Kelly Carers Limited

Health and Safety Handbook

Prepared by **Citation Limited** 13/6/2025

Table of Contents

Item	Title	Page Number
1	Amendment Record	4
2	Disclaimer.	5
3	Management System	5
4	Health and Safety Policy Statement	6
5	Environmental policy statement	7
6	Safety Management Structure	8
7	Accident and Near-Miss Incidents	9
8	Alcohol and Drug Misuse	9
9	Asbestos	10
10	Compressed Gases	11
11	Construction, Design and Management (CDM) General	12
12	Contractors and Service Agents	13
13	Control of Substances Hazardous to Health (COSHH)	14
14	Disciplinary Rules	14
15	Dispensing and Administration of drugs/medication	15
16	Display Screen Equipment – DSE	15
17	Driving at Work	16
18	Electricity	17
19	Emergency Planning	18
20	Fire	19
21	First Aid	20
22	Gas Safety	20
23	Hand tools	21
24	Health and Safety in Care	22
25	Health Surveillance	23
26	Inclusive Workplace	23
27	Infection Control	24
28	Information, instruction and training	24
29	Legionella	25
30	Lifting Equipment and Lifting Operations	26
31	Lone Working	27
32	Manual Handling	28
33	Monitoring, Inspection and Review	29
34	New And Expectant Mothers	30

35	Permit to Work	31
36	Personal Protective Equipment (inc. RPE & PFPE)	31
37	Procurement	32
38	Respiratory Infections	33
39	Risk Assessment	34
40	Safe Systems of Work and Safe Operating Procedures	34
41	Safeguarding	35
42	Safety Signs	36
43	Smoking in the workplace - Care	37
44	Storage systems	37
45	Stress and Mental Wellbeing	38
46	Violence and Aggression	38
47	Visit by an Enforcement Officer	39
48	Waste Disposal	40
49	Welfare	40
50	Work Equipment	41
51	Workplace Transport	42
52	Young Persons	43

Amendment Record

Version	Date	Changed By	Version Comment
1.0	13/06/2025	Catherine Davies	Document Published

Disclaimer

This Health and Safety Policy has been developed by Kelly Carers Limited in conjunction with Citation Ltd to discharge our legal duties and to ensure the well-being and safety of all individuals, who may be affected by our acts or omissions associated with our work activities. We recognise the paramount importance of creating and maintaining a safe and healthy working environment and which meets the requirements of relevant legislation.

We are fully committed to upholding the highest standards of health and safety across all our activities. We expect our employees and others who may work on our behalf to uphold this commitment to protect the health, safety and well-being of all those affected by our operations. This Policy will be communicated to our employees and other interested parties.

In order to ensure the health and safety policy is maintained effectively, it is essential that all references and information are up-to-date and accurate. Where changes occur within our business or enterprise e.g. the introduction of new processes or systems, or where there are organisational changes that impact on the health and safety responsibilities, a nominated representative will notify Citation Ltd to ensure that relevant changes are made.

For us to fulfil our statutory duties, employees are legally required to cooperate with management on all matters pertaining to health, safety, and welfare. We encourage all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document.

While Citation Ltd provides advice aligned with health and safety legislative frameworks, ultimate responsibility and accountability rest with Kelly Carers Limited. This includes the identification and implementation of risk control measures, reinforcing our commitment to the health, safety, and welfare of our employees and all those affected by our actions.

Health and safety management system

The law requires that employers have suitable arrangements in place to manage health and safety in their own and every workplace under their control workplaces. To support with this, Kelly Carers Limited engaged the services of Citation Ltd.

As part of our commitment to good and effective health and safety management in our business we will regularly review our policy arrangements with our employees and with Citation and will make changes and improvements whenever needed.

This health and safety policy has been designed to be integrated with any formal management system that may be in place (e.g. ISO) and we'll monitor its effectiveness by following the widely recognised cycle of Plan, Do, Check, Act.

More guidance on this and the topics in this policy is available in Atlas, the Citation on-line platform. The "Useful Documents" area and sustainability hub are good places to start when looking for resources and guidance.

Health and safety policy statement

Compliance and Commitment
Kelly Carers Limited commits to ensuring, as far as reasonably practicable, the health, safety, and welfare of our employees and others affected by our operations. We aim to:

- Control risks from work activities.
- Consult with employees on health and safety matters.
- Provide safe working conditions and equipment.
- Provide necessary training and supervision.
- Prevent accidents and health issues.
- Comply with relevant Health, Safety and Fire legislation.

Owner Responsibilities:

- Implement and adapt the health and safety policy as needed.
- Ensure sufficient resources are allocated to meet safety objectives.

Management Responsibilities:

- Prioritise health and safety to prevent injuries and property damage.
- Protect all persons from foreseeable risks.

Employees Duties and Consultation:

- Employees are informed of their duties under this policy.
- Regular consultation with employees to integrate their feedback and improve safety practices.

Systematic Safety Management
We have implemented arrangements to support the effective implementation of this health and safety policy and we commit to:

- Identify hazards, assess risks, and determine control measures.
- Ensure all employees understand and follow the necessary safety procedures.
- Prepare emergency procedures, including evacuation in case of fire or other significant incidents, are clearly set out and communicated to all staff.

We regard all health and safety legislation as setting a minimum compliance standard which we aim to exceed wherever possible and we expect management to achieve their targets without compromising health and safety in any way

A signed copy of the Health and Safety Policy Statement is available upon request

Environmental Statement

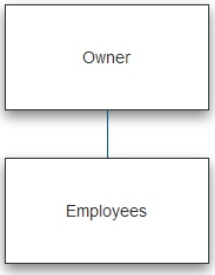
At Kelly Carers Limited, we are committed to minimising our impact on the environment through our business operations. Our commitment involves continuously enhancing our environmental performance by embracing sustainable development principles and rigorously complying with environmental laws.

It is our policy to:

- **Comply fully with legal standards:** Adhere strictly to all relevant environmental legislation, regulations, and codes of practice.
- **Integrate environmental protection:** Embed environmental protection into our management systems and decision-making processes.
- **Prevent pollution:** Actively prevent pollution in all its forms and implement measures to protect local ecosystems.
- **Use sustainable resources:** Minimise our use of natural resources, including water and energy, and maximise the efficiency of resource use throughout our operations.
- **Reduce waste and Recycle:** Commit to reducing waste generation through efficient practices and systems. We will promote recycling and reuse, ensuring that all waste disposal is conducted safely and legally.
- **Strive for continuous improvement:** Regularly assess and improve our environmental performance through clear, measurable targets and objectives. This will involve conducting audits and environmental impact assessments to monitor progress.
- **Educate and train:** Provide ongoing training for all our employees to enhance their understanding of environmental issues and practices necessary to mitigate environmental impacts. We will also foster environmental awareness through campaigns and information dissemination.
- **Collaborate with suppliers and partners:** Work closely with our suppliers and business partners to encourage mutual adherence to environmentally friendly practices and to influence broader, positive environmental impacts.
- **Engage with our community:** Engage actively with the community to promote environmental conservation and to encourage public involvement in local environmental initiatives.
- **Prepare for emergencies:** Develop and maintain robust emergency procedures to address environmental incidents, ensuring quick and effective responses to minimise impacts.

A signed copy of the Environmental Statement is available upon request

Safety Management Structure



Accident and Near-Miss Incidents

Your safety is our priority. We are committed to minimising risk and preventing injuries and illnesses in the workplace. To ensure that any accidents or near-miss incidents are handled appropriately, we have established clear procedures for recording, investigating, and reporting such events when necessary.

What is an accident?

An accident is an unplanned event that results in injury, illness, or damage to property, equipment, or facilities.

What is a near miss?

A near miss is an incident that did not cause harm but had the potential to cause injury or illness.

What to do in the event of an accident or near miss

- **Provide first aid/medical attention:** Immediate first aid and medical attention must be administered in the event of an accident. Always seek help from a trained first aider if necessary.
- **Make the area safe:** After any accident or near miss, ensure the area is secured to prevent further incidents. If appropriate, preserve the scene to support any necessary investigations.
- **Report the incident:** All accidents and near misses must be reported to your supervisor or a designated responsible person immediately, so appropriate actions can be taken. This may include notifying health and safety authorities as required.
- **Record the incident:** It's essential that all accidents, no matter how minor, are recorded accurately to help us track patterns and prevent future incidents.

Investigating accidents and near misses

We will investigate accidents and near misses based on their potential severity and likelihood of recurrence. The investigation will include:

- Reviewing existing risk assessments, safety procedures, and working methods.
- Assessing training, competency systems, and the safety of any equipment involved.
- Implementing improvement strategies to prevent future incidents.

The findings of the investigation, along with any necessary improvements, will be communicated to all employees. Our goal is to reduce the risk of harm and create a safer working environment for everyone.

Alcohol and Drug Misuse

As part of our commitment to maintaining a safe and productive workplace, it is essential that you understand and adhere to the following responsibilities related to

alcohol and drug misuse. Your cooperation is crucial in ensuring that our work environment remains safe and supportive for everyone.

Medication disclosure

- **Action required:** If you are taking any prescribed medication that might impair your ability to safely perform your job, you must immediately inform your line manager.

Seeking help

- **Available resources:** If you are struggling with alcohol or drug misuse, you are encouraged to seek assistance.

Compliance with testing

- **Expectation:** You may be required to undergo random drug and alcohol testing as part of our commitment to workplace safety. Compliance with such testing is mandatory.

Adhering to disciplinary procedures

- **Understanding consequences:** Familiarise yourself with our disciplinary procedures related to alcohol and drug misuse. Non-compliance could lead to disciplinary actions, including possible termination of employment.

Asbestos

Everyone plays a crucial role in helping us comply with safety standards and maintain a safe workplace. Your proactive engagement and attention to detail are vital to our collective efforts in effectively managing asbestos risks. This guide is designed to clearly define your responsibilities in managing risks associated with asbestos-containing materials (ACMs) found on our premises.

Stay informed

- Regularly review updates to the asbestos register, which lists all identified locations and conditions of ACMs within the workplace.
- Ensure you are well-informed about the asbestos management plan, including any changes or updates.
- Be aware of asbestos warning signs placed clearly in all areas where asbestos-containing materials are present to alert employees and visitors of the potential hazard.

Attend required training

- Engage fully in all required asbestos awareness and safety training sessions.
- Use the knowledge gained from these trainings to manage asbestos risks effectively in your daily tasks, especially in designated areas.

Conduct monitoring and reporting

- Keep an eye on the condition of ACMs in your work area and promptly report any signs of deterioration or damage to the asbestos-risk duty holder/line manager.
- Alert the duty holder/line manager to any suspected asbestos disturbances that may occur during your activities.

Adhere to communication protocols

- Communicate clearly and promptly with the asbestos-risk duty holder before initiating any work that might disturb ACMs.
- Confirm your understanding and compliance by signing the asbestos register and other relevant documents.

Follow safety procedures

- Follow all established safety procedures to minimise exposure to asbestos, including the correct usage of personal protective equipment (PPE).
- Participate actively in emergency drills and be familiar with the procedures to follow in case of an asbestos-related incident.

Compressed gases

Your safety is important to us. If you work with or near compressed gases, here's what you need to know:

What gases might be used?

You may encounter gases like oxygen, acetylene, nitrogen, carbon dioxide, argon, compressed air, and propane in the workplace.

What you need to know about handling compressed gases

Trained people: Only people who are trained and authorised are allowed to handle or use compressed gas cylinders.

Inspect before use: If you're authorised to use compressed gas, always visually inspect the cylinder for damage or leaks before using it.

Safe use: Follow established procedures for connecting, disconnecting, and managing leaks. If you notice any issues, report them immediately to your line manager.

Storage of compressed gas cylinders

Safe storage areas: Compressed gas cylinders should always be stored in secure, well-ventilated areas away from heat, flames, and potential damage.

Labelling: Cylinders must be clearly labelled with their contents and any associated hazards.

Disposal of compressed gas cylinders

Proper disposal: We have procedures in place to ensure the safe collection and disposal of compressed gas cylinders. Only approved contractors or reputable suppliers will

handle the disposal process. Ensure that any cylinders you are returning or disposing of have the appropriate safety markings, such as UKCA or CE labels.

Reporting issues

If you identify any issues with compressed gas cylinders, such as damage, leaks, or safety concerns, report them immediately to your line manager. Prompt reporting helps us address risks quickly and maintain a safe workplace.

Following risk assessments and Safe Systems of Work (SSOW)

Always follow the risk assessments and SSOW provided for handling compressed gases. These are in place to protect you and your colleagues. Ensure that you adhere to all safety guidelines, use the appropriate personal protective equipment (PPE), and follow emergency procedures when necessary.

Construction, Design and Management (CDM) General

We are committed to ensuring that all construction projects are planned and managed safely in line with the Construction (Design and Management) Regulations (CDM Regulations). These regulations apply to all types of construction activities, including new builds, refurbishments, extensions, demolitions, and maintenance. By fulfilling these responsibilities, you help maintain a safe and compliant construction site, contributing to the success of our projects while protecting your own safety and that of your colleagues.

- **Follow Health and Safety and Fire Safety Instructions:**
    - Always comply with health and safety guidelines provided by your supervisor or contractor. This includes using equipment properly, following safe systems of work, and adhering to risk assessments and method statements.
- **Use Equipment Safely:**
    - Ensure that you use the correct tools and equipment for the job and that they are in good working order. Report any defects or malfunctions immediately.
- **Wear Personal Protective Equipment (PPE):**
    - You must wear the required PPE at all times, including hard hats, safety boots, and high-visibility clothing. Ensure your PPE is maintained and report any issues with it.
- **Report Hazards and Unsafe Practices:**
    - If you notice any unsafe practices, hazards, or potential risks on site, report them to your supervisor or contractor straight away. Early reporting helps prevent accidents and injuries.
- **Cooperate with Supervision and Monitoring:**
    - Work cooperatively with your supervisor or site manager to ensure that health and safety and fire safety procedures are followed. Attend briefings or toolbox talks to stay informed about any new risks or safety measures.

- **Participate in Training:**
    - You will receive relevant training to ensure you understand the risks involved in your tasks. It is your responsibility to complete this training and apply the knowledge in your day-to-day activities on-site.
- **Stay Within Your Competency:**

Reporting and Communication:

- Only carry out tasks that you are trained and competent to perform. If you are unsure or feel a task is beyond your ability, notify your supervisor for guidance.
- **Incident and Near-Miss Reporting:**
    - Report any accidents, incidents, or near misses immediately. This allows for prompt investigation and corrective action to prevent future occurrences.
- **Keep Informed:**
    - Stay updated on any changes in health and safety or fire safety regulations or procedures communicated to you. If there are updates to the CDM Regulations or specific site requirements, it is your duty to understand and follow them.

Contractors and Service Agents

At times, we bring in external resources, such as contractors, subcontractors, agency workers, or service agents, to support our operations. These individuals are acting on our behalf, supplementing our workforce, or providing specialised services. Your proactive approach ensures everyone can operate safely and effectively on our premises.

When working alongside external resources like contractors or agency workers, your key responsibilities are:

Monitor Safety Compliance:

- Ensure external workers follow all safety protocols, including proper work methods and PPE use.
- Report any deviations or unsafe practices immediately to management.

Assist with Induction:

- If needed, help external workers understand site-specific safety procedures, including emergency protocols and hazards.

Manage Site Access:

- Ensure external workers only access authorised areas.
- Report unauthorised access or equipment use immediately.

Emergency Procedures:

- Make sure external workers are aware of emergency exits and response procedures.
- Provide assistance during emergencies, ensuring proper actions are taken.

Report Suspicious Behaviour:

- Report any suspicious or unsafe behaviour by external personnel promptly to maintain site safety.

Control of Substances Hazardous to Health (COSHH)

We take the management of hazardous substances seriously to ensure your safety at work. Below are your responsibilities when dealing with hazardous substances to ensure safety and compliance.

- **Follow training requirements:** Complete all required training on handling hazardous substances to understand risks and safe practices.
- **Follow COSHH assessments:** Always follow training, instructions and safety measures specified in the COSHH assessment, such as using the correct PPE or ventilation systems. Do not use any hazardous substance if it has not been assessed.
- **Report incidents:** Report any issues with control measures, safety equipment or PPE, as well as any leaks, exposures or dangerous events immediately.
- **Participate in health surveillance:** Take part in health monitoring where directed, to track any potential health effects of exposure. Inform your manager immediately if you are exposed to a hazardous substance, or if you begin to show any adverse reactions to substances that you use.
- **Emergency preparedness:** Be familiar with emergency procedures for spills or accidental exposure and participate in discussions and updates about safety policies and procedures.

Disciplinary Rules

At Kelly Carers Limited, safety is our top priority. We are committed to providing a safe workplace, and this requires everyone's participation. Failure to comply with safety rules may result in corrective or disciplinary action, depending on the circumstances.

Your Safety Responsibilities:

- **Use safety equipment properly:** Ensure you use safety devices and equipment as intended. Never remove or tamper with safety features.
- **Follow safety protocols:** Adhere to all procedures regarding hazardous materials, machinery, and manual handling.
- **Act responsibly:** Conduct yourself in a way that minimises risk to yourself and others. Cooperate fully in incident investigations.

- **Report hazards:** Report any potential hazards or unsafe conditions immediately so they can be addressed.
- **Wear required PPE:** Follow role-specific safety rules, including wearing all required personal protective equipment (PPE).
- **Participate in safety processes:** Be actively involved in risk assessments, safety meetings, and ongoing safety training.

Working together for safety

We value a collaborative approach to safety, where everyone plays an active role in identifying and mitigating risks. Your input, participation in training, and adherence to safety measures are crucial to maintaining a safe and supportive workplace

Dispensing and administration of drugs/medication.

We prioritise legal and safety compliance for the storage, dispensing, and administration of drugs and medication. Below are your key responsibilities:

Risk management

- Follow control measures from risk assessments to minimise hazards related to all medications, including controlled and cytotoxic drugs.

Training

- Only qualified and authorised employees may handle controlled drugs.
- Complete initial and ongoing training for storing, preparing, and disposing of medications, with emphasis on controlled and cytotoxic drugs.

Emergency procedures

- Be familiar with emergency procedures for spills, personal exposure, or adverse reactions.

Record-keeping

- Keep accurate records for all medications, particularly controlled drugs, including their receipt, storage, dispensing, and disposal.

Compliance and monitoring

- Follow all safety procedures and participate in reviews to ensure ongoing effectiveness.

Display Screen Equipment

At Kelly Carers Limited, we are committed to ensuring that employees who use Display Screen Equipment (DSE) have a safe and comfortable working environment. Below are your responsibilities and how we support you:

Equipment provision

- We will provide you with suitable, adjustable DSE to meet your individual needs. Ensure that you use the equipment as intended to maximise comfort and reduce risks.

Workstation setup training

- You will receive training on user-friendly setups to help ensure your workstation set up properly. Apply this knowledge to reduce the risk of musculoskeletal issues and visual discomfort.

Self-assessment

- Complete regular self-assessments of your workstation to identify and resolve any set-up issues. Report any concerns that cannot be addressed on your own.

Taking breaks and changing posture

- Regular breaks and changes in posture are encouraged to minimise fatigue and discomfort. Make a habit of taking short, frequent breaks and varying your sitting position throughout the day.

Reporting discomfort

- Report any DSE-related discomfort or pain as soon as possible. This allows us to address issues quickly and make necessary improvements.

Communication and feedback

- Participate in consultations about DSE management. We will keep you informed of any updates or changes in our DSE practices and welcome your feedback to ensure continuous improvement.

Your active involvement and compliance to these guidelines are essential to achieving and maintaining a safe, healthy work environment.

Driving at Work

At Kelly Carers Limited, we recognise the importance of safe driving practices to minimise the risks associated with work-related driving activities. Below are your responsibilities when driving for work purposes.

- Be aware of risks related to driving for work, including your health, the vehicle's condition, weather conditions and your journey.
- Only drive if you hold the necessary license, insured, and competent.
- Conduct safety checks before driving, and ensure vehicles are suitable and well-maintained.
- If you are using your personal vehicle for work, it must have valid insurance, an up-to-date MOT and be deemed road-legal.
- Secure all transported items according to guidelines, and make sure emergency aid items are available in the vehicle.

Training and competence

- Participate in any driver safety training or refresher courses as required.

Journey planning

- Plan routes with consideration for travel time, distance, and weather. Avoid rushing and ensure conditions are safe for travel. You should not undertake journey's which would put your health and safety at risk, raise any concerns with your line manager.

Mobile device use

- If needed, use a hands-free device only when it's safe. The use of handheld devices while driving is strictly prohibited.

Emergency procedures

- In case of breakdown or incidents, move safely to the roadside, use hazard lights, and avoid interaction with strangers.
- Confirm the identity of breakdown personnel and follow safety protocols if leaving the vehicle.

By following these guidelines, you help ensure not only your safety but also the safety of others on the road.

Electricity

We are committed to ensuring the safe management of all electrical installations and equipment within our business. Electrical hazards in the workplace can include contact with live parts, short circuits, overheating of equipment, fire, explosions, and contact with overhead power lines.

Use electrical equipment safely:

- Only use electrical appliances as instructed. Never attempt repairs or modifications unless trained and authorised.
- Report any damaged or defective electrical items immediately.

Portable electrical appliances:

- Use all portable electrical appliances properly and visually check they are safe before use.
- Report any signs of wear or damage, and do not use unsafe equipment.

Follow safe work practices:

- Only perform electrical work if trained and authorised.
- Follow safety procedures to reduce risks from electricity.

Report hazards:

- Identify and report unsafe electrical situations, like damaged cables or overloaded sockets.

- Do not access restricted areas involving electrical switchgear or fuse boards unless authorised.

Participate in training:

- Engage in all provided training, including refresher sessions. Perform visual checks, follow safety rules, and know the location of first aid provisions for emergencies.

Other electrical equipment on site:

- Personal or leased electrical equipment used on site should be treated as if it were company property. Check with your line manager before using personal electrical items on site.
- Do not use defective or damaged electrical equipment on site. Report defects or safety concerns immediately.

By following these guidelines, we can ensure a safe workplace for everyone. Always prioritise safety when dealing with electricity, and do not hesitate to ask questions if anything is unclear

Emergency Planning

At Kelly Carers Limited, your safety is our priority. We have an emergency plan in place to protect everyone in case of events like fires, explosions, chemical spills, serious injuries, or natural disasters. While we work to prevent such emergencies, having a plan ensures we can manage these situations effectively and return to normal operations quickly.

Know emergency procedures:

- Understand all emergency procedures, including evacuation, rescue, shelter, and shutdown processes.

Participate in training and drills:

- Attend all emergency training sessions and participate in regular drills to ensure preparedness.

Follow assigned roles:

- If assigned a specific emergency role, understand your responsibilities and perform tasks for which you are trained.

Communication:

- Stay informed about all emergency communication methods and key contacts, and ensure you are prepared to use them effectively when needed.

Use emergency equipment:

- Familiarise yourself with the location and correct usage of emergency equipment, such as fire extinguishers and first aid kits.

Report incidents:

- Report any incidents immediately and provide feedback to help improve procedures.

Stay updated:

- Keep informed of any changes to emergency procedures and follow updated guidance.

By adhering to these responsibilities, you help ensure a safe and effective response in any emergency situation.

Fire Safety

Your safety is our priority. Below are your responsibilities regarding fire safety measures and emergency procedures:

Fire risk awareness

- Cooperate with fire risk assessments and follow all implemented safety measures.

Testing and inspection

- Fire safety equipment will be regularly tested and inspected.
- Do not obstruct access to fire protection equipment or interfere with it in any way, interfering with fire equipment is an offence and may lead to disciplinary action.

Emergency procedures

- Understand and follow emergency procedures, including evacuation routes and fire assembly points.

Training and drills

- Attend all fire safety training and drills.
- Report any damaged or missing fire safety equipment, such as extinguishers or alarms.
- Follow training and protocols during any fire incident.

Fire prevention

- Keep fire exits clear, store flammable materials properly, and avoid unsafe practices.

Reporting issues

- Report any fire safety risks or concerns immediately to your line manager.

By adhering to these guidelines, you help ensure a safe work environment for yourself and others, contributing to effective fire prevention and safe evacuation if necessary.

First Aid at Work

First aid is essential for ensuring a safe and responsive workplace. Below are your responsibilities and what you need to know about first aid provision at work:

Risk awareness

- Understand that we regularly assess workplace hazards to determine first aid needs. Be proactive in reporting any potential hazards that might require first aid measures.

First aid provisions

- We have equipped our workplace with appropriate first aid facilities and personnel, based on our activities, workforce size, and identified risks.
- Be aware of the location of first aid supplies, facilities and who the first aiders are, within your work area. Ensure pathways to these locations remain clear at all times.

First aid training

- Only those designated, trained and certified in first aid, are authorised to provide first aid assistance.
- If you are a first aider, you should attend all required refresher training to maintain your competence.

Emergency procedures

- Follow the established emergency response plans in case of a medical emergency, and support others in doing the same.
- Do not put yourself at risk. If you are a first aider ensure areas are safe before administering first aid.
- Familiarise yourself with these emergency procedures and any updates to ensure prompt action.

Incident reporting

- Report all accidents, injuries, or first aid incidents immediately. Accurate reporting helps us learn and improve safety.

Gas Safety

Gas appliances that are improperly installed or maintained can cause serious dangers, including fires, explosions, leaks, and carbon monoxide poisoning. Your awareness and adherence to these guidelines are key to maintaining gas safety in the workplace, below are your responsibilities:

Identifying risks

- **Be alert:** Report any strange smells, visible damage, or unusual flame behaviour on gas appliances immediately. These could indicate gas leaks or faults.
- **Suspect a gas leak?:** If you suspect a gas leak, avoid using electrical switches or open flames. Leave the area and report the issue straight away.

Professional maintenance

- Only Gas Safe registered engineers are authorised to install, maintain, or repair gas equipment. If you notice any issues, do not attempt to fix them—report to your supervisor.
- If you see any damage or wear on gas systems, report to your line manager so suitable action can be taken which may include inspection by a qualified engineer.

Carbon monoxide safety

- Carbon monoxide detectors are installed near gas appliances, these should be checked periodically. If an alarm sounds, leave the area and report it immediately. Never cover, remove or disable these detectors.

Emergency response

- Leave the area if there is a suspected gas leak. Avoid using anything that might ignite the gas. Notify your line manager promptly and follow emergency procedures.

Compliance and use

- Use all gas appliances according to instructions and any recommendations provided by engineers.
- Never alter gas appliances or use them improperly. Seek guidance if you are unsure.

Hand tools, such as hammers, screwdrivers, and chisels, are vital for many tasks but can cause serious injury if misused. Here are your responsibilities to ensure their safe use:

Safe use and selection

- Always use the correct tool for the task and only for its intended purpose. Incorrect tool use increases the risk of an accident.
- Use only company provided hand tools. Personal tools are not permitted unless prior authorisation is given by your line manager and they have been subjected to safety checks to ensure compliance with safety standards.

Storage and handling

- Keep tools in designated toolboxes or bags when not in use. Never carry sharp tools in your pockets. Use relevant personal protective equipment (PPE) as required.

- Inspect tools before each use. Report any damage or faults immediately.

Training and monitoring

- Participate in all training and refresher sessions regarding hand tool safety. This training is necessary for your safety.
- Report any safety issues or hazards while using hand tools. Procedures and risk assessments will be reviewed regularly, and your cooperation is essential.

Health and safety in care

We are dedicated to ensuring the health, safety, and wellbeing of everyone in our care, as well as providing a secure environment for all employees. This is a shared responsibility, and your role is vital, below are your key responsibilities:

- **Managing hazards:** Identify and manage risks proactively by raising concerns
- **Moving and handling:** Use correct techniques and seek assistance when needed.
- **Equipment safety:** Use equipment properly, check for faults, and report damages.
- **Slips, trips, and falls:** Keep areas tidy and report hazards promptly.
- **Hazardous substances:** Handle substances safely and use PPE as required.
- **Hot water and surfaces:** Check water temperatures and report hot surfaces to prevent burns.
- **Work-related violence and stress:** Report incidents and communicate stressors to management.
- **Safe environment:** Keep your workspace organised, follow fire and gas safety rules, and ensure emergency exits are clear.

We expect all those working for us to:

- Engage fully with all training provided and adhere to supervision guidelines to maintain high standards of care.
- Ensure that you are familiar with our policies, procedures and risk assessments in place
- Ensure all equipment is used correctly, conduct pre-use checks, and report any issues promptly to maintain safety.
- Follow strict hygiene protocols and use the provided PPE as instructed to control infection risks effectively.
- Maintain accurate and timely care records, including temperature checks and safety logs, to uphold safety and accountability.

Health Surveillance

Where health surveillance is deemed appropriate your participation is crucial for maintaining a safe and healthy workplace. If you have any questions or concerns, please feel free to discuss them with us.

Understanding Health Surveillance:

Health surveillance will be conducted when there are residual risks from exposure to factors such as noise, vibration, and hazardous substances. This aims to detect potential work-related health conditions, such as dermatitis or occupational asthma, as early as possible. It is a series of ongoing health checks, to monitor and address any potential health issues.

Understanding Medical Surveillance:

If your role involves high-hazard exposures e.g. asbestos, lead, or ionising radiation, additional medical surveillance will be provided in accordance with regulations.

We expect all those working for us to:

- Participate in risk assessments Be involved in the risk assessment process to identify any potential health risks that may affect you.
- Engage in consultations Join discussions about health surveillance needs, based on your exposure risk, ensuring you understand the process and your responsibilities.
- Give informed consent Stay informed about the purpose of health surveillance and provide consent before participating in any assessments.
- Follow recommendations If adjustments to your work are advised by a health professional, follow the recommended changes to support your health and safety.
- Participate in health surveillance Take part in any required health surveillance activities if identified as at risk, ensuring that you complete assessments, as needed, for your safety.
- Trust in professional oversight Know that qualified professionals will handle your health surveillance program, and assessments will be fair and proportionate to the level of risk.

Records and reporting:

Confidentiality

We will maintain all health surveillance records in compliance with data protection laws, ensuring your privacy is respected.

Reporting

Key findings and health trends, including any relevant concerns you raise, will be reported to management so that appropriate actions can be taken.

Inclusive workplace

We are dedicated to maintaining a supportive, inclusive, safe, and healthy work environment for all employees. Your safety is our priority, and every person has the right to a workplace free from harm, including those with additional or differing needs. Below are some of your key responsibilities:

- **Participate in risk assessments:** Take part in risk assessments by providing relevant information and raising any safety concerns. Please don't forget to let us know if anything changes.
- **Communicate your needs:** If you require specific accommodations or adjustments to perform your role safely, please inform us.
- **Support in workplace changes:** Notify us of any changes in your situation that could affect your safety so adjustments can be made.
- **Engage with training and support:** We will provide relevant training, information, and supervision to support your health and safety at work. You are expected to engage with these opportunities and apply the knowledge to your daily tasks. If you have specific needs during emergencies, such as requiring assistance with evacuation, please communicate these so we can ensure the right measures are in place.
- **Confidentiality assurance:** Be assured that any health or personal information you share will be kept confidential and only shared when necessary for your safety and well-being at work.

Infection Control

We are committed to ensuring a safe workplace for everyone by minimising the risk of infection. Your role in maintaining a safe work environment is vital, not just for your health, but for the health of your colleagues, visitors, and everyone at the workplace. Below outlines your responsibilities:.

- **Engage in training and follow safe practices:** Attend all infection control training and follow safe work procedures to minimise risks.
- **Maintain hygiene standards:** Practice good hand hygiene and follow cleaning, disinfecting, and sanitising procedures.
- **Use equipment and PPE / RPE properly:** Use cleaning equipment correctly and wear Personal Protective Equipment or Respiratory Protective Equipment (PPE/RPE) as trained to reduce infection risks.
- Dispose of waste safely Follow procedures for disposing of hazardous or infectious waste to prevent contamination.
- Report incidents Promptly report any unsafe practices or incidents to support health and safety efforts.
- Follow outbreak measures Comply with outbreak management strategies to help control risks. Ensure you are familiar with relevant policies and procedures to manage such events.

Information, instruction and training

We provide information, instruction and training to ensure a safe working environment. Below are your responsibilities to maintain a safe workplace:

Attend and engage in training

- Attend all required training sessions, including induction and refresher courses.
- Actively participate in training and ensure you understand the health and safety measures covered.

Understand risks and emergency procedures

- Familiarise yourself with the risks and hazards involved in your role.
- Understand and follow the procedures for responding to emergency situations.
- If you encounter any unsafe working conditions, you have the right to stop work and you should report them immediately.

Follow instructions and work safely

- Adhere to the information and guidelines given during training.
- Work under supervision as required to ensure that your tasks are performed safely.

Communicate specific needs

- Inform management if you have any specific needs, such as language support or other requirements, to ensure effective training.

Maintain records and report issues

- Keep track of training you have received and ensure it is documented.
- Report if you need additional training or support to safely perform your duties.

Provide feedback

- Offer feedback on the training provided to help us improve the quality and effectiveness of our health and safety programme.

Legionella

We are committed to protecting our employees and others from the health risks posed by Legionella bacteria in our water systems. Below, we outline your specific responsibilities to help prevent the risks associated with Legionella:

Understand legionella risks

- Engage with learning about Legionella bacteria, including how it grows and the health risks, such as Legionnaires' disease.
- Be aware of conditions that promote bacterial growth, such as temperatures between 20-45 Celsius and mist generating devices.

Follow control measures

- Follow all control measures and procedures aimed at reducing legionella risks, including using hygiene best practices around water systems.
- Where a reasonably foreseeable risk of exposure has been established by us, comply with any instructions outlined in our written scheme for controlling those risks.

Assist in monitoring and maintenance

- If required, assist in tasks such as checking water temperatures or collecting samples for bacterial tests and noting water quality issues.
- Follow all safety instructions when supporting any maintenance of water systems.

Attend training

- Participate in all training sessions provided regarding legionella awareness and safety.
- Understand preventive measures and your role in reducing exposure to legionella.

Report concerns

- Report any issues with water systems immediately, such as irregular temperatures or visibly damaged systems.
- Notify your supervisor if any water system appears faulty or improperly maintained.

Lifting Equipment and Lifting Operations

Lifting operations and the use of lifting equipment pose significant risks. Whether the equipment is owned or hired by us or provided by others, it has to meet the requirements of the LOLER regulations, and it is crucial that everyone follows our safety procedures to ensure both personal safety and the safety of others. Below are your responsibilities when working with lifting operations and lifting equipment.

- Follow lifting plans and safe systems of work
    - Only carry out lifting operations if you have been trained and deemed competent.
    - Always follow the lifting plans and safe systems of work that have been developed for each task.
    - Do not proceed with any lifting operation if the planned procedures cannot be followed. Ensure any issues are reviewed before continuing.
- Pre-use inspections
    - Be aware that all lifting equipment is subject to regular thorough inspection schedules which are to be completed by competent

persons, and you should only use equipment that is within its inspection period.

    - Visually inspect lifting equipment and accessories in line with the training you have received before use to confirm that they are in good working condition and suitable for the task.
    - Never exceed the safe working load under any circumstances, as doing so can lead to equipment failure and serious injury.

- Reporting defects and hazards
    - Report any hazards, defects, or damage identified during inspections immediately to the responsible individual.
    - If you identify a defect that could pose a danger, do not use the equipment. Inform the responsible person straight away so that it can be taken out of use and repaired by a competent individual.
- Using appropriate lifting techniques and supervision
    - Make sure you follow the supervision levels and instructions provided for each lifting task, which align with the level of risk involved.
    - Use appropriate lifting techniques and follow the training received to prevent injury and ensure safe practices.
- Emergency Procedures
    - Be aware of the emergency procedures included in each lifting operation plan.
    - Know how to respond to incidents involving lifting equipment to minimise risks to yourself and others.
- Training and Competency
    - Attend all required training to gain the necessary skills and knowledge for safe lifting operations.
    - Stay updated with refresher training and comply with competency requirements as needed.

Lone Working

Lone workers are people who perform their duties independently, without immediate supervision. This may include those working alone in workshops, kiosks, warehouses, outdoor locations, at home, or outside of standard hours such as cleaners, maintenance, and security personnel. Your safety is our priority, and it is important that you adhere to the following responsibilities when working alone.

- Understand Risks and Follow Procedures
    - Be aware of the risks involved in lone working as detailed in our risk assessment, especially related to your specific work environment and personal vulnerabilities.

    - Follow the safe work practices communicated to you for performing tasks independently.
    - Participate in any risk assessment processes where your input might help to improve safety.
- Attend Training and Follow Instructions
    - Complete all training provided regarding lone working to understand potential hazards and how to mitigate them.
    - Follow all emergency procedures provided, including instructions for checking in and raising alerts when required.
- Health, Welfare, and Check-Ins
    - Participate in health and welfare check-in procedures, such as scheduled calls, buddy systems, or using automated check-in devices. This is a mandatory requirement put in place to protect you.
    - Immediately report any health or well-being concerns (such as anxiety, stress or physical conditions) that could impact your ability to work safely when alone.
- Use Provided Resources and Equipment
    - Ensure you are equipped with all necessary tools and resources for working alone, including personal protective equipment (PPE), mobile phones, and first aid provisions.
    - Keep emergency contact details readily accessible and use them if needed.
- Report Issues Promptly
    - Report any incidents, equipment issues, or unsafe conditions to your manager without delay.
    - If you encounter any difficulties while working alone, communicate them so appropriate measures can be taken.

Manual Handling

We are committed to minimising risk and preventing injuries and illnesses in the workplace. Manual handling injuries such as muscle sprains or long-term spinal issues can be caused by over exertion, working in awkward postures. Below, we outline your specific responsibilities regarding manual handling to ensure a safe working environment.

- Risk Assessment and Control Measures
    - Refer to the manual handling risk assessments in place and always use the lifting aids and equipment provided to minimise risk.
    - Follow procedures aimed at eliminating or reducing twisting, bending, and excessive reaching. Where you can, set your

workspace up so that you reduce the need to bend, overreach or twist.

    - Familiarise yourself with the Task, Individual, Load, and Environment (TILE) principles as they apply to manual handling tasks.

    - If something feels too heavy it probably is, so seek help rather than struggle.

- Training and Safe Handling Techniques

    - Attend all mandatory manual handling training provided by the company, and make sure you apply safe lifting techniques as instructed during training, including the safe use of any equipment.

    - Use information regarding the weight and distribution of items to determine the safest handling method.

    - Participate in refresher training sessions when offered, particularly when tasks change or new risks are identified.

- Monitoring and Incident Reporting

    - Report any incidents, accidents, or injuries related to manual handling immediately to management.

    - Follow all manual handling safety guidelines and use equipment as instructed to prevent injuries.

    - Actively contribute to improving safety by reporting any concerns, providing feedback during reviews and supporting with incident investigations.

Monitoring, Inspection and Review.

To keep everyone safe, we are committed to regular monitoring, inspection, and review of our workplace practices. This helps us identify potential hazards, comply with legal obligations, and improve our safety measures continuously. Here is how you, as an employee, play a crucial role in maintaining health and safety.

- **Follow safety systems:** Understand and follow our health and safety policies, risk assessments, and work procedures.
- **Stay vigilant and report hazards:** Be aware of your surroundings and promptly report any hazards or unsafe conditions.
- **Use equipment safely:** Use equipment as instructed and report any faults immediately.
- **Attend training:** Participate in health and safety training sessions and apply what you learn.
- **Report Incidents:** Report any accidents or near-misses straight away to help prevent future incidents.

- **Engage and Report Accurately:** Ensure accurate reporting, participate in safety discussions, and cooperate during inspections.

New And Expectant Mothers

We are committed to ensuring the health, safety, and wellbeing of all new and expectant mothers in the workplace. This applies to any employee who is pregnant, has given birth within the last six months, or is breastfeeding. "Given birth" refers to delivering a living child or a stillborn child after 24 weeks of pregnancy.

By working together and keeping an open line of communication, we aim to ensure a safe and supportive environment for all new and expectant mothers.

We will:

- **Conduct Risk Assessments:** Regularly assess and review workplace hazards that may affect new and expectant mothers, particularly as needs change.
- **Adjust Working Conditions:** Modify work conditions or hours as needed to reduce risks and ensure safety.
- **Provide Alternative Work:** Provide alternative duties if risks cannot be sufficiently reduced through adjustments.
- **Provide Facilities and Support:** Offer suitable facilities, such as a private space for rest and breastfeeding, along with necessary training and supervision.

As a new or expectant mother, your active participation is crucial to maintaining a safe working environment. Here’s what we expect from you:

- **Notify us early:** To help us ensure your safety, we encourage you to inform us as soon as you know you are pregnant, are breastfeeding, or have given birth within the last six months. Any information you share with us regarding your pregnancy and breastfeeding status will be handled confidentially and only shared as necessary to ensure your safety. This allows us to take the necessary steps to assess and manage any potential risks in your workplace.
- **Engage in risk assessments:** We will conduct a thorough risk assessment in collaboration with you to identify any hazards specific to new and expectant mothers (such as manual handling, exposure to hazardous substances or prolonged standing or sitting). We will also review general risk assessments to make any necessary adjustments.
- **Report any concerns:** You are responsible for immediately reporting any hazards, concerns, or situations that you feel may compromise your health and safety during your pregnancy, after childbirth, or while breastfeeding to your manager or supervisor.
- **Follow safe working practices:** You must adhere to the safety guidelines and procedures that we put in place. This includes using any personal protective equipment (PPE) or other safety measures provided to you.
- **Rest and breaks:** You should take advantage of the regular rest breaks that will be arranged for you during your pregnancy or while breastfeeding.

Permit to Work

Working on high-risk tasks requires extra caution to ensure the safety of everyone involved. A Permit to Work (PTW) system is a formal procedure designed to control these tasks by ensuring that all necessary precautions are in place before work begins. This system protects you and your colleagues by preventing accidents and ensuring that all high-risk activities are managed safely and responsibly. Permits are generally for a defined period of time, and a new permit or reapproval may be needed if the conditions change or more time is needed.

You play a key part in ensuring that our work is undertaken safely and need to:

- **Know When a Permit is Required:** Understand which tasks need a Permit to Work, as identified through risk assessments (this can typically be hot works, confined space entry, electrical work or work at height, but can include other tasks).
- **Apply for a Permit:** If you are responsible for undertaking a high-risk task, apply for a PTW before starting the work, detailing the task and safety measures that you will adhere to.
- **Follow Risk Assessments:** Adhere to the safety measures outlined in the risk assessment and safe system of work/method statement attached to the PTW.
- **Start Work Only with Approved Permits:** Ensure the PTW has been reviewed and approved before starting any high-risk work.
- **Adhere to Safety Conditions:** Follow all safety instructions, use the required protective equipment, and be prepared for emergencies.
- **Ensure Safe Completion:** Confirm the work area is safe after the task is finished and report any remaining hazards before closing the PTW.

Personal Protective Equipment

Personal protective equipment (PPE), including respiratory protective equipment (RPE), plays a crucial role in protecting people from workplace hazards when other controls are not possible. This section outlines our procedures and your responsibilities for ensuring the appropriate use of PPE and RPE in the workplace.

To support your safety, we will:

- **Conduct Risk Assessments:** We will assess risks to determine when PPE and RPE are necessary, using them only when other measures can't fully eliminate hazards.
- **Provide PPE and RPE at No Cost:** We will supply all required PPE and RPE free of charge, ensuring it meets safety standards.
- **Offer Comprehensive Training:** We will train you on the correct use, maintenance, and storage of PPE and RPE, keeping records of your training.

- **Monitor Compliance:** We will regularly inspect PPE use and ensure it complies with legal requirements, addressing any misuse.
- **Maintain Equipment:** We will regularly inspect, maintain, and store PPE and RPE in safe, clean conditions, with records of maintenance kept.
- **Review and Improve:** We will monitor the effectiveness of PPE and RPE and make improvements as needed. Health surveillance may be introduced for high-risk exposures.
- **Enforce the wearing of PPE:** Where it is deemed necessary for you to wear PPE we will enforce this and may use disciplinary action if you refuse.

You are responsible for the following when it comes to using PPE and RPE:

- **Use PPE and RPE Correctly:** You are required to wear the PPE and RPE provided to you strictly according to the training and instructions given. This ensures your protection and the safety of those around you.
- **Attend Training:** You must attend all training provided on the correct use, maintenance, and storage of PPE and RPE. This includes physical demonstrations and, where necessary, face fit testing for RPE. It is important that you fully understand how to use the equipment properly.
- **Report Defective Equipment:** If any PPE or RPE is defective or faulty, or if you have issues with wearing it, report it immediately. Do not use any equipment that is damaged or unsafe, and do not attempt to carry out tasks that require PPE/RPE without the correct functioning equipment.
- **Report Hazardous Situations:** Report any hazardous conditions where you believe PPE use is required but considered to be insufficient.
- **Proper Maintenance and Storage:** Follow the guidelines for the correct maintenance and storage of PPE and RPE. Ensure the equipment is kept in a clean, safe, and functional condition, and protect it from damage, contamination, and loss.

Procurement

Our procurement strategy is designed to ensure that all services, materials, and equipment we purchase comply with current Health, Safety and Environmental regulations. Your role in this process is critical to maintaining safety standards in our workplace.

You need to:

- **Ensure Compliance:** Verify that all purchased services, materials, and equipment meet Health and Safety standards, including insurance, risk assessments, and method statements.
- **Contribute to Equipment Selection:** Provide input on equipment selection to help reduce risks such as noise and vibration.
- **Check for Certification:** Ensure all equipment is labelled with UKCA or CE marks and complies with legal requirements.

- **Report Issues and Non-compliance:** Immediately report any concerns about non-compliant equipment or services.
- **Engage in Training:** Participate in training on procurement processes and safety requirements to stay informed.

By fulfilling these responsibilities, you help ensure that our procurement process supports a safe and compliant workplace.

Respiratory Infections

The safety and well-being of our employees and community are our top priorities, especially in the face of challenges like pandemics. We are committed to maintaining a safe environment by adhering to health and safety laws and the latest official advice. Below are your responsibilities in ensuring safety during respiratory infections and pandemic situations.

- **Adhere to Safety Controls:**
    - Follow all pandemic safety measures, such as hygiene practices, social distancing and updated guidelines based on the latest health advice and as detailed in our risk assessments.
- **Stay Informed and Engaged:**
    - Keep up with company updates on health and safety changes and participate in discussions about workplace adaptations.
- **Use Protective Equipment:**
    - Use and dispose of provided PPE and hygiene materials correctly, whether working on-site or remotely.
- **Attend Training:**
    - Participate in all required training sessions on pandemic safety practices and apply the knowledge to protect yourself and others.
- **Comply with Flexible Working Arrangements:**
    - Follow instructions for remote work or staggered shifts as necessary to reduce the risk of infection.
- **Report Symptoms and Follow Procedures:**
    - Report any symptoms of infection or positive test results immediately.
    - Follow all required isolation, testing, and contact tracing procedures.
- **Take Care of Wellbeing**

By following these responsibilities, you help maintain a safe and healthy work environment for everyone during a pandemic.

- Use the resources provided to support your mental health and inform your supervisor if you need additional support.

Risk Assessment

Risk assessments are a key part of ensuring workplace safety, and it is important that all tasks involving potential hazards are properly assessed. This helps us identify risks, control them, and protect everyone involved.

Our Commitment

We will:

- **Carry Out Thorough Assessments:** Ensure that all hazardous tasks are assessed by a competent person, following applicable laws and best practices.
- **Apply Control Measures:** Use the hierarchy of control measures—elimination, substitution, engineering controls, administrative controls, and PPE—to minimise risks.
- **Communicate and Involve Employees:** Regularly consult and communicate with employees during the risk assessment process to ensure everyone is aware of the hazards and control measures.
- **Monitor and Review:** Continuously monitor the effectiveness of control measures and review risk assessments regularly or when circumstances change.

You need to:

- **Understand the Process:** Familiarise yourself with the risk assessment process, including how hazards are identified, and risks are controlled.
- **Engage in Risk Assessments:** Actively participate in risk assessments related to your tasks and provide input, especially if you are directly affected by the hazards.
- **Follow Safety Controls:** Adhere to all safety measures, procedures, and use of Personal Protective Equipment (PPE) as directed.
- **Report Hazards:** Immediately report any new hazards or ineffective controls to ensure timely updates to the risk assessments.
- **Stay Informed and Trained:** Be aware of the significant findings from risk assessments and attend any relevant training or safety awareness sessions.

Safe Systems of Work and Safe Operating Procedures.

To ensure a safe working environment, we implement Safe Systems of Work (SSOW) and Standard Operating Procedures (SOP), designed to minimise health and safety risks. These frameworks are in place to help you perform tasks - especially high-risk ones - under controlled conditions.

We are committed to reducing risks to "as low as reasonably practicable" through effective risk management, and we rely on your full cooperation to maintain this standard.

Safe Systems of Work (SSOW)

SSOW are designed to identify potential hazards and control risks before they escalate. By continuously reviewing and updating these systems, we aim to create a workplace where accidents are minimised. Your role is to follow these guidelines carefully and be proactive in reporting any safety concerns to your line manager.

Standard Operating Procedures (SOP)

SOPs are clear instructions on how tasks should be performed. They ensure consistency, efficiency, and safety in our operations. You are required to follow these procedures precisely to protect yourself and your colleagues. Comprehensive training will be provided, and you are expected to use this knowledge to work safely and effectively.

- **Follow Safe Systems of Work (SSOW) and Standard Operating Procedures (SOPs):** Adhere to all safety guidelines and procedures in place to minimise risks. Use the required personal protective equipment (PPE) as outlined in the procedures.
- **Complete Training:** Attend all training sessions related to SSOW and SOPs to ensure understanding and compliance.
- **Stay Updated:** Keep informed of any updates or changes to SSOW and SOPs and apply them in your daily tasks.
- **Report Concerns or Incidents:** Immediately notify your line manager if you encounter any safety concerns, incidents, or if you believe procedures are not being followed correctly.
- **Contribute to a Safe Workplace:** Work safely and responsibly, ensuring your actions do not put yourself or others at risk. Proactively contribute to maintaining a safe working environment.

Safeguarding

Safeguarding is everyone's responsibility, ensuring individuals are protected from harm, abuse, and neglect. You need to be aware of the different forms of abuse, which include neglect, bullying, financial, sexual, physical, psychological, discrimination, and institutional abuse. Key protection groups are children, young people, and adults at risk, particularly those with disabilities or in care.

You need to:

- **Stay Informed:** Understand safeguarding policies and the types of abuse.
- **Be Vigilant:** Look out for signs of abuse or neglect.
- **Report Concerns:** Promptly report any safeguarding issues to the Safeguarding Lead or a manager.
- **Follow Procedures:** Adhere to safeguarding practices to ensure the safety of vulnerable individuals.

Safeguarding Principles:

- **Empowerment:** Support individuals in making their own decisions with informed consent.
- **Prevention:** Take proactive steps to prevent harm.
- **Proportionality:** Ensure actions are appropriate to the risk.
- **Protection:** Safeguard those in need of support.
- **Partnership:** Work with others to improve safeguarding measures.
- **Accountability:** Maintain transparency and responsibility for safeguarding actions.

The Safeguarding Lead is responsible for overseeing concerns, ensuring thorough records are kept, and taking appropriate action when needed. You should raise concerns without hesitation, especially in cases involving potential crimes or harm, or when the individual lacks capacity. Not following safeguarding procedures could lead to significant harm for those we aim to protect.

Safety Signs

Safety signs are crucial in helping maintain a safe workplace. Your main responsibilities regarding safety signs are:

- Understand Safety Signs
    - Familiarise yourself with different types of signs, such as prohibition, warning, mandatory, emergency, and information signs. Know what they mean, and the actions required.
- Follow Instructions
    - Always follow the instructions on safety signs, such as wearing protective equipment or avoiding restricted areas.
- Report Issues
    - If you notice any safety signs that are damaged, missing, or unclear, report them immediately to your supervisor or the designated safety officer.
- Stay Informed
    - Pay attention to any updates or changes to safety signs and adjust your actions accordingly.
- Ensure Visibility

By understanding, following, and responding to safety signs, you are contributing to a safer workplace. Your actions help prevent accidents and protect the health and well-being of everyone, including yourself, your coworkers, contractors, and visitors.

If you have any questions about safety signs or need further clarification, please speak to your supervisor or a member of the safety team.

Stay alert, follow the signs, and let us work together to maintain a safe and healthy environment for everyone.

- Do not obstruct safety signs with equipment or materials. Ensure they remain visible and easy to read.

Smoking in the workplace - Care

We are committed to maintaining a safe and healthy working environment, following UK legislation to create a smoke-free workplace.

Your Responsibilities

- **No Smoking Indoors:** Smoking is prohibited in all enclosed or mainly enclosed work areas, including company vehicles.
- **Supervision in Smoking Areas:** Follow safety protocols when supervising service users in designated smoking rooms. You can choose whether to directly supervise service users while they smoke or assist them in and out of smoking areas, depending on your comfort level.
- **Limiting Exposure to Smoke:** We will limit your exposure to second-hand smoke by rotating staff and minimising the time spent in smoking areas.
- **Reporting Concerns:** If you have any concerns about exposure to passive smoke, report them to your supervisor immediately.
- **Adhering to Signage:** Follow the rules indicated by 'No Smoking' and 'Designated Smoking Area' signs displayed in relevant areas.
- **Support for Quitting Smoking:** If you want to stop smoking, reach out to HR for support and available resources.

Storage Systems

We are committed to providing safe and efficient storage systems that meet our operational needs and protect the well-being of all employees. This could range from office furniture, commercial shelving, mezzanine floors, to bespoke storage solutions.

Your Responsibilities

- **Safe Use of Storage Systems:** Use storage solutions to minimise manual handling risks and maintain a tidy workspace. Ensure materials are stored safely, reducing fire risks and using space efficiently.
- **Reporting Issues:** Immediately report any damage or safety concerns related to storage systems to your supervisor.
- **Proper Use of Equipment:** Ensure storage systems are appropriate for the materials being stored, considering weight and size limits.
- **Environmental Awareness:** Be mindful of lighting, overhead space, and surrounding structures to ensure safety around storage areas.
- **Training and Emergencies:** Follow training on the safe handling of materials and correct use of storage equipment. Be aware of emergency procedures, such as dealing with fires or spills related to storage.

- **Maintenance:** Report any maintenance needs to ensure storage systems remain in good condition.
- **Provide Feedback:** Share any suggestions or concerns regarding storage systems to help improve safety and efficiency.

Stress and mental wellbeing.

Whilst we prioritise your mental wellbeing and are committed to minimising stress in the workplace, you also have a part to play. You contribute to a healthy, supportive work environment where stress is managed, and mental wellbeing is prioritised by fulfilling these responsibilities.

Your responsibilities

- **Participation in Risk Assessments:** Engage actively in risk assessments and provide honest feedback to help identify stressors in the work environment.
- **Communication About Workload:** Communicate openly about your workload and any stress or challenges you are facing, enabling us to provide appropriate support.
- **Seeking Support from Mental Health First Aiders:** Reach out to a Mental Health First Aider if you are experiencing stress or mental health issues to receive guidance and support.
- **Attending Training and Recognising Early Signs:** Attend the provided training to recognise signs of stress in yourself and others. Be proactive in discussing any mental health or wellbeing concerns.
- **Monitoring and Reporting Concerns:** Stay vigilant regarding your work environment and report any potential stressors or mental health concerns that could affect you or your colleagues.
- **Utilising Health Checks and Support Services:** Take advantage of the support services offered, including health checks (especially if you are a night worker), and use the resources available to manage your wellbeing.
- **Engaging with Mental Health Initiatives:** Participate in any mental health and stress management initiatives. Speak up about any issues early to allow us to address them effectively.

Violence and Aggression

Your safety is our top priority. We are committed to maintaining a work environment that is free from violence, aggression, and any form of abuse. This policy outlines your responsibilities in recognising, preventing, and managing incidents of violence and aggression at work.

What is Work-Related Violence?

Work-related violence includes any form of verbal abuse, threats, or physical assault that occurs in connection with your job. This can happen in person, online, or via phone and

affects both you and your colleagues. We are committed to reducing these risks through prevention, support, and by addressing any incidents effectively.

Your Responsibilities

- **Adhere to Training and Procedures:** Follow the guidance and training provided on managing violence and aggression in the workplace. Apply de-escalation techniques and other methods learned during training to prevent or manage incidents.
- **Report Incidents Promptly:** Report any incidents of violence, threats, or aggression immediately, whether it involves verbal abuse, physical threats, or intimidation. All incidents, no matter how minor they seem, should be reported to supervisors or designated safety officers.
- **Cooperate with Security Measures:** Follow security protocols, such as using access controls, panic alarms, or other security features in place to protect yourself and others. Participate in emergency or incident response procedures as instructed.
- **Support Prevention Efforts:** Contribute to maintaining a safe environment by proactively identifying and reporting potential risks related to violence or aggression. Engage with any assessments or discussions regarding workplace safety and violence prevention.
- **Respect Workplace Boundaries:** Treat colleagues, clients, customers, and the public with respect to avoid contributing to escalating conflicts or stressful situations.
- **Care for Your Well-being:** Seek help if you experience stress, anxiety, or mental health issues stemming from workplace violence or aggression. Use the available support systems, such as counselling services, if needed.

Visit by an Enforcement Officer

Health and safety is a priority for everyone. From time to time, Enforcement Officers, appointed by the relevant authorities, may visit our workplace to ensure we are complying with health and safety regulations. Their role is to help us maintain a safe and healthy environment, and we appreciate their advice and guidance.

You play a vital role in ensuring we are always prepared for inspections. Please make sure you understand and follow all company health and safety procedures to ensure a safe and compliant workplace for everyone. Together, we can create a safe and healthy environment and maintain positive relations with Enforcement Officers when they visit our premises.

Your Responsibilities During a Visit

When an Enforcement Officer visits, it is crucial that you:

- **Cooperate fully:** Be respectful and provide any assistance requested. Do not obstruct their work or hinder their inspection in any way. If you are unsure on any matter, please speak with your manager or supervisor.

- **Follow instructions:** Comply with all reasonable instructions given by the officer to support their inspection.
- **Ensure compliance:** Familiarise yourself with relevant health and safety procedures and ensure you are following them.

Waste Disposal

We are committed to reducing our environmental impact through responsible waste management. You play a key role in supporting this effort by following proper waste disposal practices. By working together, we can reduce our environmental impact and maintain a safe, compliant, and sustainable workplace.

Your Responsibilities:

- **Use resources efficiently:** Minimise waste by choosing products with less packaging, using reusable items, and opting for digital formats instead of printing where possible.
- **Dispose of waste correctly:** Follow the procedures for separating recyclable materials and ensuring all waste is disposed of in the correct bins, particularly confidential, hazardous, and clinical waste.
- **Store waste securely:** Ensure all waste is stored in the designated areas, following the correct signage and preventing risks such as trips, fires, or attracting vermin.
- **Report issues:** If you notice any damage, spillage, or overflowing waste, report it immediately to management.
- **Training and compliance:** Training will be provided as necessary to ensure everyone understands and follows the correct procedures.
- **Support with Waste Audits:** Ensure your actions support the business in achieving goals and objectives in relation to waste management and disposal.

Welfare

We are committed to ensuring that appropriate welfare provisions are in place for all employees and others who may occasionally visit our premises, including clients, visitors, and contractors. When planning our workplace, we will carefully consider the overall working environment and surrounding areas to ensure a safe and comfortable space for everyone.

Your responsibilities:

- **Welfare Facilities:** You are responsible for using welfare facilities properly and reporting any damage or issues promptly. This ensures facilities remain in good condition and available for everyone’s use.
- **Managing Workplace Hazards:** You must be aware of potential hazards in your work environment and follow all safety measures in place. It's important to report any risks or unsafe conditions to management.

- **Maintaining the Working Environment:** You must help maintain a safe and clean working environment by keeping your workspaces tidy, using equipment responsibly, and reporting any hazards or maintenance needs, such as unsafe floors or faulty equipment.
- **Using Facilities Safely:** You must use shared spaces, such as rest areas, toilets, and changing rooms, respectfully and responsibly. You must adhere to safety guidelines when using equipment such as lifts or escalators.
- **General Safety Awareness:** You are expected to stay aware of your surroundings and follow guidelines on areas such as ventilation, lighting, and temperature control to ensure a safe and comfortable working environment for all.

Work Equipment

This section outlines the safe use, handling, and maintenance of work equipment at our company. Following these guidelines is essential to ensure a safe working environment for everyone:

- **Suitability:** All equipment provided by the company will comply with safety standards (CE/UKCA marked) and be suitable for the job at hand.
- **Ergonomics:** We will assess accessibility and ergonomics to prevent musculoskeletal issues, taking into account noise and vibration where necessary.
- **Safety Features:** Equipment must have appropriate safety guards, controls (including stop/emergency stop), and clear safety markings.
- **Preventative Maintenance:** We will implement regular maintenance schedules, including inspections, tests, and thorough examinations, as required by law and manufacturer instructions.
- **Equipment Records:** Records of all maintenance, inspections, and repairs will be maintained.
- **Monitoring and Review:** We will monitor work equipment usage and retain maintenance records. Regular reviews will ensure continued safety compliance.
- **Incident Investigation:** Any incidents involving work equipment will be investigated to improve safety practices
- **Health Monitoring:** We will organise appropriate health checks to detect any early signs of work-related health issues when risks cannot be entirely eliminated.

Your Responsibilities:

- **Risk Assessment:** Ensure that any equipment you are required to use has been assessed for risks, and only operate equipment if it is suitable for the job.
- **Follow Procedures:** Always follow the manufacturer’s instructions, safety features, and operating procedures.

- **Comply with Safety Features:** Never bypass or remove guards, emergency stop devices, or other safety mechanisms.
- **Use Equipment Correctly:** Only use equipment for its intended purpose and ensure that you have received the necessary training to operate it safely.
- **Report Faults:** Immediately report any equipment defects or missing safety devices. Do not use faulty equipment.
- **Emergency Procedures:** In case of malfunction or hazard, follow the emergency procedures outlined during your training, such as activating the emergency stop button.
- **Pre-Use Checks:** Before using equipment, perform basic checks to ensure it's safe and operational.
- **Isolating Equipment for Maintenance:** Ensure that equipment is safely isolated (disconnected from power) before any repair, cleaning, or maintenance work.
- **Comprehensive Training:** Follow the training on the safe use of work equipment, including its risks, safety measures, and emergency procedures.
- **Specialist Training:** If equipment requires specific qualifications to operate, only trained and authorised employees may use it.
- **Restricted Use:** Only use equipment that you are permitted to use. Certain equipment may be restricted for specific employees, such as young workers, to ensure their safety.
- **Report Incidents:** Immediately report any accidents, near misses, or unsafe practices involving work equipment.
- **Continuous Improvement:** Participate in incident investigations to help improve safety measures and prevent future occurrences.
- **Participate in Health Surveillance:** If you are exposed to risks such as vibration, noise, or ergonomic issues, you will be required to participate in health surveillance programmes.

Always prioritise safety when using any equipment and report any concerns immediately.

Workplace Transport

Collisions between vehicles and people, other vehicles, or buildings can cause serious injury, death, and damage. We are committed to taking all reasonable steps to control traffic and pedestrian movements to minimise the risk of such incidents. By following these responsibilities, you help maintain a safe workplace. Always be vigilant, follow safety measures, and report hazards promptly.

Your Responsibilities:

- **Risk Assessment and Control:**
    - Participate in Risk Assessments: Assist in identifying hazards and follow risk-reducing measures.

    - Follow Safety Procedures: Adhere to safety protocols, especially during high-risk tasks like deliveries or vehicle loading.

- **Safe Driver Responsibilities:**
    - Hold Valid Licences and Training: Ensure your driving licence and training are up to date.
    - Fit to Drive: Only operate vehicles if you are fit, not fatigued or under the influence.
    - Follow Safe Driving Practices: Respect site speed limits and traffic rules, avoiding unnecessary reversing.
- **Safe Vehicle Responsibilities:**
    - Conduct Pre-Use Checks: Inspect vehicles before use and report any issues.
    - Report Maintenance Needs: Notify your supervisor of any vehicle malfunctions or damage.
    - Use Vehicles Properly: Ensure proper vehicle use, never overloading or misusing them.
- **Safe Site Responsibilities:**
    - Stick to Routes and Markings: Use designated pedestrian paths, crossing points, and vehicle routes.
    - Respect Barriers and Speed Limits: Follow site barriers, speed controls, and no-reversing policies where applicable
    - Wear any PPE (hi-vis, safety boots etc) as detailed in the risk assessment.
- **Accident and Near Miss Reporting:**
    - Report All Incidents: Immediately report any accidents or near misses.
    - Know Emergency Procedures: Familiarise yourself with emergency plans and first aid locations.
- **Communication and Training:**
    - Attend Training: Participate in all relevant transport safety training.
    - Follow Instructions: Comply with site rules, and supervisor guidance.
- **Site Monitoring and Improvements:**
    - Minimize Movement: Reduce unnecessary vehicle and pedestrian movement.
    - Contribute to Safety Audits: Provide feedback and participate in site safety inspections.

Young Persons

We recognise the legal obligations and restrictions related to employing individuals under 18, including offering work experience placements. Before any young person begins work, a comprehensive risk assessment will be conducted, and necessary safety information will be provided.

Employee Responsibilities when Supervising Young Persons:

- **Conduct Risk Assessments:** you must ensure that a thorough risk assessment is completed before the young person starts work. This assessment should consider their inexperience and ensure appropriate control measures are in place to prevent unnecessary risks.
- **Provide Training and Information:** you are responsible for making sure that young persons receive clear health and safety information, training, and supervision that is suitable for their role and level of experience. Follow-up checks should be done to confirm understanding.
- **Assign Safe and Appropriate Tasks:** you must assign tasks that match the young person's abilities and ensure that protective equipment and other safety measures are used as needed.
- **Ensure Compliance with Instructions:** you are required to give continuous guidance to young persons, ensuring they understand and comply with all safety instructions.
- **Monitor and Report Hazards:** you must be vigilant and report any potential hazards. You should encourage young persons to communicate any safety concerns or hazards immediately.
- **Maintain Communication with Parents/Guardians and Institutions:** The person responsible for engaging the young person should communicate with the young person's parents or guardians and any educational institutions involved, sharing risk assessments and relevant safety information.
- **Participate in Safety Reviews and Audits:** You are expected to engage in regular safety reviews and audits, ensuring that the environment remains safe for young persons. Any changes to tasks or the work environment should trigger reassessment of risks.
- **Health Surveillance and Emergency Procedures:** You should ensure that young persons are trained in emergency procedures and that health surveillance is conducted when necessary, prioritizing their ongoing safety and integration into the workplace.

Young Person's Responsibilities:

- **Receive Information and Training:** As a young person, you are responsible for paying attention to and understanding all health and safety information and training provided. You should ask questions if anything is unclear.
- **Follow Instructions and Supervision:** You must cooperate fully with your supervisor and follow all instructions to ensure your safety and that of others. Always seek guidance if you're unsure about a task or safety procedure.
- **Work Within Your Abilities:** Only perform tasks that have been assigned to you and that you feel comfortable doing. Never undertake activities that exceed your training or capabilities.

- **Report Hazards:** If you notice any hazards or have concerns about safety, it's your responsibility to report them immediately to your supervisor. This helps maintain a safe working environment for everyone.
- **Use Protective Equipment:** If you are provided with protective equipment, you must wear and use it correctly at all times. If you are unsure about how to use any equipment, ask for help.
- **Attend Health and Safety Training:** You should attend all required health and safety training sessions and participate actively to ensure you understand how to keep yourself and others safe at work.