



Employee Safety Handbook

FAMILY WISE LTD

EMPLOYEE SAFETY HANDBOOK

This handbook has been prepared to provide you with information about our Health and Safety Policy, procedures and arrangements. It also includes information about your duties as an employee and will help you to understand health and safety issues which affect you at work.

WHAT THE LAW REQUIRES

As an employer we must prepare a written health and safety policy statement explaining how we intend to protect the health and safety at work of our employees and anyone else who might be affected by our work activities. Our Health and Safety Policy and Arrangements reflect our commitment to the provision of a safe working environment. They also meet a requirement to identify the duties and responsibilities for employees with responsibilities for managing health and safety in our workplace.

We also have a responsibility and duty to ensure that you are:

- aware of and understand our Health and Safety General Policy;
- aware of and understand the health and safety rules relating to your work;
- provided with adequate information, instruction, training and supervision;
- made aware of the significant risks associated with your work activities and how they may affect others;
- provided with Safe Systems of Work; and
- provided with a safe and healthy working environment.

The policy is reviewed at regular intervals.

We ask you to acknowledge that you have read and understood the rules set out in this handbook, that you will obey them and any other rules or changes that are drawn to your attention. We will also provide, as appropriate, additional documents, training and instruction to help you to carry out your work safely and without risk to your health.

FAMILY WISE LTD

Health and Safety General Policy Statement

Family Wise Ltd recognises that it has responsibilities for the health and safety of our workforce whilst at work and others who could be affected by our work activities. We will assess the hazards and risks faced by our workforce in the course of their work and take action to control those risks to an acceptable, tolerable level.

Our Managers and Supervisors are made aware of their responsibilities and required to take all reasonable precautions to ensure the safety, health and welfare of our workforce and anyone else likely to be affected by the operation of our business.

This business intends meeting its legal obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable. This will be achieved through:

- providing leadership and adequate control of identified health and safety risks;
- consulting with our employees on matters affecting their health and safety;
- providing and maintaining safe plant and equipment;
- ensuring the safe handling and use of substances;
- providing information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language;
- ensuring that all workers are competent to do their work, and giving them appropriate training;
- preventing accidents and cases of work related ill health;
- actively managing and supervising health and safety at work;
- having access to competent advice;
- aiming for continuous improvement in our health and safety performance and management through regular (at least annual) review and revision of this policy; and
- the provision of the resource required to make this policy and our health and safety arrangements effective.

We also recognise;

- our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work; and
- our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.

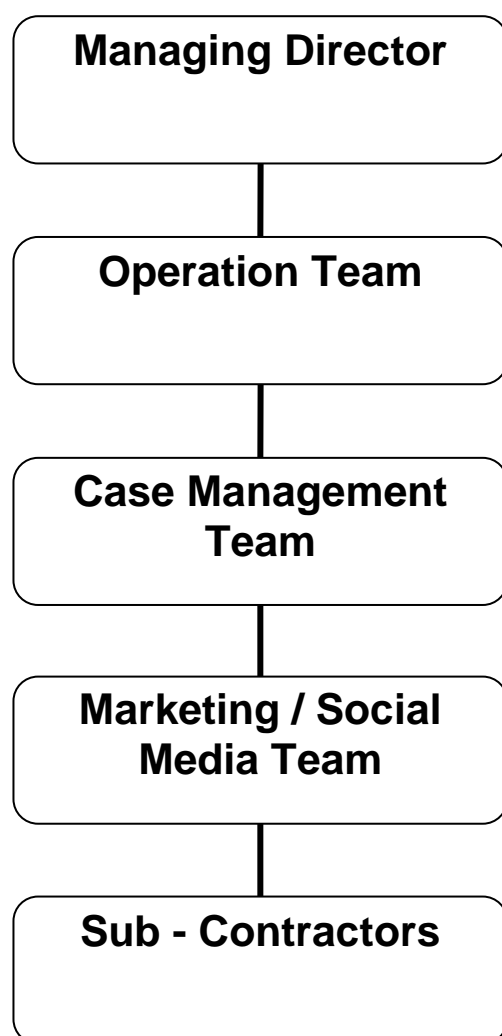
To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we will also remind them of their duty to take reasonable care for themselves and for others who might be affected by their activities. These duties are explained on first employment at induction and also set out in an Employee Safety Handbook, given to each employee, which sets out their duties and includes our specific health and safety rules.

In support of this policy we have prepared a responsibility chart and specific arrangements.

[A signed and dated copy of this policy is available from your manager by request.]

HEALTH AND SAFETY ORGANISATION

In support of our Health and Safety Policy the Managing Director has identified key personnel for its implementation and allocated specific responsibilities as set out here and in the following pages.



RESPONSIBILITIES

Responsibilities are allocated to key management personnel as below.

Key

MD - Managing Director

OT - Operation Team

CMT - Case Management Team

MSMT - Marketing / Social Media Team

SC - Sub - Contractor

| SAFETY ARRANGEMENTS | MD | OT | CMT | MSMT | SC |
|--|----|----|-----|------|----|
| Managing Safety & Health at Work | ✓ | ✓ | ✓ | ✓ | ✓ |
| Accident, Incident, Ill Health Reporting and Investigation | | ✓ | | | |
| Workplace H&S Consultation - One-to-one | ✓ | ✓ | | | |
| Risk Assessment and Hazard Reporting | | ✓ | ✓ | | |
| Occupational Health and Health Surveillance | | ✓ | | | |
| Substance & Alcohol Abuse | | ✓ | | | |
| Purchasing | ✓ | ✓ | | | |
| New and Expectant Mothers | | ✓ | | | |
| Employing Children & Young Persons | | ✓ | | | |
| Lone Working | | ✓ | | | |
| Health & Safety Training | | ✓ | | | |
| Health & Safety of Visitors | | ✓ | ✓ | ✓ | |
| Personal Protective Equipment | | ✓ | | | |
| Home Working | | ✓ | | | |
| Safe Systems of Work | | ✓ | | | |
| Action on Enforcing Authority Reports | ✓ | ✓ | | | |
| Equality and Disability Discrimination Compliance | ✓ | ✓ | | | |
| H&S Information for Employees | | ✓ | | | |
| Fire Safety - Arrangements and Procedures | | ✓ | | | |
| First Aid | | ✓ | | | |
| Welfare, Staff Amenities, Rest Rooms & the Working Environment | | ✓ | ✓ | ✓ | |
| Housekeeping and Cleaning | | ✓ | ✓ | ✓ | |
| Pest Control | | ✓ | | | |

| SAFETY ARRANGEMENTS | MD | OT | CMT | MSMT | SC |
|--|-----------|-----------|------------|-------------|-----------|
| Building Services | | ✓ | | | |
| The Control of Hazardous & Non Hazardous Waste | | ✓ | | | |
| Access, Egress, Stairs & Floors | | ✓ | | | |
| Workplace Signs | | ✓ | | | |
| Premises | | ✓ | | | |
| The Provision, Use & Maintenance of Work Equipment | ✓ | ✓ | | | |
| Hand Tools | | ✓ | | | |
| Office Equipment | ✓ | ✓ | ✓ | ✓ | |
| Storage of Chemical Substances & Agents | | ✓ | | | |
| Slips, Trips & Falls | | ✓ | | | |
| Special Events | | ✓ | | | |
| The Provision & Use of Machinery | ✓ | ✓ | | | |
| The Safe Use of Machinery | ✓ | ✓ | | | |
| Work at Height | | ✓ | | | |
| Access Equipment | | ✓ | | | |
| Occupational Road Safety | | ✓ | | | |
| Manual Handling | ✓ | ✓ | | | |
| Display Screen Equipment & DSE User Eye Tests & Spectacles | | ✓ | | | |
| Legionella Control | | ✓ | | | |
| Asbestos at Work-No Survey & Off Site Risk | | ✓ | | | |
| Stress in the Workplace | | ✓ | | | |
| Aggression & Violence in the Workplace | | ✓ | | | |
| CDM - Client | ✓ | ✓ | | | |

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KEY HEALTH AND SAFETY RESPONSIBILITIES

Introduction

Health and safety legislation places specific duties on employers to make arrangements to protect the health, safety and welfare of their employees whilst at work and anyone else (visitors, contractors, etc) who might be affected by their business activity.

To help us comply with these duties we have assigned specific health and safety responsibilities to Key Personnel as shown on the previous page.

In addition, we have a health and safety management system that includes:

- our Health and Safety Policy;
- safety responsibilities for key personnel;
- safety arrangements to deal with health and safety issues in our workplace;
- risk assessments;
- procedures to deal with emergencies;
- employee safety rules; and
- additional information such as documented Safe Systems of Work, specific safety rules and fire precautions, are also provided.

Other health and safety information provided to employees includes:

- the official Health and Safety Law poster;
- a current Employer's Liability Insurance Certificate;
- health and safety booklets and information sheets;
- information about significant findings from risk assessments and action to be taken; and
- information relating to Safe Systems of Work and work procedures.

EMPLOYEES' LEGAL RESPONSIBILITIES

All employees have a legal duty to take reasonable care for themselves and others and to co-operate with management on all aspects of health and safety.

You must co-operate with and follow all emergency arrangements.

You must ensure that you report all accidents, near misses or damage to equipment and property as soon as possible. You must co-operate and assist with accident or incident investigations when asked.

You must refrain from deliberate acts or interference with anything provided in the interests of health, safety and welfare. This includes alteration, removal or deliberate disablement of guards and other safety devices and unauthorised alteration or repair of equipment.

You must carry out your tasks in a safe manner and follow any instructions, procedures or Safe Systems of Work given to you by managers and supervisors. If you identify a hazard or hazardous situation, you must immediately, or as soon as possible report, it to the person managing the work.

You also have a duty to ensure that all personal protective equipment provided for you is worn as directed, kept clean, maintained and stored in the correct manner.

Remember that these are statutory duties. The Enforcing Authorities can prosecute individual employees who fail to comply. Prosecution can result in heavy penalties - fines and or imprisonment.

SAFETY RULES

This section outlines some of the general health and safety rules that apply while you are working for us. There may be other more specific procedures where particular working practices apply and for which training and instruction will be provided.

Accident Procedures

All work related injuries, however minor, must be reported to management and recorded in the Accident Book.

Report all accidents, incidents, near misses and dangerous occurrences to management immediately.

Report all instances of damage to any property or articles to management immediately.

Working Practices

Do not operate any equipment or use hazardous substances unless you have been trained and authorised.

Use all work equipment in accordance with your training and instruction.

Report any fault, damage, defect or malfunction in any equipment to management immediately or, if this is not possible, as soon as reasonably practicable.

Do not repair any work equipment unless you have been trained and authorised.

When cleaning work equipment you must use the correct procedure as instructed.

Work equipment must not be left switched on without someone in control of it.

If under 18 years old you must not operate or clean dangerous machinery without direct supervision and instruction.

Always follow our Drugs and Alcohol Policy.

Carry out manual handling tasks as instructed and according to your training.

You must comply with all of our safe working procedures.

When at work you must always wear suitable footwear.

Working Conditions and Working Environment

Always use the correct tools provided for your work.

Clear up spillages as soon as possible, clean as you go. If the spillage is of a hazardous substance report it to a manager.

All hazardous waste must be disposed of in a safe and approved manner.

Do not allow hazardous substances to enter drains or sewers.

Keep floors and other work areas free from obstruction and all other areas clean and tidy. Clean as you go.

Dispose of all rubbish and waste materials as instructed.

You must report any hazardous conditions to management.

Fire Precautions

You must report any use of fire fighting equipment to management.

Do not attempt to fight fires unless you have been trained how to do so.

You must comply with all established emergency procedures.

You must not obstruct any fire escape route, fire equipment or fire doors at any time. Locked or obstructed fire escape routes must be reported immediately to management.

You must not interfere with or misuse any fire equipment provided.

Fire doors should be kept closed at all times, unless fitted with an automatic release device.

Hygiene

You must maintain high standards of personal hygiene at all times when at work.

You must protect all open wounds with a suitable dressing, whilst at work.

You must not consume food or drinks in a place where it may become contaminated.

You are expected to use and treat the toilets, washing and welfare facilities with care and respect, keeping them clean and tidy so that the risk of contamination and cross-infection are minimised.

Health

You must report to management any medical condition, symptoms or use of medication which could affect your safety or the safety of others. Failure to do so could result in disciplinary action.

You must cooperate with our health surveillance provisions.

You must inform management, as soon as possible, if you are pregnant.

You must inform management of any infections or illness immediately. Decisions to keep you away from work, due to illness, will only be taken after careful consideration.

You must not attend work under the influence of either alcohol or illegal drugs.

Hazard Warning Signs, Signals and Notices

You must comply with all workplace warning signs, signals and notices displayed.

Vehicles

If you drive your own vehicle on our business we will use the DVLA website to check that it is taxed and, where applicable, has been MoT tested.

You must also provide proof that the vehicle is appropriately insured and that you have a full current EU driving licence.

Protective Clothing and Equipment

You are required to use all personal protective equipment as instructed.

Gross Misconduct

You will be liable to summary dismissal if you are found to have acted in either of the following ways:

- Serious breaches of the preceding health and safety rules, which endanger the lives of or may cause serious injury to employees or any other person.
- Interference with or misuse of any equipment for use at work, such that it may cause harm.

HAZARD REPORTING

If you have concerns about health or safety hazards in the workplace you should raise them with your supervisor or manager so that they do not go unnoticed and remedial action can be taken.

Recognising that some people can feel uncomfortable about raising hazard issues we also have a system which allows you to report your concerns in writing and (should you choose) anonymously. Complete the Hazard Log form at the back of this handbook, put it in an envelope and place it in the mail box.

Should you need additional Hazard Log forms or would rather not use the one in this booklet you can get additional copies by asking your line manager.

We encourage your participation in reporting hazards, so that defects or hazards can be quickly identified and remedied before they can cause injury or ill-health to you or your colleagues.

CONSULTATION

To promote your involvement in the health and safety of the organisation we provide various formal opportunities for employee consultation. Between those opportunities you should raise any general concerns about health and safety at work with your supervisor or manager.

Every effort will be made to provide consultation and communication on important health and safety issues such as:

- risk assessments and subsequent safe systems of work;
- workplace hazards;
- emergency procedures;
- new working practices and new work equipment; and
- workplace welfare issues.

OCCUPATIONAL HEALTH

Hazards that have the potential to harm your health, or anyone connected with our business, are identified in our risk assessments.

It is our policy that we only use substances hazardous to health where there is no alternative safe substance that could be used. Where we have to use hazardous substances we always try to use those that present the lowest level of risk to people who use them.

Where risk assessment identifies the presence of Occupational Health hazards and risks we will always implement suitable control measures. Where occupational health surveillance is recognised as being able to recognise and protect against ill-health appropriate systems will be implemented. You will be informed of any requirement for your involvement in this health monitoring.

We anticipate that you will cooperate and take part in health monitoring which will be for your benefit. The specific results of any monitoring carried out by medical qualified assessors will always be confidential.

RISK ASSESSMENTS

We carry out the process of risk assessment to reduce the risk of injury and ill health, and identify:

- the significant hazards that employees may be exposed to;
- who could be harmed and how;
- the likelihood of someone being harmed by the hazard;
- existing control measures;
- what (if any) further actions are required; and
- appropriate Safe Systems of Work and necessary training.

For further information on risk assessment and to view those relevant to your work you should speak to your supervisor or manager.

GENERAL SAFETY RULES

Applicable to all Employees, Visitors and Contractors

- 1. Obey all rules, signs and instructions.**
- 2. Attend for health and safety training or induction as instructed.**
- 3. If you have not been trained to carry out a work activity do not attempt the work.**
- 4. Ensure that all equipment used is in a safe condition.**
- 5. Wear Personal Protective Equipment as specified.**
- 6. Do not enter any areas for which you are unauthorised.**
- 7. All accidents, incidents, hazards and near misses must be reported to the person in charge as soon as possible after the incident.**
- 8. Smoking, including e-cigarettes, is not permitted in the workplace.**
- 9. Maintain good housekeeping at all times.**
- 10. Pedestrian and vehicle traffic routes must be kept clear at all times.**

HAZARD REPORTING FORM

Form HR

Use this form to report workplace hazards unsafe working conditions or practices that you are not able to correct for yourself or are not within your area of responsibility.

If you have a suggested solution or remedy please let us know about it.



The business would prefer that you hand this completed form to a line manager so that the issues can be explained to them but you do not have to do that. You can simply leave it in the mail box.

If you need additional copies of this form or would rather not use the one from this booklet you can get additional copies by asking your line manager.

If you wish to remain anonymous there is no need to give your name. All hazards reported, including anonymous reports, will be taken seriously.

Report date:

Hazard location:

Hazard description: ...

Suggested solution: ...

What is your name? ...
(not compulsory)

.....
For employer's use

Action identified as necessary:

Action allocated to:

Target date for completion: ...

Employers should copy basic details of this hazard report to form HL, Hazard Log, which will act as a running record and give an oversight of all hazards reported.



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**EMPLOYEE CONFIRMATION OF RECEIPT AND CONTENT OF
EMPLOYEE SAFETY HANDBOOK**

Please read the notes below, then sign and date this form

**Part 1**

Family Wise Ltd has prepared a Health and Safety Policy. This form is to let you know that the sections of the Policy affecting you, as an employee, are contained in the Employee Safety Handbook.

Should you wish to see the complete Health and Safety Policy this can be arranged; ask your line manager. They will arrange for it to be made available.

Please read the Employee Safety Handbook and take time to understand it. Raise any questions about the content with your manager. Then sign and read the declaration at Part 2.

Part 2

I have read the Employee Safety Handbook. I understand, accept and will comply with the contents. I understand that compliance with the rules and conditions set out forms part of my contract of employment. I will keep myself aware of its contents and any updates I am told about.

Employee signature:

Date:

Name:

Department:

Note: By law employers have to make available to employees relevant information about their health and safety policies, procedures and safe working systems. The same legislation requires employees to follow safety rules, procedures and instructions set by their employer and should confirm that they understand these matters. In the event of refusal to sign this document, arrangements will be made to have the contents read to you and this will be recorded by your manager.

