

# **Harrow Independent College Ltd**

## **Health and Safety Handbook**

**version 1.0**

# Accidents Policy

## INTRODUCTION

An accident is an unplanned or uncontrolled event that may or may not result in personal injury, damage to equipment, premises or environment. Accidents where no personal injury occurs may be referred to as incidents.

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It is our policy to:

- Record all injuries in our Accident Book and instruct employees on the procedure to be followed.
- Keep records of all accidents/incidents involving non-employees, ensuring the details of their status e.g. visitor, contractor etc. is recorded.
- Seek advice from Croner on any situation reportable under RIDDOR and any serious 'near miss' incident.
- Report all injuries, industrial diseases and dangerous occurrences, as detailed in RIDDOR, to the Enforcing Authority.
- Keep records of all accidents/incidents, detailing those that are reportable and how they were reported.
- Keep details of occupational ill health, including how this was reported to the Enforcing Authority where appropriate.
- Investigate all accidents, including 'near miss' incidents, to prevent recurrence.
- Ensure first aid provision is readily available.

# Communication and Consultation Policy

We recognise the value of effective methods of communication and consultation in achieving a positive health and safety culture in our business. This not only ensures that up-to-date information is available when required, but also that our workers are fully involved with our management of health and safety.

It is our policy to:

- establish effective lines of communication, both internally and externally, as required
- involve and consult with workers on issues affecting their health and safety at work, and to take account of their views on these matters; communication and consultation takes place through:
  - individual conversations
  - staff meetings
  - notice boards
  - internal publications
  - health and safety committee meetings
  - representatives of staff safety.
- provide information on performance, lessons learned from incidents, plans, standards, procedures and systems of work, etc
- display hard copies or make available electronically copies of:
  - the *Health and Safety Law — What You Should Know* poster
  - our current Certificate of Employers' Liability Insurance
  - our Health and Safety Policy Statement.

- consult with workers when changes to processes, equipment, work methods, etc are introduced into the workplace that may affect their health and safety
- notify all workers of the arrangements for appointing a competent person
- recognise the legal rights of non-unionised staff representatives.

# Contractor Appointment and Management Policy

The term “contractor” applies in the broadest sense to any individual or organisation that enters into an agreement with us to provide services. This could include builders, plumbers, electricians, cleaners, etc

It is our policy to:

- assess, as far as is reasonably practicable, the competence of contractors prior to finalising contractual agreements
- whenever possible, use contractors that are members of a trade association relevant to their work
- request health and safety information from the contractor that is relevant to their activities at our premises
- meet with the contractor prior to their starting work to:
  - establish rules and guidelines for their operations whilst on our premises
  - provide information on our activities that may present a hazard to contractors, and identify activities and actions that must be avoided
  - communicate emergency actions, including fire, first aid and accident reporting arrangements
  - define the areas in which the work is to be carried out and any segregation arrangements
  - define areas that are not accessible to the contractors
  - agree routes to and from the work sites and welfare facility access.
- stop contractors working immediately if their work appears unsafe; staff should report any concerns to a manager immediately
- consult Croner if there is any possibility of the Construction (Design and Management) Regulations 2007 applying to contractors' work.



# Display Screen Equipment Policy

We recognise that incorrect use of display screen equipment (DSE) may result in ill health, such as pains in the arms, neck, elbows, wrists, hands and fingers, temporary eyestrain and headaches, fatigue and stress.

It is our policy to:

- identify users of DSE, as defined under current legislation; in general we interpret “users” as staff who use this equipment for at least an hour or more at a time, or more or less daily
- carry out a specific risk assessment of each workstation, taking into account the DSE, furniture, working environment and user
- take the necessary measures identified in the assessment to reduce risks to the lowest reasonably practicable extent
- ensure that risk assessments are regularly reviewed
- advise staff of the findings of the assessment on their own workstation
- advise users of the opportunity for free eye and eyesight tests and the purchase of any corrective lenses, at our expense, when they are required specifically to use DSE
- ensure the software we use is suitable for any tasks
- provide information and training for staff on the risks to health from using DSE, and how to avoid them.

# Electrical Safety Fixed Installation

The fixed installation consists of the switchgear and electrical distribution systems throughout our premises. We recognise that electrical equipment is potentially hazardous, and will identify risks to persons and reduce those risks in accordance with current safety legislation and guidance.

It is our policy to:

- ensure that a competent electrician inspects and tests all fixed installations at the intervals recommended in current guidance, and that the appropriate report is issued and retained
- ensure that those who carry out work on electrical systems are competent and use the correct equipment
- inform employees that they must not carry out any electrical fault finding or repairs unless trained and authorised to do so
- ensure that all employees are informed of the need to immediately report any problems encountered in connection with electrical supplies, circuitry or switches
- isolate or take out of service any faulty electrical system or equipment
- test electrical circuits following repair and prior to reinstating their use
- provide emergency and first-aid information to cover the actions to be taken in the event of electric shock or burns.



# Fire Safety Policy

We recognise that fire prevention is an important obligation for all organisations, including ours, and that fire has the potential to present significant risks to our health and safety.

It is our policy to:

- identify the person responsible for fire safety within our premises
- appoint competent persons for fire safety to implement the requirements of fire safety legislation
- assess the risks from fire at our premises and implement appropriate control measures
- ensure good housekeeping in order to minimise the risk of fire
- provide means of detection and giving warning in case of fire
- inspect and/or test fire safety equipment at the appropriate intervals
- provide and maintain safe means of escape from premises in the event of a fire
- maintain all fire detection, fire-fighting equipment and installations
- implement a procedure for the action to be taken in the event of a fire
- train and instruct staff in fire safety, including the carrying out of fire drills
- keep records of all fire safety matters
- ensure that all visitors are made aware of the fire precautions and emergency arrangements
- identify people with any disability or impairment who may require assistance in the event of a fire
- consult with other parties involved with fire safety within our premises.

# First Aid Policy

We recognise that by providing suitable first-aid facilities, having regard to the nature of our undertaking and the number and location of our staff, we may reduce the immediate impact of any accident.

It is our policy to:

- appoint and train suitable numbers of first-aid personnel
- provide and maintain suitable and sufficient first-aid facilities
- ensure that first-aid facilities, equipment and personnel are readily available
- provide additional training for first-aid personnel as necessary, to take into account any specific hazards.

# Asbestos Management Policy

We recognise that breathing in air containing asbestos dust can lead to asbestos-related diseases. These are mainly cancers of the chest and lungs.

It is our policy to:

- take reasonable steps to locate that are likely to contain asbestos
- assume that any material contains asbestos unless there is evidence that it does not
- keep an up-to-date, written record on the location of asbestos-containing materials (ACMs)
- monitor the condition of these ACMs
- assess the risk of exposure from asbestos and presumed ACMs
- prepare and implement a management plan to control these risks
- ensure the written record on the location of ACMs is brought to the attention of persons who need to know, eg building maintenance workers, contractors, etc
- only allow work on asbestos, including its removal, to be carried out by suitably trained and equipped persons
- only allow work on asbestos insulation, asbestos coating and insulating board (including sealing and removal) to, and friable\* asbestos containing materials be undertaken by a contractor licensed by the Health and Safety Executive
- ensure that if asbestos is inadvertently disturbed, the offending work is immediately stopped, the affected area vacated and sealed off and urgent advice sought from Croner
- not install asbestos in buildings, plant or equipment.

\*Easily crumbled

# Gas Safety Policy

If gas appliances and pipework are incorrectly installed and inadequately maintained, staff and others may be at risk from carbon monoxide poisoning, explosions and fire.

It is our policy to:

- use gas appliances which conform to appropriate standards
- ensure gas appliances and pipework are installed and maintained by a competent person
- keep records relating to gas appliance and pipework maintenance and safety checks
- create an emergency plan to deal with gas leaks, fire or explosions, and train staff in its implementation.

# Hazardous Substances Policy

Hazardous substances can be brought into the premises for use in various activities and processes, and can also be generated as a result of a process or activity. Exposure to hazardous substances can result in short- and long-term ill health and injury, and even in fatalities.

It is our policy to:

- identify and maintain records of all hazardous substances used or created in the workplace, and keep suppliers' safety data sheets available
- use safer substances where suitable substitutes exist
- risk assess work activities involving hazardous substances
- record the findings of the risk assessments, and review them periodically or when changes occur
- introduce effective control measures to ensure, where reasonably practicable, exposure to hazardous substances is prevented or adequately controlled to minimise the health risk
- take steps to ensure the use of control measures
- maintain control measures in effective working order and, where appropriate, ensure that they are periodically examined and tested
- undertake monitoring of exposure to hazardous substances, where appropriate
- place employees under suitable health surveillance in appropriate cases
- ensure that those responsible for managing work likely to result in exposure to hazardous substances are adequately trained and competent
- inform, instruct and train employees about the risks and the precautions to be taken to protect themselves or others from the harmful effects of hazardous substances
- ensure that, in appropriate cases, suitable arrangements are in place for dealing with accidents, incidents and emergencies
- ensure that no new substances are introduced into work activities without approval of a designated manager, and before an assessment of the risk is carried out.



# Hazard Reporting Policy

We recognise that staff have an invaluable monitoring role within the workplace in helping to identify hazards before they cause an injury or accident. In addition, staff also have a legal duty to report conditions that might cause harm.

It is our policy to:

- have an effective system in place for the reporting of hazards found by staff in the workplace
- ensure all reported hazards are dealt with expediently and efficiently
- check that action has been taken following receipt of a hazard report
- train staff to verbally report the following circumstances immediately:
  - discovery of a fire
  - ineffective, defective or missing guards
  - damaged or ineffective personal protective equipment or clothing
  - faulty equipment that cannot be operated safely
  - insufficient training or information to carry out work safely
  - insufficient information on the use and handling of a hazardous substance
  - spillage of a hazardous substance
  - potential incidents or dangerous occurrences.
- complete checklists for hazard spotting at prescribed intervals.

# Maintenance Policy

There is a legal requirement to ensure all workplaces and equipment used at work are adequately maintained.

It is our policy to:

- carry out routine maintenance to our premises, plant and equipment to ensure that there are no significant risks to the health and safety of our staff, and others who could be affected
- ensure that those who carry out maintenance are competent to do so and, where appropriate, provide documentation and records of their maintenance activities
- ensure that where specialised examinations or inspections are required, they are carried out by a competent person, eg on fire safety equipment
- routinely maintain items of fabric, plant and equipment that are not included in the statutory examination and testing arrangements
- ensure that maintenance is carried out in such a way that it does not present significant risks to the health and safety of those undertaking the work, or others who may be affected by the maintenance activity
- establish the frequency at which maintenance activities are carried out to ensure that:
  - safety-related features always function correctly
  - manufacturers' guidance is followed
  - operating conditions, such as the working environment and intensity and frequency of use, do not affect equipment safety to such an extent as to create an increased risk to health and safety
- agree specific maintenance responsibilities with companies that supply us with leased or hired work equipment



- carry out inspections of work equipment prior to use for the first time, and following re-installation after the moving of equipment, to ensure correct installation and that the equipment can be used and maintained safely
- record these inspections when the safety of the equipment depends on the installation
- operate a planned maintenance scheme which includes safety-related features of all our plant and equipment.

# Manual Handling Operations Policy

We recognise that manual handling causes a third of all accidents and injuries to persons at work, and that these injuries may result in both temporary and permanent disability.

It is our policy to:

- avoid, so far as is reasonably practicable, the need for members of staff to carry out any manual handling tasks that involve a risk of being injured
- carry out an assessment of manual handling activities which cannot be avoided
- take appropriate steps, based on the risk assessment, to reduce the risk of manual handling injuries
- consider the use of mechanical handling aids to reduce the need for manual handling
- inform members of staff of their duties
- train members of staff, as appropriate.

# Monitoring Policy

We recognise the importance of undertaking monitoring and carrying out checks to ensure that our performance standards and specified objectives are met. Where they are not met, corrective action is taken to ensure that accidents and incidents do not occur as a result.

We also recognise that, for the monitoring system to be effective, both active and reactive monitoring must be carried out. Active monitoring and checking will be used to ensure any potential problems are identified and dealt with before they result in an accident, ill health or injury. Reactive monitoring will be carried out in the event of such an incident occurring, when the matter will be investigated fully so that steps can be taken to prevent recurrences.

It is our policy to:

- carry out monitoring and checking as part of our health and safety arrangements at agreed frequencies, ie active monitoring
- carry out reactive monitoring following an accident, ill health or incident to ensure lessons are learnt from the event
- designate key employees to undertake monitoring and checking activities
- provide training and support to those employees undertaking monitoring and checking activities
- ensure that all policies, procedures and activities are covered by monitoring and checking
- have all completed monitoring and checking forms validated by a senior manager
- implement any required corrective actions identified by the monitoring and checking as soon as is reasonably practicable
- keep records of the monitoring and checking.

# Portable Electrical Appliances Policy

We recognise that the use of portable electrical appliances is potentially hazardous. We will identify risks to people, managing those risks in accordance with current safety legislation and guidance.

It is our policy to:

- maintain a register of all portable electrical appliances used by us and ensure that a competent person inspects and, where required, tests all such equipment at intervals identified in our risk assessment
- prohibit personal portable electrical appliances from being brought into our premises unless prior approval has been given and the equipment has been inspected by a competent person before use
- provide instruction to users of portable electrical appliances so that they are aware of the hazards and are able to spot visible defects prior to use
- inform staff that they must not carry out any electrical fault finding or repairs unless trained and authorised to do so
- ensure that all staff are aware of the need to stop using portable electrical appliances if problems are encountered, and to report any defects immediately
- isolate or take out of service any faulty electrical equipment
- test electrical appliances following repair and prior to reinstating their use
- provide emergency and first-aid procedures to cover the actions to be taken in the event of electric shock or burns
- take all reasonable precautions to ensure that any hired electrical equipment is safe to use.

# Personal Protective Equipment Policy

The requirement for the provision of personal protective equipment (PPE) is usually determined by risk assessment. PPE is only used as a last resort where risks to health and safety cannot be controlled adequately by other means.

It is our policy to:

- provide PPE where a risk assessment concludes that PPE is required
- ensure that all PPE will adequately protect the individual from the hazard, fits properly and is as comfortable as possible
- provide PPE that conforms to relevant British and European standards
- provide members of staff using PPE with relevant information and training
- supervise and monitor staff to ensure that the PPE is being used correctly
- keep a record of all PPE issued
- discipline employees who repeatedly refuse to use PPE in the correct way.

# Pregnancy At Work Policy

We recognise that the health and safety of staff who are pregnant, their unborn children, nursing mothers and their babies, and even the ability to become pregnant, can be affected by some work activities. It is therefore important that we carry out risk assessments on the activities carried out by female staff of child-bearing age.

It is our policy to:

- identify any activities which may put at risk female staff of child-bearing age, pregnant staff, their unborn children or breast-fed babies
- carry out pregnant worker risk assessments on the activities carried out by female staff of child-bearing age
- introduce additional control measures, where necessary, to protect those at risk
- bring the results of the assessments to the attention of relevant staff
- ensure that female staff are aware of the need to report their pregnancy to management as soon as it is known, and that this information will be held in confidence
- re-assess an individual's work activities and conditions once we have been formally notified that they are pregnant, have given birth within the previous six months or are breast-feeding
- comply with employment law on this subject.

# Risk Assessment Policy

We recognise that risk assessments are the most important part of effective health and safety management. Risk assessments help us to prevent accidents and ill health by considering the hazards that exist and how we manage them. From these assessments, we can develop safe systems and methods of work and ways to prevent problems occurring.

Specific risk assessments are required by certain regulations. These regulations may contain a particular reference to the requirement for risk assessment or may refer to the Management of Health and Safety at Work Regulations 1999 for this requirement.

It is our policy to:

- appoint a competent person/persons to carry out risk assessments, recording their details on our Health and Safety Law poster
- carry out suitable and sufficient risk assessments of our activities
- identify and carry out those specific risk assessments we are legally required to undertake
- carry out detailed risk assessments on hazardous activities
- implement the control measures and further actions required to reduce the risk identified in the assessments
- bring the significant findings of the risk assessments to the attention of those affected
- amend our risk assessments when changes occur, and review them regularly to ensure that they are kept up to date
- train staff on the principles of risk assessment, in particular the identification of hazards, and the implementation of control measures to remove or reduce the risk.

# Smoking Policy

We recognise the hazards and risks associated with both direct smoking and passive smoking and have adopted this policy and procedures to introduce controls.

It is our policy to:

- prevent smoking in all substantially and wholly enclosed areas
- ensure that members of staff and others are not exposed to passive smoking at work, as far as is reasonably practicable
- display “No Smoking” notices throughout all smoke-free areas
- designate and train person(s) in charge of implementing and enforcing the policy
- enforce our No Smoking policy as necessary
- provide support for employees who wish to stop smoking.



# Stress Policy

Stress is the reaction some people have to excessive pressures imposed upon them. As a result, stress occurs when people worry that they “cannot cope”. Therefore, stress, may be seen as the impairment of physical and behavioural performance from real or perceived challenges.

It is our policy to:

- take stress seriously and to sympathetically help those employees who admit to feeling pressured
- train managers and supervisors to recognise the signs of stress
- encourage supervisors and managers to watch for signs of stress and to listen to employees' views regarding the pressures of their work
- ensure that adequate training is provided in order that employees can carry out their tasks confidently
- provide, where practicable, scope for varying work patterns, and to allow employee input into how the work is carried out
- ensure that people are treated fairly and consistently
- take accusations and cases of bullying and harassment seriously, and investigate all such accusations and incidents
- encourage good two-way communication
- prioritise tasks and, where possible, give warning of urgent tasks
- seek professional outside help if it is suspected that stress may be a problem in the workplace.

# Training Policy

Training is a vital part of our strategy to effectively manage health and safety issues within our business. When carried out effectively, it can change our staff's perception of risk and result in significant improvements in health and safety performance, preparing our staff to work safely and reducing accidents and damage to our premises and equipment. It is also a general factor in motivating staff, so that improvements are often found in overall commitment and work performance, and ensures that staff are competent and confident when carrying out their work. It is our legal responsibility to provide adequate health and safety training.

It is our policy to:

- identify the health and safety training needs associated with our work activities
- provide the following health and safety training for our staff:
  - induction training for new starters
  - training on our health and safety policies and procedures
  - work activity training relevant to the member of staff, including the use of any equipment
  - training required by specific legislation
  - training on fire and emergency procedures, including alarm raising
  - training on the recognition, handling and use of hazardous substances
  - awareness training for management staff
  - refresher training where identified in our training needs analysis.
- keep records of all staff training and related documents.
- ensure that staff are aware of their legal obligation to co-operate and to put into practice any new instruction or guidance given.

# Visitors Policy

As an employer and occupier of premises, we have a duty of care towards all visitors, including contractors, and are required to have regard to their health and safety, particularly as they may be unfamiliar with our premises, activities and hazard controls.

It is our policy to:

- ensure, as far as is reasonably practicable, the health, safety and welfare of all visitors to our premises
- control the access of visitors, including contractors, to ensure the health, safety and security of our staff
- ensure that visitors are aware of our rules and procedures
- accompany visitors wherever possible or, if unaccompanied, warn them of any danger areas or foreseeable risks
- take or direct visitors to the fire assembly point in the event of an evacuation of the premises
- record all injuries to visitors in the Accident Book and carry out a thorough investigation; if the injury is of a serious nature or fatal, we will make contact with Croner for further advice
- inform visitors of our smoking policy.

# Work Activities Policy

Our work activities are diverse and may present significant hazards to our health and safety which must be controlled. This policy outlines the actions to be taken to identify hazards and control risks, and illustrates our commitment to those controls.

It is our policy to:

- carry out risk assessments on activities which present health and safety hazards
- provide appropriate control measures to minimise risks arising from work activities, including information, instruction, training and supervision
- train staff to carry out their work in a safe manner
- develop work instructions, where necessary, to control health and safety — over and above our health and safety rules.

# Work at Height Policy

Statistics show that falls from height are the most common cause of fatal injury and the second most common cause of major injury to employees. The organisation will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

It is our policy to:

- identify all work activities that involve work at height
- eliminate the need to undertake work at height wherever it is reasonably practicable to do so
- evaluate the risks associated with activities where work at height cannot be eliminated, and take steps to control them
- provide a safe system of work that will ensure, so far as is reasonably practicable, the necessary preventive and protective measures to prevent falls of persons or materials from the workplace
- provide the necessary equipment to allow safe access to and egress from the place of work
- provide the necessary equipment to ensure adequate lighting and protection from adverse weather conditions
- provide suitable plant to enable the materials used or created in the course of the work to be safely lifted to and from the workplace, and stored there if necessary
- ensure that any working platform and its supporting structures are selected and/or designed in accordance with current standards
- regularly inspect all equipment required for work at height
- ensure that all persons required to undertake work at height are trained and competent to do so
- appoint competent persons to be responsible for the supervision of all work at height and associated activities
- ensure contractors comply with this policy
- provide suitable information and training to persons who are required to undertake activities that involve work at height, and provide refresher training at reasonable intervals.



# Work Equipment Policy

We recognise that work equipment can present hazards and risks to all our staff, and not just to those using the equipment. We must therefore introduce controls to ensure that the risks associated with the use of work equipment are minimised.

It is our policy to:

- provide work equipment for staff that is suitable and safe for the tasks for which it is intended
- ensure that all work equipment is maintained, inspected and tested, as required
- restrict the use of equipment where specific risks have been identified
- provide information, training and instruction, where appropriate, to all staff who use work equipment
- ensure that all work equipment is CE marked, where relevant
- control access to dangerous parts of work equipment
- provide suitable protection against specified hazards
- provide protection against high or low temperatures
- ensure that all controls, including controls for starting or making a significant change in the operating condition, stop controls and emergency stop controls, are provided where necessary, and are suitable for the equipment and location
- ensure that all control systems are safe
- provide suitable means of isolating the work equipment from sources of energy
- provide suitable environmental conditions for the safe use of work equipment
- provide all necessary markings and warnings.

# Workplace Environment Policy

We recognise that a safe and healthy work environment is not only a legal requirement but also contributes to staff satisfaction, can increase productivity and may lower absenteeism, which in turn will assist us in achieving our wider objectives.

It is our policy to:

- provide a comfortable work environment that is safe and without risk to health
- control the following factors affecting our general working environment, to ensure compliance with legislation:
  - temperature
  - ventilation
  - lighting, including emergency lighting
  - individual workspace requirements
  - general layout of work areas
  - waste disposal, including contaminated or hazardous waste.
- provide and maintain safe access to and egress from the workplace
- segregate pedestrian and vehicle movements wherever possible to avoid the risk of injury
- ensure that safe materials are used in glazed panels and windows, and that maintenance and cleaning can be carried out in a safe manner
- keep floors and walkways clean, and free from obstruction and slipping and tripping hazards
- provide and maintain the following welfare facilities:



- an adequate number of toilets for the gender mix at our premises
  - washing, changing and clothing storage facilities, where appropriate
  - rest areas, including arrangements for non smokers to avoid inhalation of smoke
  - rest facilities for pregnant workers and nursing mothers.
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- ensure that the workplace, its equipment, services and facilities are properly maintained
  - monitor our arrangements to ensure that we maintain acceptable standards of hygiene and cleanliness in our workplace and facilities
  - prevent a build-up of waste in the workplace by disposal in accordance with current health, safety and environmental requirements; this includes any controlled or contaminated waste that may be generated.

# Young Workers Policy

We recognise the inherent hazards and risks that arise when a young person undertakes activities within a working environment, and that additional control measures are required to protect the health, safety and welfare of young persons.

A young person is anyone under the age of eighteen. A child is a young person who has not yet reached the minimum school leaving age.

It is our policy to:

- protect young persons at work from any risks to their health and safety which are a consequence of their lack of experience, absence of awareness of existing or potential risks, or as a result of their being not yet fully mature
- carry out specific risk assessments on the work activities of young persons
- consider in the assessment process:
  - their physical and psychological capacity
  - the potential for exposure to cold, heat, noise and vibration
  - the potential for exposure to harmful agents.
- provide greater supervision of young persons' activities
- train young persons to enable them to carry out their work activities safely
- notify the local careers office of any young person we take into employment.