



NEW ERA ENTERPRISES (E. LANCS.) LTD
HEALTH AND SAFETY POLICY
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HEALTH AND SAFETY POLICY STATEMENT

It is the policy of New Era to comply with the terms of the Health and Safety at Work Act 1974, and subsequent legislation to maintain a healthy and safe working environment.

All employees will be provided with such equipment, information, training and supervision as is necessary to implement the policy.

New Era recognise and accepts their duty to protect the health and safety of all visitors to the company, including contractors and temporary workers, as well as any members of the public who might be affected by our operations. Our duty extends to those places where we hold meetings or courses.

While the Board/management of New Era will, as far as is reasonably practicable, ensure the health and safety of its employees & volunteers, it is recognised that health and safety at work is the responsibility of each and every individual associated with the company. It is the duty of each employee/volunteer to take reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the well being of any other person.

The Board/management of New Era will provide every employee/volunteer with the training necessary to carry out their tasks safely. However, if an employee is unsure how to perform a certain task or feels it would be dangerous to perform a specific job then it is the employee's duty to report this to their manager. An effective health and safety programme require continuous communication between all employees. It is therefore every employee's responsibility to report immediately any situation which could jeopardise the well being of themselves or any other person.

All injuries, however small, sustained by a person at work must be reported to health and safety responsible persons. Accident records are crucial to the effective monitoring and revision of the policy and must therefore be accurate and comprehensive.

New Era's health and safety policy will be continually monitored and updated, particularly when changes in the scale and nature of our operations occur. The policy will be reviewed every twelve months, and a copy of the policy will be issued to all employees/volunteers. The specific arrangements for the implementation of the policy and the personnel responsible are detailed below.

A handwritten signature in black ink, appearing to read 'S. Rae'.

Signed

Approved by the Board of Directors
Date: 5th September 2019

To be reviewed: September 2020

Health and Safety Policy

INTRODUCTION

1. This statement outlines the organisation and arrangements for health and safety of staff/volunteers of New Era Enterprises Ltd. It is intended to cover, as far as is reasonably practicable, all matters of health, safety and welfare within the company. The objective is to provide a safe and healthy environment for employees, volunteers and the general public.
2. It is a fundamental principle of the Health and Safety at Work Acts that everyone at work should be aware of their statutory duties and responsibilities of themselves and others to take all reasonable steps to preserve and protect the health and safety of themselves and other people affected by the operations of the company.
3. The Board of New Era sees communication and co-operation between all employees/volunteers as an essential part of effective health and safety management. health and safety information will be communicated to employees orally at staff meetings, in writing in the form of this policy and by example. All employees/volunteers are expected to co-operate with safety responsible persons and to accept their duties under this policy.

A RESPONSIBILITIES

1. The Directors are responsible for:

- (a) the implementation of the health and safety policy of the company
- (b) ensuring staff comply with the duties and requirements embodied in the safety rules and arrangements
- (c) the monitoring and reviewing periodically the safety performance of the company and ensuring that action is taken in the event of unsatisfactory performance
- (d) delegating to the health and safety responsible persons the operational control of health and safety matters

2. The Health and Safety Responsible persons are responsible for:

- (a) reviewing any matter of health and safety and bringing it to the attention of the Board
- (b) responding to any matter of health and safety brought to them by members, employees, volunteers or visitors
- (c) carrying out workplace inspections regularly, and addressing any risks
- (d) notifying the appropriate authority in the event of notifiable accident or disease

The Health & Safety Responsible persons are: - Julie Standage, Kath Rowley

3. Persons having control of any group of employees have the duty and responsibility for:

- (a) the safe working of those employees/volunteers
- (b) the safety and statutory compliance of any place of work under their control
- (c) the maintenance of adequate supervision
- (d) consideration of the safety of visitors and members of the public - anyone chairing a meeting or holding a course must take a register of attendees in case of evacuation, and give suitable health and safety information at the onset of the meeting/course (see Attachment H)

4. All employees are responsible for:

- (a) familiarising themselves with the contents of the health and safety policy and arrangements for its implementation and always conforming to them
- (b) familiarising themselves with all documents issued by the company relating to health and safety, including information on: -

Office Safety	see Attachment A
Good Housekeeping	see Attachment B
List of Harmful Substances	see Attachment C
Fire and Emergency Procedures	see Attachment D
Reporting Procedures	see Attachment E
Manual Handling	see Attachment F
Personal and Premises Security	see Attachment G
Supervising the Safe Learner	see Attachment H
Infection Control	see Attachment I
Smoke Free Policy	see Attachment J

- (c) reporting all accidents, damage and incidents to the company as soon as possible after the event, and filling in an accident/incident report form as soon as possible after the event
- (d) using the CVS "IN/OUT" board, with the first and last person to indicate whether the organisation is in or out of the building. This is important as it is their register in case of an emergency evacuation of the building; visitors should sign in and out of the visitors' book at CVS reception.

B HEALTH AND SAFETY TRAINING

1. Staff legal obligation

Health & safety training is regarded as an indispensable part of an effective health and safety programme. It is essential that every worker in the organisation be trained to perform his or her job effectively and safely.

2. Induction and reading of Health and Safety Policy

A part of all new staff induction is to meet with the health and safety officer(s), to read this health and safety policy, and to sign to say it has been read and understood.

3. Further Health and Safety Information

All Health and Safety information is contained in:

- this health & safety policy.
- the health & safety file in the admin office.
- the New Era nursery health and safety policies and procedures.
- in literature contained with the health & safety files.
- H&S poster (displayed in the admin office, and the Nursery).
- Information updates are received via the H&S Commission newsletter and communicated to staff.

C HEALTH AND SAFETY LAWS/REGULATIONS

It is the policy of New Era to comply with the various health and safety laws as set out below:

1. Workplace (Health, Safety & Welfare) Regulations 1992

The health & safety responsible persons will conduct regular inspections of the workplace. In addition, inspections will be conducted in the relevant areas whenever significant changes in the nature and/or scale of company operations occur. The law states that a risk assessment must be “suitable and sufficient” and must be documented. See New Era’s specific risk assessment files.

Workplace inspections will also provide an opportunity to review the continuing effectiveness of the policy and to identify areas where revision of the policy may be necessary, to identify risks and to minimise these.

General guidance on “Office Safety” is set out in Attachment A, and on “Good Housekeeping” in Attachment B. Further information is on the government website [www.hse.gov.uk/ office safety](http://www.hse.gov.uk/office_safety), and in H&S Executive leaflets ‘[Workplace Health, Safety & Welfare](#)’, and ‘[Health and Safety Made Simple](#)’, the ‘[Health and Safety Toolbox](#)’ and information on ‘[Risk Assessment](#)’ is on the website too.

2. European Directive on Pregnant Workers

In addition to the general risk assessment, a further assessment of risk to new or expectant mothers will be conducted. Where a risk is identified, working conditions and/or working hours will be adjusted to avoid the risk.

3. Provision and Use of Work Equipment Regulations

New Era will endeavour to ensure that all equipment used in the workplace is safe and suitable for the purpose for which it is used. All employees will be provided with adequate information and training to enable them to use work equipment safely. The use of any work equipment which could pose a risk to the well being of a person in or around the workplace will be restricted to authorised persons. All work equipment will be maintained in good working order and repair. All work equipment will be clearly marked with health and safety warnings where appropriate.

4. Manual Handling Operations Regulations

Manual handling operations will be avoided as far as is reasonably practicable where there is a risk of injury. Where it is not possible to avoid manual handling operations, an assessment of the operation should be made, considering the task, load, the working environment and the capability of the individual concerned. All possible steps should be taken to reduce the risk of injury to the lowest level possible by referring to Attachment F 'Manual Handling'. For further information see HSE leaflet '[Manual Handling at Work](#)' and other information on the http://www.hse.gov.uk/manual_handling website.

5. Health and Safety (Display Screen Equipment) Regulations

New Era will conduct health and safety assessments of all workstations staffed by employees who use VDU screens as part of their usual work and will ensure that all workstations meet the requirements set out in the Schedule to the Regulations and that all workstations meet these requirements.

The risk to users of VDU screens should be reduced to the lowest extent reasonably practicable. VDU screen users should take periodic breaks in their work and sit in a suitable seat and position. Eyesight tests will be provided for VDU screen users on request and the basic corrective equipment, such as glasses or contact lenses, provided when health and safety legislation require us to do so.

All VDU screen users will be given appropriate and adequate training on the health and safety aspects of this type of work and will be given further training and information whenever the organisation of the workstation is substantially modified.

For further information see HSE leaflet '[Working with display screen equipment \(DSE\)](#)' and other information on the www.hse.gov.uk - DSE website.

6. Control of Substances Hazardous to Health Regulations (COSHH)

An assessment is conducted of all work involving exposure to substances hazardous to health. The assessment is based on manufacturers' and suppliers' health and safety guidance, and our own knowledge of the work process.

New Era ensures that exposure of employees to hazardous substances is minimised and adequately controlled in all cases. All employees who encounter hazardous substances receive comprehensive training and information on the health and safety issues relating to that type of work. Assessments are reviewed periodically, whenever there is a substantial modification to the work process and if there is any reason to suspect that the assessment may no longer be valid.

As New Era is an office-based workplace, harmful substances are kept to a minimum; however, there is a list of harmful substances which occur in the office which is contained in Attachment C. This list includes the treatment used if there is a misuse of the substances. These lists are also posted in the areas where the substances occur.

7. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

The Health & safety Officer/ 5 Employer should submit reports under RIDDOR which should only be made online at: -

http://www.hse.gov.uk/riddor/report.htm?utm_source=govdelivery&utm_medium=email&utm_campaign=digest-9-nov&utm_term=stats&utm_content=textlink-2

Responsible persons should complete the appropriate online report form listed below. The form will then be submitted directly to the RIDDOR database. You will receive a copy for your records.

- [Report of an injury](#)
- [Report of a dangerous occurrence](#)
- [Report of a case of disease](#)

All incidents can be reported online but a telephone service is also provided for reporting fatal/specified, and major incidents **only** - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

All eyewitness accounts will be collected as near to the time of the accident as is reasonably practicable. Any person required to give an official statement has the right to have a solicitor or trade union representative present at the company's expense.

The complete report will then be submitted to and analysed by the Board who will attempt to discover why the accident occurred and what action should be taken to avoid a recurrence of the problem.

All reports will be submitted to a solicitor who will advise on liability, proceedings and quantum of damages. The solicitor will then submit the report to the company's insurance risk advisors for assessment.

A follow up report will be completed after a reasonable time period examining the effectiveness of any new measures adopted.

Reporting of procedures to the relevant authorities is set out in Attachment E.

D FIRE SAFETY PROCEDURES

The CVS centre fire safety procedures are the responsibility of the CVS Centre staff. New Era make themselves aware of these procedures.

The centre fire and emergency procedures are clearly indicated around the building on the walls of the centre, and on the inside door of the New Era offices. These should be read and noted by all staff and communicated to clients, visitors, and students.

New Era's responsibility is to carry out a fire risk assessment of its own office spaces within the building. This is carried out to identify the fire hazards, to reduce the risk of those hazards causing harm to as low as reasonably practicable, and to decide what physical fire precautions and management arrangements are necessary to ensure the safety of people on the premises if a fire does start.

There is a written record of the fire risk assessment, the actions to be taken as a result of the assessment and details of anyone especially at risk, and this is reported to and monitored regularly by the health and safety responsible persons and the board of New Era.

1. All employees within the company have a duty to report immediately any fire, smoke, or potential fire hazards to the health and safety responsible persons and to dial the fire service (999).
2. All employees have a duty to conduct their operations in such a way as to minimise the risk of fire. Smoking is prohibited in all areas of the workplace/centre buildings. All employees are responsible for keeping their work areas safe from fire.
3. An integrated smoke detector system is in place throughout the premises. If a smoke detector sounds it is the responsibility of any employee to evacuate the building. Employees are expected to tackle a fire themselves only if it poses no threat to their personal safety to do so.

DO NOT TAKE ANY RISKS. THE MAIN PURPOSE OF EXTINGUISHERS IS TO ENABLE YOU TO MAKE A SAFE EXIT FROM THE BUILDING BY EXTINGUISHING ANY FIRE IMPEDING YOUR EXIT.

The CVS centre staff are responsible for the maintenance and testing of fire alarms and fire fighting equipment, and the holding of Fire Drills.

4. The fire exits are the front door, rear door, first floor fire exit and the fire escape door near the downstairs lift. Exit doors and corridors must never be locked, blocked or used as storage space whilst the premises are occupied.
5. In the event of the fire or emergency alarm being activated the fire procedure as set out in Attachment D is followed. A copy of this procedure is posted in the office and all staff should read and digest it. Practice fire drills are conducted periodically to ensure employee familiarity with emergency evacuation procedures. Anyone carrying out courses in the building should ensure that all visitors are aware of the procedure.
6. Many fires occur 'out of hours' but often result from carelessness or error during working hours. The risk of fire can be minimised by observing the following points: -
 - (a) Know the position of all fire exits from the building, the evacuation procedure, and the position of all fire alarms and fire fighting equipment. These are set out in Attachment D "Fire Procedure"
 - (b) Smokers must not smoke in the building. There is a designated smoking area in the yard, near the bottom steps of the first-floor fire exit
 - (c) Switch off all electric lights and appliances when offices are left unattended at lunchtime or at night
 - (d) Do not wedge open fire stop doors at any time
 - (e) Ensure that fire escape doors are kept unlocked during working hours

- (f) Do not move fire extinguishers from their positions for any reason (except in the event of a fire)
- (g) Keep only the minimum required of flammable items like petrol, paraffin, etc. When they are not in use, keep the containers tightly closed
- (h) Do not dry out clothing, towels, or tea towels close to direct heat sources where there is a risk of them igniting
- (i) Report defective fire doors at once to the CVS centre staff
- (j) Fire exits should be kept free from obstruction always

E FIRST AID

The first aid box is in the admin office with the accident book, located on the windowsill. It is clearly marked and accessible by all employees during working hours. The H&S responsible persons are responsible for keeping the first aid box stocked.

One person holding a current first aid certificate is responsible for the proper use and maintenance of the first aid kit.

If in contact with any bodily fluids, the injured person must apply their own dressings if possible, otherwise the first aider must use surgical gloves. Should further medical help be needed staff should be taken to casualty or an ambulance called. A list of staff doctors and next of kin to be contacted in case of an emergency is kept by admin.

There is a minimum of 2 qualified first aiders employed by New Era. They are Wendy Woodfine & Julie Nield-McKie.

First Aid certificates last for 3 years and need renewing before they expire, or a full First Aid Training course must be taken to re-qualify.

F GENERAL HYGIENE

General hygiene is important. Please take note of the following requirements:

- a) Kitchens – wash and put away your own cups and food materials; dispose of unwanted food. Every Friday food which is out of date will be disposed of; cloth hand towels are changed often and regularly
- b) keep work areas clean and tidy – untidy work areas are a hygiene, safety and fire hazard, use cleaning wipes to clean phones and computers regularly
- c) try not to eat food at desks, particularly over keyboards, as waste food collects and breeds infection
- d) bathrooms – paper towels are provided, as is a sanitary bin, nappy bags are to be used for nappies and placed in the general bin – please use
- e) wash hands well – see seminar notes in training section of H&S files

G USE OF MOBILE PHONES AND DRIVING

Any staff that drive as part of their working day should not use handheld mobile phones.

ATTACHMENT A

OFFICE SAFETY

- 1) Read and understand the company's health and safety policy and carry out your work in accordance with its requirements.
- 2) All employees should immediately report any unsafe practices or conditions to the health and safety Responsible Persons.
- 3) Ensure that the clothing and particularly the footwear you wear at work is suitable from a safety point of view.
- 4) Do not try to use, repair or maintain any office equipment or machinery for which you have not received instruction or training.
- 5) Report any defects in office equipment or machinery to admin.
- 6) No employee should undertake a job which appears to be unsafe.
- 7) No employee should undertake a job until he or she has received adequate safety instruction and is authorised to carry out the task.
- 8) Suggest ways of eliminating hazards and improving working methods.
- 9) Warn new employees, particularly young people, of known hazards.
- 10) All injuries must be reported to the health and safety Responsible Persons.
- 11) Familiarise yourself with the list of harmful substances and make sure you read and comply with the manufacturer's instructions when using them.
- 12) All waste materials must be disposed of carefully and in such a way that they do not constitute a hazard to other employees.
- 13) Any person under the influence of alcohol or any other intoxicating drug, which might impair motor skills or judgement, whether prescribed or otherwise, shall not be allowed at work.
- 14) Horseplay, practical joking or any other acts which might jeopardise the health and safety of any other person are forbidden.

ATTACHMENT B

GOOD HOUSEKEEPING

Hazards

Good housekeeping can make a large contribution to accident prevention. Untidiness leads to accidents and increases the risk of fire.

Precautions

- 1) Keep the work area tidy.
- 2) All waste, rubbish, paper, should be put into waste bins immediately and the bin should be emptied regularly.
- 3) All passages, stairs and entrances must not be obstructed.
- 4) Clean up all spillages immediately.
- 5) Where possible, do not allow machines or appliance cables to become a tripping hazard.
- 6) Report all damage to floors, fittings and equipment to Admin immediately, who will then report it to the CVS centre manager.
- 7) All Fire Doors and Fire Exits must be maintained free from obstruction always. Fire/smoke retention doors must **not** be restrained in the open position.

ATTACHMENT C

LIST OF HARMFUL SUBSTANCES

Office

Warnings and Treatment

Correction Fluid

Do not swallow or inhale

Photocopier Toners

Dust contact with the eyes can lead to mechanical irritation. This covers all toners used in the photocopying machine

Cleaning Materials

Warnings and Treatment

The list will vary, but likely to have the following products:

Plughole Unblocker

Causes severe burns
Contact with combustible material may cause fire
Harmful if swallowed
Irritated to eyes

PPE: 

Regulatory Information: 

Antibacterial Wipes

First aid measures include eye and skin contact, ingestion and inhalation for the lotion which may be released from the wipes

Baby Oil

First aid measures include eye and skin contact, ingestion

Antibacterial Cleaner

First aid measures include a description of first aid measures and more important symptoms and effect both acute and delayed for inhalation; eye; skin; and ingestion

Manikin Wipes

First aid measures include eye and skin contact, ingestion

Multi-Surface Aerosol Polish

First Aid measures, most important symptoms and effects (acute & delayed), indication of any immediate attention and special treatment needed for eye contact, inhalation, skin contact and ingestion

Hazards & Regulatory Information: 

Washing Up Liquid

As a general rule, in case of doubt or if symptoms persist, always call a doctor. NEVER induce swallowing by an unconscious person.

Hazard: 

Air Freshener

Use only as directed; use in well-ventilated areas; people suffering from perfume sensitivity should be cautious when using this product



Hazard:

Baby Wipes

There are two COSHH sheets for this product, one for fragranced and one for non-fragranced

Anti-bacterial Multi Surface

First aid measures for skin and eye contact inhalation and ingestion

WD40

First aid measures, and most important symptoms and effects (acute and delayed) for skin and eye contact inhalation and ingestion.



Hazard:

1001 Troubleshooter

First aid measures for skin and eye contact inhalation and ingestion

Furniture Polish

First aid measures for skin and eye contact inhalation and ingestion



Regulatory Information:

Glass Cleaner

First aid measures, most important symptoms and effects (acute & delayed), indication of any immediate attention and special treatment needed for eye contact, inhalation, skin contact and ingestion



Hazard:

Bleach

There are first aid measures for both neat and diluted bleach. Irritating to eyes and skin



Hazard:

Stationery Cupboard

Screen and Keyboard cleaner

First aid measures include inhalation, ingestion eye and skin contact

Spray Adhesive

In case of accident wash eyes and sensitive skin with clean cold water. If irritation persists, take medical advice



Computer Glass Cleaner
Whiteboard Foam Cleaner

Extremely flammable. Keep away from source of ignition
Use only in well ventilated areas. Pressurised container:
protect from sunlight and do not expose to temperatures
exceeding 50° C. Do not pierce or burn, even after use.
Do not spray on or near a naked flame or any
incandescent material. Keep out of the reach of children.
Do not breathe vapour or spray. If swallowed seek medical
advice immediately and show the product label

Please make sure that if any of these substances are spilt, they are cleaned up immediately, taking any necessary precautions to ensure safety.

See COSHH section in the health & safety file for Safety Material Data Sheets (SMDS) of all current substances. These are filed in alphabetical order for easy reference.

ATTACHMENT D

FIRE AND EMERGENCY EXIT PROCEDURE

In the event of a fire:

1. The person finding the fire should sound the alarm immediately. The alarm is a red push button as indicated on the centre maps. **The nearest ones to New Era's Office are at the top of both staircases along the corridor. ONCE THE ALARM GOES OFF THE LIFT MUST NOT BE USED.**
2. If you think you can extinguish the fire the nearest **extinguishers** are located as indicated in the centre maps. The nearest is at the top of the main staircase along the corridor from the office. There is a CO2 Fire Extinguisher in the project room by the door. It is marked "Carbon dioxide" – which may be used on electrical and flammable liquid fires.

DO NOT TAKE ANY RISKS. THE MAIN PURPOSE OF EXTINGUISHERS IS TO ENABLE YOU TO MAKE A SAFE EXIT FROM THE BUILDING BY EXTINGUISHING ANY FIRE IMPEDING YOUR EXIT.

3. **Smoke Detectors** are placed on all corridors and will activate the alarm.
4. On hearing the alarm leave the building, closing all doors behind you, via the nearest Fire Exit in an orderly fashion and meet at the assembly point **TURN RIGHT OUT OF THE REAR ENTRANCE OF THE BUILDING, EXIT THE YARD AND ASSEMBLE ON BLAKEY STREET OPPOSITE THE COURTYARD GATES** – do not collect any personal belongings.
5. The **centre administrators will have the IN/OUT information for the building. It is therefore very important to fill in this information every time you enter and exit the building.**
6. The **course tutor/chairperson** of any group using the meeting room should have noted the persons in the meeting room in the register and this register should be taken with them.
7. **At the meeting point** members of staff present are checked off by the centre admin person responsible, and persons using the meeting room are checked by the course tutor or chairperson from the register.
8. **No-one** is to return to the building until it is pronounced safe by the fire brigade or centre manager.

ATTACHMENT E

REPORTING PROCEDURES

Details of all accidents/incidents must be recorded in the accident book for the company.

Only 'responsible persons' including employers, the self-employed and people in control of work premises should submit reports under RIDDOR. If you are an employee (or representative) or a member of the public wishing to report an incident about which you have concerns, please refer to <http://www.hse.gov.uk/riddor/report.htm>.

Reporting online

Responsible persons should complete the appropriate online report form listed below. The form will then be submitted directly to the RIDDOR database. You will receive a copy for your records.

- [Report of an injury](#)
- [Report of a dangerous occurrence](#)
- [Report of a case of disease](#)
- [Report of flammable gas incident](#)
- [Report of a dangerous gas fitting](#)

If you have problems accessing a form, this may be due to the (Internet) security settings on the PC that you are using. A series of [frequently asked questions](#) is available to help you complete your online form.

Telephone

All incidents can be reported online but a telephone service is also provided for reporting fatal/specified, and major incidents **only** - call the Incident contact centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

Reporting out of hours

The HSE and local authority enforcement officers **are not an emergency service**. More information on when, and how, to report very serious or dangerous incidents, can be found by visiting the HSE [ways to contact HSE webpage](#). If you want to report less serious incidents out of normal working hours, you can always complete an online form.

Paper forms

There is no longer a paper form for RIDDOR reporting, since the online system is the preferred reporting mechanism. Should it be essential for you to submit a report by post, it should be sent to:

RIDDOR Reports
Health and Safety Executive
Redgrave Court
Merton Road
Bootle
Merseyside
L20 7HS

ATTACHMENT F

MANUAL HANDLING

We all at some point need to lift heavy objects during our work - here are some important points, using a basic lifting operation as an example:

Stop and think

Plan the lift. Where is the load to be placed? Use appropriate handling aids if possible.

Do you need help with the load? Remove obstructions such as discarded wrapping materials. For a long lift, such as floor to shoulder height, consider resting the load mid-way on a table or bench in order to change grip.

Position the feet apart, giving a balanced and stable base for lifting (tight skirts and unsuitable footwear make this difficult). Put leading leg as far forward as is comfortable.

Adopt a good posture when lifting from a low level, **bend the knees**. But do not kneel or over flex the knees.

Keep the back straight (tucking in the chin helps). Lean forward a little over the load if necessary, to get a good grip.

Keep the shoulders level and facing the same direction as the hips.

Get a firm grip. Try to keep within the boundary formed by the legs. The best position and type of grip depends on the circumstances and individual preference; but it must be secure. A hook grip is less tiring than keeping the fingers straight. If you need to vary the grip as the lift proceeds, do it as smoothly as possible.

Keep the load close to the body for as long as possible. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, slide it towards you before trying to lift.

Don't jerk, lift smoothly, keeping control of the load.

Move the feet. Don't twist the body when turning to the side.

Put down, and then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

These are guidelines only – remember to ask if you are in any doubt about how to lift something.

Further information is in www.hse.gov.uk/manual_handling

ATTACHMENT G

Personal Security and Lone Worker Policy

Personal

To minimise the risk to personal security of staff working in the community the following measures should be carried out.

1. Diary Sheets – Staff to give detailed information on whereabouts during the day, and that any variation from this staff should phone in or WhatsApp. Staff should indicate on the diary sheet their estimated time of arrival and any variations should be phoned in or WhatsApp. If staff are visiting clients in their homes, they should leave brief details with admin and expected time of return.
2. Mobile phones - Staff working out of the office should carry mobile phones.
3. WhatsApp – A WhatsApp group has been set up so that staff can let people know when they are visiting and leaving appointments.
4. Personal safety guidelines – All staff should read the Suzy Lamplugh Trust leaflet [Personal Safety at Work Guidance for all Employees](#) and Lone Working policy. These can be found at Dropbox/NEEL/Staff Handbook/Lone Working.

ATTACHMENT H

SUPERVISING THE SAFE LEARNER

1. Statement of intent

New Era recognises its responsibility for the safety of learners - either those being taught directly by its own staff, or staff sub-contracted to deliver training, on its own premises, or on any external premises used for the delivery of training.

Health and safety of the Learner is seen as of primary consideration in the delivery of any training offered by New Era.

2. Supervising the Safe Learner Guidance

New Era follows the following procedures:

- a) Getting the Right learners – When organising a course lay out the right skills and aptitudes are needed for the course. The suitability of the student to the course is assessed– including a Special Needs Assessment of the learner, and ways are worked out to accommodate any special needs.
- b) Setting out the Course Clearly – either in the course prospectus and course programme, or a job description. The learner is made aware of what is expected from them. Their roles and responsibilities are set out. They know from whom they undertake instruction and are aware that they must never undertake any task until they have been trained to do it safely.
- c) Individual Learning Plans – The learner has an individual plan so that they know the progress they should be making and are in control of their learning plan. This is reviewed regularly and includes provision for health and safety learning.
- d) Induction and Behaviour – into the learning setting(s) make the learner clear of what s/he is expected to follow in terms of health and safety procedures and behaviour.
- e) Risk Assessment – is made of premises to be used, and of any learner's needs. To be reviewed regularly.
- f) Training and teamwork – Teachers/supervisors are qualified to teach their subject matter, to be good mentors for students, and be trained in health and safety procedures. They should, in turn, train the learners in their subject matter, and in health and safety in an appropriate way so that the learner learns well from the process. Learning should be a 'team effort'.
- g) A safe environment – checks are made of any premises where learners are taught or carry out any work placements – see 'premises' below.
- h) Accident Control –any accidents are recorded and reviewed regularly with the learner. Any funding body, or course awarding body are informed, as well as the relevant Health and Safety Executive, of any accidents occurring during their execution.

3. Training

All members of staff are issued with this guidance and undergo training to ensure that they follow the procedures designed to promote the safety of the learner. Health and Safety training is given regularly to staff at Staff and Audit Meetings, and any new policies and procedures are communicated to staff.

4. Premises

Premises where training is to be held is subject to a check to ensure that they comply with all the health and safety provisions as laid out in New Era's health and safety policy. This includes:

- Having a written health and Safety policy in place
- Risk Assessment procedures
- Having designated health & safety responsible persons – these to be displayed on the health and safety Law poster, displayed in the office
- Training for staff and staff responsibilities
- Office safety, good housekeeping, general hygiene
- A safe place for learning – inspections; first aid facilities; accident reporting procedures; hazard reporting; lighting; ventilation; temperature; cleanliness; water; sanitation; washing facilities; clothing storage; rest areas
- COSHH procedures
- RIDDOR, and other reporting procedures
- Manual handling regulations
- Compliance with health and safety laws, including display of the health & safety poster
- Fire safety procedures, fire risk assessment, fire extinguishers and annual certification
- Emergency exit procedures (including signage and drills) – the importance of a class register for any emergency exit procedure
- First aid provision
- Gas and electrical safety
- Personal and premises security

5. Induction and behaviour

Induction is structured and includes:

- A tour of the premises
- The company's legal responsibilities and duty of care
- The learner's legal responsibilities to themselves and others
- The company's health and safety policy, organisation and arrangements
- Supervision arrangements
- Significant risks and the control measures
- Prohibitions and health and safety rule
- Emergency fire arrangements
- First aid arrangements
- Accident, ill health and other incident reporting and investigation

6. Supervisor's support for the learner

This includes appropriate:

Mentoring; instructing; training; motivating; supporting; clarifying; checking; advising; enforcing safe behaviour

7. Responsibilities

Responsibilities for all learner health and safety is set.

- New Era Responsibility – to ensure that the health and safety policy is in place, its contents are acted upon, and all staff are trained adequately
- Tutor/Supervisor Responsibility – to ensure that they are aware of all health and safety provision as laid out by New Era, and that these provisions are communicated to the learner. To ensure that a full induction into the health and safety of New Era, and any other premises used for the training by New Era, is carried out with New Learners, and any new relevant matters are communicated to learners. To ensure that any problems regarding health and safety are communicated to the health and safety responsible persons of New Era
- Student Responsibility – to ensure that they comply with all health and safety provisions of New Era. All students have a duty to attend an induction, and any further health and safety training from New Era. Students are expected to take reasonable care of their own and other people's welfare, and to report any situation which may pose a threat to the well-being of any other person during the duration of the course – both during tutored sessions, and on placement. Students should read all health and safety notices, make sure they are aware of all emergency exit procedures, report any hazards or defects in equipment, report any accident or injury, obey any 'no smoking' signs. Reporting should be to the tutor responsible

8. Compliance

New Era has in place procedures for ensuring compliance in all health and safety matters set out above on its own premises. Checks are made of all other premises to be used by learners to ensure that these provisions are made. There is pro-forma (a health & safety checklist) to facilitate this checking process and all premises used are checked against it. The health & safety checklist is signed by the health & safety responsible person of the premises being checked.

New Era obtains a copy of the health and safety policy of any premises being used by learners, which is filed with its health & safety checklist. These are reviewed regularly by New Era, and the trainer using any premises reports back to New Era regularly on health and safety issues.

ATTACHMENT I INFECTION CONTROL

1. Staff should minimise the risks of infection within the workplace by following the practices in the sections in this policy on good housekeeping and hygiene.
2. Staff should be aware of the importance of hand washing in reducing the risk of cross infection. Staff can refer to the training [Have You washed your hands?](#)
3. Staff who are in contact with adults where they think there may be a risk of infection by a blood borne virus should take particular care.

Staff should be aware that blood borne viruses cannot be caught by any routine socialising – talking, sitting next to someone, shaking hands etc, or from hand wash basins or toilet seats. In order to become infected blood or body fluids must pass from an infected person to someone who is not immune via blood or bodily fluids.

4. It is thought that the risk to staff of infection by blood borne viruses through normal working with clients is very low, however staff should be aware of any possible risks when working with clients who may be from a high-risk group, and take any precautionary measures necessary to minimise the risk of an 'inoculation' or 'sharps' injury:
 - cover any open wounds with appropriate dressings
 - Wear gloves if working in any risk area e.g. a domestic setting with a client.
5. What constitutes an 'inoculation injury':
 - inoculation of blood by a needle or other 'sharp' i.e. skin prick
 - a human bite where blood is drawn
 - contamination of broken skin with blood i.e. cuts or abrasions
 - blood splashes to mucous membrane e.g. eyes or mouth
 - Swallowing a person's blood e.g. after mouth to mouth resuscitation.
6. If a member of staff has sustained an inoculation injury the following procedure should be adopted:
 - encourage the wound to bleed (do not put into mouth)
 - wash area with soap and running water
 - apply a waterproof dressing
 - any splashes of blood should be washed from eyes/mouth with water
 - inform manager and health and safety officer
 - complete an accident form
 - attend Occupational Health Department
 - Out of hours – Attend Accident & Emergency at the hospital.
7. Further information can be obtained from the East Lancashire Hospitals NHS Trust [Infection Control Presentation](#).

ATTACHMENT J

SMOKE FREE POLICY

Purpose

This policy has been developed to protect all employees, service users and visitors from exposure to second-hand smoke and to assist compliance with the Health Act 2006.

Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

Policy

It is the policy of New Era Enterprises that all our workplaces are smoke free, and all our employees have a right to work in a smoke free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles. This policy applies to all employees, volunteers, consultants, contractors, service users, and visitors.

Implementation

Overall responsibility for policy implementation and review rests with the health and safety responsible person. However, all staff are obliged to adhere to, and support the implementation of the policy. The health and safety responsible person shall inform all existing employees, volunteers, consultants and contractors of the policy and their role in the implementation and monitoring of the policy. They will also give all new personnel a copy of the policy on recruitment/induction.

Appropriate 'no smoking' signs will be clearly displayed at the entrances to and within the premises, and in all smoke free vehicles.

Non-compliance

Disciplinary procedures will be followed if a member of staff does not comply with this policy. Those who do not comply with the smoke-free law may also be liable to a fixed penalty fine and possible criminal prosecution.

Help to stop smoking

The NHS offers a range of free services to help smokers give up. Visit gosmokefree.co.uk or call the NHS Smoking Helpline on **0300 123 1044** (All lines are open Monday to Friday 9am to 8pm and Saturday and Sunday 11am to 4pm) for details.

Smoking area in the Courtyard

There is a designated smoking area in the rear courtyard of the CVS Centre at the rear of the fire escape from the first floor. Smokers are asked to use the bins provided for waste products.