Remember to take the policy with them, and make a note of the emergency phone number.
- Always take several forms of identification and keep them separate from their passport.
- Take photocopies of their passport (including the page that shows your visa) as well. If possible, scan them and keep a copy with you on a USB stick.
- Check their journey and check-in times against a prepared itinerary and reconfirm flight times a couple of days before departure.
- Find out whether they need an international driving permit and if they do, apply for one in good time.
- If they have any long term health problems, check with their doctor whether travelling will make them worse, and remember to take enough medicine with them.
- Make sure any medication they are taking is legal in the country they are visiting.
- Find out what vaccinations they need, and have them done in good time. Some vaccines can't be given together, and if they suffer side effects, they will need time to have them treated.
- Remember to keep expensive watches and jewellery out of sight when travelling.
- Use suitcase locks so that it's clear if their luggage has been tampered with.
- Keep a list of what's in their bags.
- Put their name and address or a business card inside their luggage in case the label falls off.
- Avoid using soft-sided bags as they are easier to break into.
- Pack some spare clothes in their hand luggage in case their main suitcase is delayed or lost in transit.
- Avoid hurting their back – don't overfill suitcases, and use luggage with wheels and trolleys where they are available in airports.
- Make themselves familiar with local coins and banknotes and learn their equivalent value in your currency before you set out.
- Avoid carrying a large amount of cash, but carry enough money to cover emergencies. Keep it in various places to make sure they do not risk losing it all at once.
- Keep funds in a variety of forms: i.e. cash, traveller's cheques and payment cards.
- Avoid forms of payment that are not commonly used where they are going e.g. check whether credit or debit cards are widely used before they go.
- Avoid using debit cards, as they do not have the same level of protection as credit cards.
- Make a list of emergency phone numbers for all cards and traveller's cheques, and cancel them if they are stolen.
- Keep spare money, valuables and passport in the hotel safe.
- Report regularly back to the company, even if just calling to say that everything is fine.
- If planning to take a mobile phone, check before going that it will work in the country being visited.
- Make a note of the mobile phone number, the handset serial number and the helpline needed to call if the phone is stolen.

- Make themselves aware of safe eating and drinking habits in the country they are visiting.

## **Work equipment**

This Policy sets out the commitment of Family Wise Limited to meet the requirements of the Provision and Use of Work Equipment Regulations 1998. It is the policy of Family Wise Limited, so far as is reasonably practicable, to safeguard the Health and Safety of its employees who use work equipment whilst undertaking their work activities.

### **Family Wise Limited responsibilities:**

- All equipment used or purchased conforms to statutory requirements for design, construction, control methods and protection of colleagues.
- Equipment is suitable for the work undertaken.
- Equipment is only used for work which, and under conditions for which, it is suitable.
- Risk assessments are in place for specific pieces of equipment and effective measures taken to control the hazards associated with the use of equipment.
- Health and Safety information and written instructions on the use of equipment is made available to operators including specific hazards associated with the use of work equipment.
- Employees are trained to use specific work equipment they need to carry out their work.
- Equipment is used in accordance with the manufacturers' or suppliers' instructions or information
- Equipment is regularly maintained, inspected and tested for safe use; of particular importance are portable electrical appliances, pressure vessels, powered workshop machinery, etc. which may be subject to other statutory requirements.
- Equipment is maintained in an efficient state, in good working order and good repair.
- All records are kept of risk assessments, inspections, testing/ maintenance carried out and of any training employees have received.
- All faulty equipment is removed from service.
- The work environment is suitable for use of equipment.
- Appropriate signage relevant to the equipment used is prominently displayed.

### **Employee responsibilities:**

- Ensure that equipment is used for the purpose for which it was designed.
- Ensure that equipment is used for specific tasks or where the risk assessment identifies the requirement for such equipment.
- Report a defect, damage, failure, hazard or any risk to the management that may arise from the use of equipment.
- Avoid any acts or omissions that may endanger themselves and /or others in the use of the equipment.
- Make themselves familiar with any risk assessments which have been undertaken in relation to the working practices and procedures for the safe use of the equipment.
- Not use equipment without training and authorisation from management.
- Participate in training in safe use of equipment.

### **Suitability of equipment:**

When selecting equipment, particular attention must be given to its suitability by design, construction or adaptation for the actual operation it is to be used for.

- It should be used in accordance with manufacturers' specifications and instructions.
- If it is adapted it must still be suitable for the operation it is to be used for.
- The location where it is to be used must be assessed to take account of the risks that may arise, e.g. use of electrical equipment in a hazardous environment.
- The use of work equipment may also cause risks to health in particular situations which would otherwise be safe, e.g. ergonomic considerations of work stations.
- The particular process and working conditions under which the equipment will be used must also be considered.

### **Maintenance:**

- Work equipment will be maintained in a safe and efficient working order and in good repair.
- Planned preventative maintenance and condition-based maintenance (of safety-critical parts) must be able to be carried out without risk to health or safety, and only by competent persons who have adequate information and instruction in the necessary procedures.
- Wherever possible, maintenance should be carried out with the equipment isolated from the power source.
- The frequency of planned preventative maintenance will depend upon the equipment and on manufacturer's recommendations, together with its intensity of use and operating environment. Records should be kept of such maintenance.
- Maintenance systems should include the periodic replacement or refurbishment of certain (safety critical) components according to manufacturers' recommendations.

### **Inspection:**

In addition to any pre-use checks by operators, certain work equipment must be formally inspected by a competent person where there is a foreseeable risk of major injury resulting from incorrect installation or re-installation, deterioration or other exceptional situations. Such inspections would include, as appropriate, visual checks, functional checks and testing for the purposes of safety. .

Records will be kept of all equipment inspections and thorough examinations.

## **Young persons**

A young person is defined as anyone under 18 years old.

A child is anyone who has not yet reached the official age at which they may leave school, just before or just after their 16th birthday (often referred to as the minimum school leaving age (MSLA)).

Under Health and Safety law, employers must assess the risks to young people before they start work/work experience and tell them what the risks are as most may be unaware of the hazards the workplace may hold.

### **Associated hazards:**

- Lack of awareness.
- Unfamiliarity with the workplace surroundings.
- Being physically or psychologically less suited to certain tasks.
- Lack of skills and training.
- Lack of experience.

### **Family Wise Limited responsibilities:**

- Complete a risk assessment relating to the employment of young persons.
- Be aware of the potential immaturity and inexperience of young persons and their lack of awareness to hazards and risks.
- Give appropriate Health and Safety training to young person they employ.
- Not expose young persons to hazardous chemical, biological and physical agents.
- When a child is employed, communicate the findings of the risk assessment, together with the planned, preventative measures and systems of work to be taken, to the person having parental responsibility or rights for the child.

### **Employee responsibilities:**

- Co-operate with management arrangements for young people in the workplace.
- Report any hazards identified to management.
- Follow any guidance, information, instruction and training given by the company

### **Young people must:**

- Ask the management or senior member of staff if unsure about anything.
- Always follow work instructions.
- Not undertake any tasks unless they have been trained.
- Report any hazards or defects to management or a senior member of staff.



