



# Health & Safety Policy



Revised: December 2018

Accredited by the  
**BRITISH COUNCIL**  
for the teaching  
of English



**ENGLISHUK**  
member



**Cambridge English**  
Exam Preparation Centre

**TRINITY**  
COLLEGE LONDON  
International Exam Centre 02774

Celtic English Academy  
18 Park Grove Cardiff CF10 3BN  
Tel: +44 (0)2920 344805 Email: [info@celticenglish.co.uk](mailto:info@celticenglish.co.uk) Web: [www.celticenglish.co.uk](http://www.celticenglish.co.uk)

**CONTENTS**

**SECTION A: STATEMENT OF GENERAL POLICY** CLASSROOM 25.JPG ..... 4

**SECTION B: ORGANISATIONAL RESPONSIBILITIES** ..... 5

    RESPONSIBILITIES ..... 5

    RESPONSIBILITIES OF DIRECTORS ..... 6

    MANAGER RESPONSIBILITIES ..... 7

    RESPONSIBILITIES OF EMPLOYEES ..... 8

    ADVICE AND CONSULTANCY ..... 8

**SECTION C: WORKING ARRANGEMENTS** ..... 9

    ACCIDENTS ..... 9

    MOTOR ACCIDENTS ..... 9

    FIRST AID ..... 10

    ASSESSMENT OF RISK ..... 10

    CHEMICAL & HAZARDOUS SUBSTANCES ..... 11

    CONTRACTORS AND VISITORS - AT COMPANY PREMISES ..... 12

    CONTRACTORS AND VISITORS - AT NON-COMPANY PREMISES ..... 12

    SELECTION OF CONTRACTORS ..... 12

    FIXED PRICED APPOINTMENTS ..... 12

    LABOUR ONLY APPOINTMENTS ..... 12

    DISPLAY SCREEN EQUIPMENT (DSE) ..... 13

    ELECTRICAL SAFETY ..... 14

    PORTABLE APPLIANCES ..... 14

    FIXED APPLIANCES ..... 14

    LIVE WORKING ..... 15

    COMPETENT PERSONS ..... 15

    FIRE SAFETY ..... 15

    FIRE ACTION INSTRUCTION AT COMPANY PREMISES (HIGHBURY HOUSE) ..... 15

    FIRE ACTION INSTRUCTION AT NON-COMPANY PREMISES ..... 16

    HOUSEKEEPING AND SITE RULES ..... 16

    INSPECTION AND MONITORING ..... 17

    INSPECTION OF WORK EQUIPMENT ..... 17

    INSPECTION OF ELECTRICAL INSTALLATIONS AT COMPANY PREMISES ..... 17

    WORKLOADS ..... 18

    LONE WORKING ..... 18

    MANUAL HANDLING ..... 19

    PROTECTIVE CLOTHING AND EQUIPMENT ..... 19

NEW AND EXPECTANT MOTHERS.....	19
TRAINING.....	19
EXAMPLES OF TRAINING .....	20
EXAMPLES OF SPECIALIST DEVELOPMENT .....	20
WORKING AT HEIGHT.....	20
LADDERS.....	21
MOBILE TOWER SCAFFOLDS .....	21
WORK EQUIPMENT SAFETY .....	21
TRAVEL ABROAD .....	21
PROVISION OF ACCOMMODATION .....	22
SOCIAL ACTIVITIES .....	22
STUDENTS OF SPECIAL CONSIDERATION .....	23
STRESS .....	25
WELFARE FACILITIES.....	25
GAS SAFETY .....	26
WORK RELATED VIOLENCE.....	27
DISABILITY .....	28
CONSULTATION WITH EMPLOYEES.....	28

## SECTION A: Statement of General Policy

Celtic English Academy recognises the importance of health and safety and is therefore committed to ensure the effective management and continuous improvement of health and safety issues.

Celtic English Academy commits to ensure, so far as is reasonably practicable, the health, safety and welfare, at work, of our employees and of others who may be affected by our workplace and work activities, both on and off company premises in accordance with current legal duties and best practice.

In order to achieve our policy aims, adequate resources will be made available to safeguard our employees, and any other person who may be affected by our activities, from any reasonably foreseeable hazard to health and safety in new or existing working conditions, equipment and systems of work.

Maintaining a successful Health & Safety culture is a key objective. Company Directors are committed to providing a safe workplace and safe systems of work by visible and active leadership in planning and implementing standards in partnership with employees by promoting commitment, involvement and participation of all staff at all levels.

Staff involvement in health and safety issues is fundamental in maintaining effective systems of work. In order to achieve our aim our policy is to regularly consult with and communicate to employees, their representatives and the **Staff Development Officer** who acts as the company's Health & Safety Advisor.

Our policy is to provide health and safety training to all new entrants and to identify health and safety training needs for all our employees and to provide information and training to meet those needs. The main policy document is available for all staff and each will receive a copy of the policy statement.

All staff, once informed and/or trained, are expected to take reasonable care of the health and safety of both themselves and of others who may be affected by their acts or omissions whilst at work and are expected to co-operate to enable Celtic English Academy Ltd to meet its legal duties and best practice requirements.

Celtic English Academy will continually monitor its health and safety performance and regularly review the health and safety policy to meet all relevant legal and best practice requirements, particularly as the business changes in nature and size.

Signed: *Shoko Doherty*

Shoko Doherty, Chief Executive Officer

Date: **07/01/2018**

## SECTION B: Organisational Responsibilities

### Responsibilities

Overall and final responsibility for health and safety within Celtic English Academy is that of the Chief Executive Officer.

A detailed organisational chart is maintained by the Chief Executive Officer and is available as a read-only document on Google Drive. Key staff involved in the delivery of this policy include:

Title	Employee Name	Responsibilities
<b>Chief Executive Officer</b>	Shoko Doherty	Maintains overall responsibility for Health and Safety within Celtic English Academy
<b>Staff Development Officer</b>	Cara-Douglas Jones	Updates and maintains the Health and Safety policy annually, with support from Moorepay  Ensures staff are trained and understand their Health and Safety responsibilities
<b>Buildings Officer</b>	Phil Hoey	Manages and responds to maintenance requests from staff and students at Celtic English Academy  Reports serious Health and Safety concerns related to building maintenance to the Operations Manager
<b>Operations Manager</b>	Nadia Vecchio-Donovan	Oversees the maintenance management and addresses serious Health and Safety concerns raised by staff or students
<b>Appointed First Aiders</b>	See notices in each building	Administers first aid to staff and students, when required
<b>Appointed Fire Wardens</b>	See fire log	Ensures staff and students are safely evacuated from Celtic English Academy's buildings in the event of a fire

## Responsibilities of Directors

1. Ensure that they develop and are familiar with Celtic English Academy's Health & Safety Policy to satisfy appropriate health and safety legislative requirements.
2. Define and implement health and safety arrangements appropriate to the needs of their area of responsibility, including insurance arrangements.
3. Appoint at least one office-based representative for employee safety.
4. Monitor, appraise and direct the company performance in health and safety matters.
5. Ensure all significant hazards are the subject of a suitable and sufficient risk assessment and that subsequent steps are taken to eliminate, reduce or control that risk.
6. Ensure that all employees and others under their control receive induction and job training to enable them to work safely, and that safe working standards and safety rules are observed and maintained.
7. Ensure all employees and others are familiar with emergency procedures.
8. Investigate accidents/incidents in their area of responsibility, establish the direct and indirect cause and where necessary take action to prevent a recurrence.
9. Ensure the provision and maintenance (including storage) of suitable personal protective equipment to employees who may be exposed to any risk while at work and that the equipment is used or worn as defined.
10. Take appropriate steps to prevent unauthorised persons from entering defined prohibited areas.
11. Ensure that statutory controlled equipment and plant have been tested by the appropriate organisation and are being used in accordance with the relevant regulations.
12. Provide such information as is required to ensure, so far as is reasonably practicable, the health and safety of all people under their control and others who may be affected by activities or premises under the control of Celtic English Academy.
13. Consult employee representative/s to ensure progressive and positive methods are adopted for promoting health, safety and welfare at work and provide arrangements for their participation in the development of such measures.
14. Consult with employee representative/s when planning new developments, processes or systems of work, planning staff health and safety training and when purchasing new plant and equipment.
15. Ensure that where work is carried out on their behalf by non-Celtic English Academy staff, that the non-Celtic English Academy staff fulfil their contractual responsibilities in accordance with any current statutory regulations, approved Codes of Practice and Celtic English Academy's safety policy.
16. Ensure that where work is carried out on their behalf by non-Celtic English Academy staff that those non Celtic English Academy staff are provided with such information to ensure health and safety.

## Manager Responsibilities

Managers at Celtic English Academy are responsible for the detailed adoption of the company's Health & Safety Policy in the areas they supervise, and in assisting in achieving the objectives of the policy ensuring that:

1. They, together with the employees under their control, know and understand their responsibilities under the health and safety policy.
2. Employees are adequately trained to perform the tasks required, and are made fully aware of all known hazards which exist.
3. Employees are made fully aware of all emergency procedures.
4. At all times a safe and healthy environment is maintained, and that all work is carried out in accordance with appropriate statutory regulations and codes of practice which are regarded as the absolute minimum standard.
5. All necessary equipment, plant and tools are in a safe condition and that safe access to, and egress from, places of work are always maintained.
6. Accidents involving personal injury or ill health or near miss (no personal injury) occurring within their areas are reported on the appropriate form, investigated in conjunction with the representative of employee safety and remedial action taken to prevent a recurrence and report to the Chief Executive Officer.
7. Defective equipment is reported and taken out of use until repaired or replaced.
8. High standards of housekeeping are maintained in work areas.
9. Fire escape doors and alarm points in their areas are at all times kept clear of obstruction and that escape doors can be readily opened from the inside. Fire doors are to be kept closed and not wedged open.
10. Suitable personal protective equipment is issued and used by staff and others where necessary.
11. All personal protective equipment is stored and maintained in accordance with appropriate standards.
12. Any health and safety matter brought to their attention by an employee or representative is dealt with promptly and effectively.
13. All substances are stored, handled, transported and disposed of in accordance with the relevant legislation and codes of practice.
14. A Director's attention is drawn to any breach of statutory regulations or unsafe practices.

## Responsibilities of Employees

Every employee at Celtic English Academy has a responsibility to:

1. Take reasonable care of the health and safety of themselves and of any other person who may be affected by their acts or omissions.
2. Co-operate with Celtic English Academy's Directors and Line Managers ensuring legal compliance.
3. Not to interfere or misuse any equipment provided for health and safety purposes.
4. Conduct themselves at work in accordance with any health and safety training they have received.
5. Observe all instructions, whether written or verbal, given to ensure personal safety and the safety of others. Where the instruction is recognised as unsafe as a result of the employee's training/competence he/she must report this to his/her Line Manager.
6. Report any situation to their Line Manager that they would recognised, by way of any training received, that would create a serious or imminent risk to the health and safety of any person whilst at work.
7. Be sensibly and safety dressed for their particular working conditions.
8. Conduct themselves at all times in an orderly manner in the workplace and refrain from any horseplay.
9. Use all safety equipment and/or protective clothing as instructed, reporting any loss or defect to their Line Manager.
10. Maintain equipment, tools in good condition, reporting any defects to their Line Manager.
11. Acquaint themselves with all equipment, processes, materials and substances used by them and draw attention to any processes, materials or substances they are not trained to use.
12. Maintain their workplace in a tidy state, put materials away and store them correctly and undertake to co-operate in good housekeeping practice.
13. Report all accidents to their Line Manager, whether injury is sustained or not.
14. Attend appropriate health and safety training courses.
15. Be familiar with the emergency evacuation procedure and the location of fire alarm points and emergency equipment.

### Advice and Consultancy

Moorepay, Warwick House, Hollins Brook Way, Pilsworth, Bury, BL9 8RR

## SECTION C: Working Arrangements

### Accidents

Any personal injury accident details should be entered in the Accident Book and the Chief Executive Officer should be notified. The Accident Book (B1510), required in order to comply with The Social Security (Claims and Payments) Regulations 1979, is kept with the Student Support Officer behind reception.

- An accident is an unplanned incident resulting in injury to person(s) or damage to property.
- A lost time accident is an accident resulting in an employee being absent from work for one, two or three days.

Some incidents are reportable to the enforcing authority in order to comply with the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.

- A reportable accident is an accident reportable to the HSE if certain injuries are sustained, or if it is a specified dangerous occurrence, occupational disease or if the employee is absent from work for more than three days.

The incident reporting forms (F2508/F2508A) required for compliance with RIDDOR are kept at the company premises and are available from <https://extranet.hse.gov.uk/lfserver/external/F2508IE>. Alternatively a report can be made on-line via <http://www.hse.gov.uk/riddor/online>. The Chief Executive Officer is responsible for reporting RIDDOR incidents. Any such copies of RIDDOR reports will be retained for three years.

All incidents, accidents, damage to property must be reported to the relevant Director, investigated and recorded. The purpose of the investigation is a reactive measure to ensure prevention of potential future occurrences.

### Motor Accidents

Company drivers are required to hold a current full driving licence.

In the event of an accident involving people, vehicles, stationary objects or some animals company drivers must stop and either exchange information or report to the police as soon as possible, and in any case within 24 hours.

The exchange of information should be limited to names, addresses and vehicle registration. Record names, addresses and contact telephone numbers of any independent witnesses.

Insurance details should be exchanged between those involved at the scene if there is a personal injury, if this is not done the drivers must produce their certificates to the police.

Driving licences and MOT certification (if applicable) are to be produced by the driver at a police station within 24 hours. The driver must produce insurance documentation at a police station within 5 days.

Not all motor accidents involve other vehicles; any damage to property on or adjacent to the highway by a company/personal vehicle must be reported by the driver to the police within 24 hours. If a company/personal vehicle is involved in an accident with an animal the driver must stop and give his name and address to the person with reasonable grounds for requesting them to report to the police within 24 hours.

All motor accidents are to be reported to the Chief Executive Officer as soon as possible, at least within 24 hours, giving details of the time, place, particulars of vehicles, names and addresses of those involved and any witnesses and apparent injuries.

An Incident Report Form can be found on Google Drive.

The company require sight of the originals of the following documentation on an annual basis:

- Current driving licence to confirm status regarding penalty points, if applicable.
- Car insurance.
- MOT (if applicable).

This documentation will be copied and retained on the employees personnel file.

## **First Aid**

Celtic English Academy assesses first aid requirements in accordance with statutory provisions.

Appointed Persons and/or First Aiders are nominated to take charge of any situation if a serious injury or major illness occurs.

A sufficient number of Appointed Persons and/or First Aiders will be appointed to account for absence, both planned and unplanned.

After appointment, and before practicing first aid, Appointed Persons and/or First Aiders will receive suitable training to enable them to perform their duties.

Records of First Aid training are maintained and prompt refresher training in accordance with statutory requirements.

First Aid boxes are provided at the company premises. Company First Aiders are responsible for maintaining the provision of First Aid equipment.

Monitoring regimes take account of First Aid provision.

First Aid provision will be reviewed as the nature and size of the Company changes to ensure an appropriate level of provision.

All employees should familiarise themselves with the emergency procedures and who to call in the event of an emergency in case of any incident.

## **Assessment of Risk**

Celtic English Academy will carry out suitable and sufficient risk assessments in accordance with the Management of Health and Safety at Work Regulations 1999 to ensure that a safe place of work and safe systems of work exist.

This involves consideration of the hazards that exist for a particular workplace or task/activity and the likelihood of occurrence of the harm. The extent of the risk covers the population affected and the consequences for them.

The assessment process considers those especially at risk, e.g. young persons, new and expectant mothers, etc. and the need for further more detailed risk assessments, which may be required by more explicit legislation.

The adequacy of the existing risk control measures is considered when assessing the extent of the risk to which individuals (employees and non-employees) are exposed. When the extent of the risk is significant further control measures are implemented where reasonably practicable to do so.

A safe system of work is developed for tasks, with consideration given to eliminating or minimising risks.

Some safe systems of work, particularly for high risk activities, require Permits to Work. Celtic English Academy **does not** operate a permit system for any of its undertakings.

The nature of residual risks and the preventative and precautionary measures are communicated to all employees exposed. Employees are encouraged to seek information regarding risk and risk control measures.

The findings of the general risk assessments are recorded to assist the communication process.

Monitoring of activities and regular consultation with employees takes place to ensure that risk management techniques are effective and where necessary controls are reviewed in order to maintain their effectiveness.

A Risk Assessment Form can be found on Google Drive.

## **Chemical & Hazardous Substances**

Celtic English Academy undertake its duties to carry out a Control of Substances Hazardous to Health (COSHH) Regulations 2002 assessment on all substances used by employees at the Company premises and on processes carried out on site and to provide information to employees on the hazards and preventive and protective measures.

The use of chemicals can be hazardous. Contractors are required to provide records of manufacturer safety data sheets (MSDS) and COSHH risk assessments for the use of materials hazardous to health brought onto Company premises. Contractor COSHH assessment records and MSDS records are to be retained by the School Manager.

All staff are prohibited from bringing any new substance hazardous to health onto Company premises until authorised to do so by a Company Director. The Director, when requested, is responsible for ensuring that a COSHH assessment has been undertaken and precautionary measures, including avoidance, are in place prior to exposure.

A safe system of work must be established as a result of a COSHH assessment where there is potential for exposure to:

- Any substance identified by the Chemicals (hazard information and packaging) Regulations (CHIP) as being very toxic, toxic, harmful, corrosive, or irritant.
- Any defined carcinogen (COSHH 2002).
- Any substance assigned as maximum exposure limit (WEL) Workplace Exposure Limit by HSE Guidance Note EH 40.
- A micro-organism which creates a hazard to health.
- Dust of any kind when in a substantial concentration of air.
- Any other substance which creates a hazard to health comparable to those above.

The safe system of work protective and preventative measures for storage, handling, use, transport and disposal of chemicals may include:

- Prevention or control of exposure to substances hazardous to health.
- Supervision of the use of control measures.
- Maintenance, examination and testing of control measures.
- Monitoring exposure at the workplace.
- Health surveillance.
- Information, instruction and training.

All employees must adhere to all the risk control measures outlined in the safe system of work for the use of chemicals. In addition all employees should observe the following general precautions:

- Refer to the product safety data sheet (SDS) for procedures for safe handling, use, transport, storage and disposal.
- Always refer to the COSHH assessment and use control measures.
- Always read container labels.
- Avoid unnecessary contact with hazardous substances.
- Do not eat, drink or smoke when handling hazardous substances.
- Always clean up spillages, check the correct method.

- Never mix hazardous substances unless you know what you are doing.
- Ensure safe disposal, check instructions.
- Use hygiene facilities provided.

### **Contractors and Visitors - At Company Premises**

Company premises are predominantly for teaching, equipment storage and office administration thus limiting the number of visiting contractors.

Celtic English Academy recognises that it will have high numbers of visitors in the form of students on premises and in hosted accommodation. Celtic English Academy will implement the necessary control measures to ensure, so far as is reasonable practicable the health, safety and welfare of its students. All students will be provided with pertinent information relating to their safety in regards of emergency evacuation procedures for fire, first aid arrangements and any specific risks and the necessary precautions to be taken in the event of a school trip/activity.

Celtic English Academy recognises that contractor activities can introduce high risk activities. All contractors and visitors will be given information on the Company on site risks, housekeeping, site rules and fire evacuation procedures on arrival at the company premises. All works to be undertaken by contractors or visitors will be reviewed prior to commencement of the works. The progress of any job will be monitored to ensure that contractors or visitors are working safely. A review of the safety performance of contractors will be used for future use.

### **Contractors and Visitors - At Non-Company Premises**

Where they share a workplace with other employers Celtic English Academy will take steps to ensure the reasonable provision of information on health and safety risks arising from their work to those other employers.

### **Selection of Contractors**

Celtic English Academy will, in certain circumstances, utilise contractors to carry out specialist tasks. The company will take reasonable steps to ensure the competence of such persons appointed.

Any additional training will be communicated to the contractor and will be required prior to appointment. Celtic English Academy may provide this training at the cost of the contractor.

### **Fixed Priced Appointments**

Prior to appointment the contractor will be expected to inform the client of any risks introduced by his/her undertaking and be informed of any risks that he/she may be exposed to and any precautions that apply as a result of the client's activities.

### **Labour Only Appointments**

Prior to appointment the contractor will be informed of any risks that he/she may be exposed to and any precautions that apply as a result of the Company's activities. The contractor will further be instructed in the appropriate Company risk control measures.

**A Contractor Selection Questionnaire can be accessed via Moorepay.**

## Display Screen Equipment (DSE)

Celtic English Academy will identify Display Screen Equipment users and operators prior to appointment in accordance with their role within the organisation. Further reviews are conducted before any change of role. A DSE user is defined as an employee who habitually used display screen equipment as a significant part of their normal work, normally requiring DSE use for more than one hour per day. Operators are non-employees who use DSE as a significant part of their work.

Once identified the users or operators are training and instructed in the health hazards and control measures associated with DSE use. They are then required to complete a workstation assessment checklist, as trained/instructed. A competent person then formally assesses the results from the user workstation checklists. The user/operator is present during the assessment in order to comment upon their checklist answers.

The findings of DSE assessments are recorded and submitted to the **Staff Development Officer** who has the responsibility of acting upon the findings of DSE risk assessments whenever further control measures are required. DSE workstations are subsequently monitored for conformance with the Health & Safety Display Screen Equipment Regulations 1992 (DSE) as part of the regular inspection regime.

The aforementioned risk assessments and control measures consider:

- Equipment:
  - Display screen
  - Keyboard
  - Work desk/surface
  - Work chair
  
- Environment:
  - Space requirements
  - Lighting
  - Reflections and glare
  - Noise
  - Heat
  - Radiation
  - Humidity
  
- The computer user/operator interface:
  - Suitable software
  - No quantitative/qualitative work checking without the user's knowledge
  - Application of ergonomic software principles

Celtic English Academy also manage workloads by encouraging the breaking up of long spells of display screen equipment work with other work to prevent fatigue and prevent work related upper limb problems. Short frequent breaks are encouraged rather than longer infrequent ones.

Users and those who become users are entitled to an eyesight test, on request. Celtic English Academy will pay for this test and if the test shows that the user needs corrective spectacles specifically for DSE work, Celtic English Academy will pay for glasses/lenses. N.B. Designer glasses must be paid for by the employee.

Users are entitled to further tests at regular intervals after the first test, and in between if they are having visual difficulties which may reasonably be considered to be caused by their display screen equipment work.

Eyesight testing is not an entitlement for the self-employed. A questionnaire is used to review and maintain the register of users.

A DSE Questionnaire for Office-Based staff can be found on Google Drive.

A DSE Questionnaire for Laptop users can be found on Google Drive.

A general DSE Risk Assessment form can be found on Google Drive.

## Electrical Safety

Only authorised competent employees may work on electrical systems. The company will take reasonable steps to ensure the competence of such persons appointed.

Celtic English Academy will take reasonable steps and exercise due diligence to comply with the Electricity at Work Regulations 1989. Danger in these regulations is considered to be the risk of death or injury from electrical fire, explosion, burn, arcing or shock. Consideration will be given to the following in preventing exposure to danger:

- The construction and maintenance of electrical systems, including protective equipment.
- The strength and capability of electrical systems.
- Adverse or hazardous environmental factors.
- The insulation, protection and placing of conductors.
- Earthing requirements.
- Use of suitable connections.
- Means of protecting from excess current.
- Means of isolation.
- Safe working methods.
- Working space, access and lighting.
- Use of competent persons.

## Portable Appliances

Celtic English Academy will provide portable electrical appliances that are protected, either by means of construction, residual current device (RCD) or lower voltage operation. The **Buildings Officer** is responsible for ensuring that all new electrical portable appliance purchases are added to the asset register for testing purposes.

The user must inspect all portable electrical equipment prior to use. All employees are to be instructed in pre-use inspection techniques and the user is required to notify any defects to the **Buildings Officer**.

No staff member shall use a defective portable electrical appliance. Staff must request evidence of testing and inspection when hiring portable electrical equipment for use at work.

All Celtic English Academy portable electrical appliances are subject to a testing regime by an appointed competent person dictated by risk assessment as follows:

- Visual testing on power leads, adaptors, transformers, extension cables, etc., shall be undertaken annually.
- Full PAT testing shall be carried out every 3 years on office equipment, laptops, projectors etc.

## Fixed Appliances

Fixed electrical installations at Company premises will be tested and inspected at least every 5 years by an appointed competent person by arrangement with the landlord.

## Live Working

Live work may only be carried out by competent persons for testing purposes; this does not necessarily mean exposing themselves to danger. Should live work be considered necessary for any other reason than testing then a risk assessment must be carried out and further precautions put in place to suitably control the danger. These further controls may include:

- The use of properly trained and competent persons to work on live equipment.
- The provision of adequate information about the conductors, associated electrical system and foreseeable risks.
- The use of suitable tools (including insulated tools), equipment and PPE.
- Effective control of the area where there is danger from live conductors.
- The use of insulated barriers and screens.
- The use of suitable instruments and test probes.
- Accompaniment by another competent person.
- Restriction of live working to certain areas.

## Competent Persons

Only authorised Celtic English Academy staff may work on electrical systems. A Celtic English Academy authorised person's competence includes the following criteria:

- Adequate experience of electrical work.
- Adequate understanding of the system to be worked on and practical experience of that class of system.
- Understanding of the hazards that may arise during the work and the precautions to be taken.
- Ability to recognise at all times whether it is safe for work to continue.

## Fire Safety

The Chief Executive Officer maintains fire action, means of escape, training and fire extinguishers on the Company premises in accordance with the Regulatory Reform (Fire Safety) Order 2005, in conjunction with the landlord, where appropriate.

No smoking is allowed on Company premises.

Fire Wardens are appointed and trained to assist the evacuation process by an external training company, organised by the **Staff Development Officer**. Evacuation procedures cater for the safe evacuation of persons, for calling the Fire Brigade, affecting an assembly and providing information to the Fire Brigade.

All employees are instructed in fire prevention and action.

Fire safety provision will be reviewed as the nature and size of the Company changes to ensure an appropriate level of provision.

## Fire Action Instruction at Company Premises

- If you discover a fire, activate the nearest call point and evacuate the premises in accordance with the evacuation plan posted on the Health and Safety Notice board and on the computers in the Teachers' Room and Reception
- Only Fire Wardens who are suitably trained to attack a fire with the appliance provided may do so, after raising the alarm, if it is safe to do so without putting themselves at risk.

- On hearing the alarm, evacuate the building using the nearest exit and proceed to the Fire Assembly Point, which is in the car park behind Building #14.
- The DOS, or their deputy when absent, acts as the “Incident Controller”.
- Act on the instructions of the “Incident Controller”, it may be necessary for him/her to nominate another assembly point further away from the premises. Await a roll call from the Fire Warden/s and remain at the Fire Assembly Point until instructed otherwise by the person in charge.

### Fire Action Instruction at Non-Company Premises

- If you discover a fire raise alarm as instructed.
- On raising or hearing the alarm evacuate the building using the nearest fire exit.
- **Do not** stop to collect personal or company belongings.
- **Do not** use any lift.
- Go to the assembly point as instructed and await a roll call.
- **Do not** re-enter the building unless the “all-clear” is given.
- **Do not** leave the site until instructed to do so.

All staff must adhere to the risk control measures outlined in any safe system of work for the prevention of fire. In addition all employees must observe the following general precautions:

- Do not smoke in areas where smoking is prohibited.
- Switch off non-essential mains electrical equipment when not in use.
- Ensure escape routes or fire exit doors remain unobstructed.
- Never allow the accumulation of combustible materials/debris.
- Store all flammable products safely using suitable containers.
- Do not tamper with or obstruct access to fire extinguishers.
- Do not wedge fire doors open.
- Ensure you know what to do in case of fire.
- Make certain you know the escape route.
- Walk quickly, never run, when progressing to your assembly point.

### Housekeeping and Site Rules

Poor housekeeping is a direct cause of many accidents and fires.

All staff must adhere to the risk control measures of any housekeeping safe system of work. In addition all employees must observe the following general precautions:

- Do not rely on others to clear things up.
- Do not leave materials in escape routes.
- Do not allow rubbish to pile up. Rubbish should be placed in appropriate waste disposal containers.

No smoking is allowed at the Company premises.

No employee is allowed to undertake any works on behalf of Celtic English Academy for which they are not suitably trained or competent e.g. electrical work, working at height, lifting operations, confined space entry etc.

Contractors and visitors may only enter the company premises after making such arrangements with a member of staff and receiving such authorisation.

Contractors and visitors are prohibited from commencing any work on the Company premises prior to receipt and acceptance of such risk assessments and safe system method of work as deemed necessary by the director or his nominee to meet their legislative requirements.

No contractor or visitor may use company equipment, including office equipment, without the written authorisation of a Company Director.

Approved contractors and visitors may use the welfare facilities on the company premises.

On discovering a fire all contractors and visitors must immediately evacuate the premises and await roll call at the fire assembly point. All employees, associates and sub-contractors must adhere to client's site rules and requirements deemed necessary under any safe system of work and/or risk assessment appropriate to the tasks undertaken.

## **Inspection and Monitoring**

Company premises are inspected at monthly intervals by the **Maintenance Manager**. The purpose of the inspections is to identify health and safety hazards that are not controlled to an acceptable standard.

The findings of the inspections are discussed by the management team and the Chief Executive Officer is responsible for ensuring that appropriate management actions are reasonably taken to remedy any hazardous situation.

Staff, associates and contractor activities are subject to inspection and monitoring, the main purpose of these activities will be to monitor the effectiveness of safe systems of work and to identify hazards that are not controlled to an acceptable standard.

Staff responsible will check on the progress with the job and that:

- Employees and/or contractors are working safely.
- Control measures suitably reduce risks.
- Safe systems of work are appropriate.

Staff responsible will take action if employees, associates and/or contractors aren't working safely.

## **Inspection of Work Equipment**

- The Electricity at Work Regulations (EAWR) 1989 and The Provision and Use of Work Equipment Regulations (PUWER) 1998 set out inspection requirements. Company work equipment subject to statutory inspection will be inspected/tested by appointed competent persons.
- All electrical and mechanical work equipment will be subject to a pre-use inspection.
- Inspection records for all hired equipment will be requested.

## **Inspection of Electrical Installations at Company Premises**

- All new installations must be fully certified (including contractor's completion certificate if applicable) and copies of installation tests obtained and retained.
- All electrical distribution drawings are to be obtained for future reference.

## Workloads

The planning of diary commitments considers driving times. The diary is the main management control of the activities of the business. The diary function will be monitored by both the **Maintenance Manager** and the line management to ensure that workload patterns and travel arrangements are minimised wherever practicable to reduce workload pressures.

Drivers should pre-plan and prepare for the journey to allow ample time to reach the destination. Driver tiredness is recognised as a significant factor in road traffic collisions, therefore no one should drive if they are tired. The maximum continuous period of driving should not exceed two hours and should be followed by a minimum break of ten minutes out of the vehicle.

## Lone Working

Lone Workers are those who work by themselves without close or direct supervision.

To ensure the health, safety and welfare of Lone Workers, Celtic English Academy will assess the risks involved and put measures in place to avoid or control any such risks. The significant findings of lone worker risk assessments will be communicated to the identified lone workers before exposure of risk.

Members of staff and consultants acting on behalf of Celtic English Academy undertake work at various premises of clients or at training venues, hotels etc. To reduce risks to lone workers suitable accommodation is provided as appropriate.

Those who drive on behalf of Celtic English Academy are required to produce evidence of a current driving licence prior to appointment and report any subsequent personal road traffic convictions to the Chief Executive Officer for insurance purposes.

The **Marketing Manager** maintains a record of suitable accommodation for company business which, for business reasons, staff are encouraged to offer advice on, including those of health, safety and welfare. In recognition that Celtic English Academy undertakings give rise to exposure to unfamiliar environments all Celtic English Academy staff are encouraged to conduct themselves in an appropriate manner, at all times, when residing away from home for the purpose of company business.

Staff are required to exercise diligence and lock personal valuables and Celtic English Academy electrical work equipment out of view when travelling by vehicle. Parked vehicles should be locked in well lit areas, preferably in view of security cameras. Drivers should lock all doors when travelling, especially in built up urban areas.

Drivers should not consume alcohol on the day on which any vehicle is being operated on Celtic English Academy business, nor to excess whilst working away from home on company business. Drivers who have been prescribed medication should seek advice of their own GP before driving vehicles.

Mobile telephones are provided to all lone workers. All staff are issued with a company telephone directory which includes "Out of Hours" emergency numbers which staff are encouraged to have available. Staff are instructed not to use mobile phones whilst driving on Celtic English Academy business. Mobile phones should only be used by drivers when the vehicle is stationary and parked, or with hands-free equipment.

All company drivers are required to know what to do in the event of an accident or vehicle breakdown.

Work carried out at venues/hotels will require the Celtic English Academy Employee to obtain information on fire precautions and first aid.

When Celtic English Academy staff are visiting another employer's premises they must report to the client contact person at the premises at each visit, and enquire whether any precautions need to be taken.

If a delegate becomes ill or is injured during a course/activity the teacher manager should inform the Chief Executive Officer. As a last resort the teacher should telephone 999 and request an ambulance. The teacher should then complete an incident form and forward it to the **CEO** .

## Manual Handling

In accordance with the Manual Handling Operations Regulations 1992, wherever reasonably practicable, Celtic English Academy will avoid the need for manual handling. Where not reasonably practicable to avoid manual handling, a safe system of work must be established as a result of an assessment of risks.

Manual Handling is defined as lifting, lowering, pushing, pulling and carrying of a discrete load by hand or bodily force. Where not practicable to avoid manual handling employees must use any mechanical aids or system of work provided by the Company in order to reduce the risks associated with manual handling.

The safe system of work protective and preventative measures for manual handling may include:

- Mechanical aids.
- Risk reduction.
- Information on the load.
- Training.

## Protective Clothing and Equipment

Celtic English Academy provide personal protective equipment (PPE) whenever its staff are exposed to risks that are not adequately controlled by other means in accordance with the Personal Protective Equipment at Work Regulations 1992 (as amended). The PPE is selected to ensure CE conformity.

Celtic English Academy carry out suitability assessment of the PPE to ensure that it is suitable for the residual risk and in the event of more than one item of PPE being required all such PPE must be compatible to ensure effectiveness.

PPE Risk Assessment Survey can be found under Annex J

PPE Suitability Assessment can be found under Annex K

## New and Expectant Mothers

All new and expectant mothers who work for and on behalf of Celtic English Academy are required to notify their employer, in writing, and if requested to do so should produce a medical certificate confirming these details.

On satisfaction of the above, Celtic English Academy will assess any risks to the health and safety and any possible adverse effects on pregnant or breastfeeding employees and their children. Generally the risks to new and expectant mothers at Celtic English Academy occur from the hazard of manual handling. Suitable risk control measures will be implemented which may include offering the employee a temporary variation in working hours, duties or conditions on terms and conditions not substantially different from those that the employee would usually enjoy. The employee must be suspended on full pay if no suitable alternative working arrangements are available.

A risk assessment shall be carried out on expectant mothers by a competent person, usually the **HR Officer**, and expectant mothers are required to complete a **Health & Safety Checklist for Pregnancy which can be accessed via Moorepay**.

## Training

Celtic English Academy endeavours to increase or change employee knowledge, skills and attitude in order to improve performance in their present job by regular training interventions.

Recognising the important of developing employee skills offer employee training on recruitment, on exposure to new or increased risks because of transfer or change of responsibilities.

Additional training is offered as a result of the introduction of new work equipment or a change respecting work equipment already in use, the introduction of new technology, or the introduction of a new system of work, or a change respecting a system of work already in use.

Celtic English Academy is committed to realising the full potential of the company through the development of our staff through programmes of continuing personal or professional development and updating aligned to the business needs and its business planning process. Any immediate skills or future development needs are usually identified on recruitment or at the induction stage. Thereafter staff are interviewed in accordance with the company appraisal scheme and a record is made of development undertaken in the past year and any future development needs.

It is recognised that it will be necessary to have these discussions at various times during the year to take account of individual's changing roles and responsibilities. All staff are required to submit an annual training record as part of the company's appraisal scheme.

### **Examples of Training**

- General Health & Safety Awareness
- Manual Handling Operations
- Company Health & Safety Policy
- Fire Safety and Evacuation Procedures
- IOSH Managing Safely
- IOSH Working Safely
- Display Screen Equipment Users
- First Aid at Work

The company endeavours to increase or change employee knowledge, skills and attitude in preparation for doing a different (often more difficult) job by specialist development.

### **Examples of Specialist Development**

- NEBOSH General Certificate
- Noise at Work Competence
- Fire Precautions
- NEBOSH Construction Certificate
- Minimal Handling Techniques
- COSHH

### **Working at Height**

On occasion Celtic English Academy staff may be required to access height. Working at height can be hazardous. A safe system of work must be established following an assessment of risks before any work, including inspection and consultancy, commences. The main hazards associated with working at height are:

- Falls of person from height.
- Collapse of the work platform.
- Falls of objects or materials onto people below.
- Contact with overhead services.

A safe system of work method statement setting out the programme of work, plant and equipment, personnel involved, risk assessments and public protection measures, including the use of edge protection and netting, will be required prior to work commencing.

### **Ladders**

No employees should use ladders unless supervised.

### **Mobile Tower Scaffolds**

No employees should erect or dismantle mobile tower scaffolds unless certified.

### **Work Equipment Safety**

The risks from provision and use of work equipment are assessed at the time of conducting general assessments under the requirement of The Management of Health and Safety at Work Regulations 1999. These assessments consider the requirements of The Provision of use of Work Equipment Regulations 1998.

When selecting work equipment, Celtic English Academy takes account of ergonomic risks. Ergonomic design takes account of the size and shape of the human body and should ensure that work equipment design is compatible with human dimensions. Operating positions, working heights, reach distances etc., are adapted, where reasonably practicable, to accommodate the intended operator.

The risk assessment also considers the location in which the work equipment is used and takes account of any risks that may arise from the particular circumstances.

Celtic English Academy will ensure that work equipment is suitable for the work to be undertaken and requires that it is used in accordance with the manufacturer's specifications and instructions.

Any training needs are identified at risk assessment and reviewed at appraisal.

The selection of suitable work equipment for particular tasks makes it possible to reduce or eliminate many risks to the health and safety of people at the workplace. This applies both to the normal use of the equipment as well as to other operations such as maintenance.

No employee may maintain Celtic English Academy's work equipment unless authorised to do so by a Company Director. Authorisation is only allocated following a review of an individual's competency.

The Chief Executive Officer is responsible for ensuring the satisfactory completion of any statutory inspection and testing of work equipment.

The company's purchasing policy of work equipment requires selection of suitable work equipment and legislative requirements and any associated Approved Codes of Practice/Guidance, where applicable, be met.

### **Travel Abroad**

The Celtic English Academy duty of care in the UK will extend to wherever employees may travel abroad on business, for which employees will need at least 6 months remaining on their passport. During the conduct of its activities Celtic English Academy will endeavour to provide appropriate information and training to protect employee health, safety and welfare, including, for example:

- Insurance arrangements.

- Personal health.
- Financial arrangements.
- Personal security.
- Accommodation.
- In-country travel.
- Emergency and contingency arrangements.
- 24-hour organisation contacts.
- Risk assessment of fitness to travel

Pertinent information tailored to specific destinations will be provided before travel. Celtic English Academy will endeavour to provide travelling employees with sufficient information, but it is incumbent on the employee to prepare for the trip thoroughly. General information is available from the Foreign & Commonwealth Office on [www.fco.gov.uk](http://www.fco.gov.uk)

A risk assessment will be undertaken and suitable briefings/training in risk avoidance will also be provided, where necessary.

Adequate insurance provision will be arranged to cover “routine” travel risks such as flight problems, lost luggage, additional transport costs and medical emergencies (personal accident, local medical costs and repatriation to the UK).

Travel to the venue will be organised either by the sponsor organisation or by Celtic English Academy and will be made as convenient as possible with due regard to cost, but employees should be prepared for a long journey, plane changes and delays. Trips may cross several time zones so employees may experience jet lag, therefore work will not normally be programmed for the day of arrival. Employees should take heed of current airline advice on travel to avoid cramp and DVT i.e. drink plenty of water, limit alcohol and caffeine intake and move around the aircraft whilst in flight, when allowed to do so.

Employees are required to be aware of the religious and cultural differences of the country they are travelling to. In certain countries training sessions may have to be split to allow delegates to pray.

### **Provision of Accommodation**

Celtic English Academy organises accommodation for its students through third party landlords and through host families. Celtic English Academy recognises it owes these students a duty of care to ensure that their accommodation is in a good state of repair and that host families are suitable.

To fulfil this duty, here are some examples of factors that Celtic English Academy will address;

- To ensure that the Gas/fire certificate is in place prior to occupancy
- Receive evidence (photographic or written statement) that smoke detectors are in place
- To carry out inspections prior to occupancy
- To carry out re-inspections at appropriate intervals
- Carry out homestay (host family) risk assessments
- Carry out CRB Checks on host family premises

For more information please refer to The Safeguarding Policy and the Student and Employee handbooks.

### **Social Activities**

Celtic English Academy engages groups of students in a number of extra-circular activities, in host employer’s premises, and off Celtic English Academy premises.

For all the activities, Celtic English Academy will contact the host premises and conduct a risk assessment on the activity. Celtic English Academy will ensure that appropriate control measures are in place prior to and for the duration of the visit/activity.

Examples of some of the factors that will be assessed and adequately controlled are;

- The nature of activity and its inherent risks
- Are there facilities or restrictions on special needs, e.g. young persons, learning disabilities, pregnant women
- The supervisory ratio between adults and students
- Expected visitor conduct and any activity specific rules
- First aid arrangements
- Emergency evacuation arrangements
- Is parental consent required and how this information is communicated to parents and students.

## **Students of special consideration**

### **Students under 18**

**Please See Celtic English Academy Safeguarding Policy and all attached documents.**

Celtic English Academy teaches students of all ages. Above the age of 16 young persons are integrated into an adult learning environment.

Children and young people under the age of 16 are taught only in closed groups of an appropriate size.

The Child will enter the UK and be under the supervision of a group appointed 'Leader'.

Special consideration is taken when assessing risk in relation to young people undertaking social activities.

### **Young people In Accommodation**

16-18 year olds can stay in host families or in residential accommodation with parental consent.

Children and young people under the age of 16 can only stay in 'host family' accommodation.

### **Students with Disabilities**

Protecting the health and safety of students with a disability or who have specific learning needs must be done in a way that is consistent with employers' duties under the DDA and in a way that does not place any unreasonable restrictions on students' rights to autonomy, privacy or dignity.

Celtic English Academy recognises that:

- There should be a balance between the health and safety considerations of employees and individual students' rights to dignity, autonomy and privacy.
- Employees' health and safety should be maintained, but this should not be used as an excuse for denying disabled students and students with SEN access to educational opportunities.
- Effective management of health and safety considerations for disabled students and students with SEN should allow them maximum opportunities in their education.

In all cases where Celtic English Academy is informed that a member of staff or a student is disabled or has a Specific Educational Need, a risk assessment will be completed for that specific individual. Assessments may be needed at different levels. At the generic level they should examine what reasonable steps can be taken to minimise health and safety risk generally, while avoiding disability discrimination. An individual risk assessment will relate specifically to the student.

### **Pregnant Students**

Health and Safety issues for pregnant students should be considered in a similar way to how they would be assessed for staff. On being informed of a student's pregnancy, staff are advised to contact the **HR Officer** who will undertake a Specific Risk Assessment.

### **Communicable Diseases**

Infections can spread quickly in educational settings. Many will be minor and self-limiting; though unpleasant for the individual, but if large numbers of individuals are affected then these infectious diseases can be disruptive for teachers, students and the school as a whole.

Staff, as well as students, can be affected and vulnerable groups such as immuno-suppressed individuals or pregnant women may be placed at risk. Occasionally an outbreak of a more serious infectious disease may occur which requires specific public health intervention e.g. measles, meningitis

For further information please refer to the Communicable Diseases policy.

### **Babies/Children on Celtic English Academy premises**

For health and safety reasons, as well as to avoid the disruption of classes, study or work, babies and children must not be brought into teaching, learning or staff work areas such as offices. Students and members of staff must ensure they have suitable childcare arrangements in place at times when they are expected to be in school.

Students and staff must not bring babies or children to school with the expectation that any staff member or other student will take responsibility for caring for the child whilst it is on Celtic English Academy premises.

Students may of course bring babies and children into public areas of the school. However, parents must ensure that their child/children are adequately supervised and Celtic English Academy cannot accept any liability for the child in these circumstances.

Where Celtic English Academy staff incur childcare issues, they should not bring their children to their own workplace. However, it is recognised that there may be occasional exceptional circumstances when this may be necessary. In such cases the member of staff must communicate with their Line Manager and obtain permission.

Where Line Managers have given permission for a member of staff to bring their children to their own workplace, the children must remain under the direct supervision of their parent/guardian at all times.

## **Stress**

We recognise that, whilst a degree of stress can be a positive force at work, excessive pressures can have a negative effect on health and performance.

We acknowledge that stress in the workplace can be caused by any combination of a number of quite diverse factors, such as:-

- job design and lack of control of workload;
- working environment;
- relationships with others at work;
- communication arrangements.

We also recognise that there may be problems outside the workplace that will cause an individual employee to suffer from the negative effects of stress, and that these may affect an individual's health and performance within work. In this situation, undue negative stress may occur as a result of work-related and non work-related factors.

We aim to:-

- ensure, so far as is reasonably practicable, that excessive stress is eliminated from the work environment, and that the necessary risk assessments are completed and acted upon in the case of workplace stressors;
- provide suitable support mechanisms for employees suffering from the negative effects of stress;
- encourage a working environment where employees who feel they are suffering from the negative effects of stress can approach management in confidence, in order that necessary support mechanisms can be put in place;
- encourage a culture where stress is not seen as a sign of weakness or incompetence;
- ensure adequate rehabilitation of employees returning to work after periods of absence;
- provide information and adequate and sufficient training for employees in general on the effects of stress at work, effective communication, handling difficult situations, time management and employee relations.

## **Welfare facilities**

We accept our duty to provide employees working on our premises with suitable welfare facilities.

### **Site Welfare**

Where the Company is appointed as a Contractor under CDM, we will make arrangements for our employees and Subcontractors to have access to welfare facilities provided by the Client / Principal Contractor.

Where the Company is responsible for the provision of welfare facilities we will establish what is required before work starts, taking into account the number of employees and Subcontractors concerned. We are responsible for ensuring that these facilities are then provided and maintained in a suitable condition.

Welfare facilities will be located away from any hazardous areas and may include:

- seating
- tables;
- hot running water;
- hot drinks facilities;

- drinking water;
- food warming facilities;
- toilets
- soap;
- disposal paper towels;
- cleaning equipment;
- rubbish bins;
- Clothes drying/storage and changes areas if applicable.

Prior to commencement of any works onsite, we will ensure that our employees have access and unrestricted use of the Principal Contractor's or Client's welfare facilities.

As a minimum all welfare facilities shall be provided in accordance with the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992 on our own premises and on site to comply with the Construction (Design and Management) Regulations 2007.

Toilets, canteens and drying facilities are generally provided by the Client or Principal Contractor. Misuse of these facilities will not be tolerated and may lead to disciplinary action.

All employees will be informed of the arrangements made for the provision of welfare facilities on each site.

## **Gas Safety**

Gas leaks have a high potential for fire and/or explosion and gas accumulating in a confined space can cause asphyxiation. Also, poorly maintained gas appliances can produce carbon monoxide, which is toxic.

We accept our duties under the current edition of the Gas Safety (Installation and Use) Regulations to ensure the health and safety of our employees and others when gas is used. In order to fulfil these duties, we will follow, so far as it is reasonably practicable to do so, the Approved Code of Practice (ACoP) and Guidance to the regulations.

### **ACTION IN THE EVENT OF AN EMERGENCY**

If you think you smell gas:

DON'T turn electric appliances or switches on or off.

DON'T smoke.

DON'T use naked flames.

DO turn off the gas supply to the meter.

DO open doors and windows to get rid of the gas.

CALL the emergency number 0800 111 999.

### **IF IN DOUBT, EVACUATE**

## Work Related Violence

We accept the Health and Safety Executive's definition of work-related violence i.e. a violent incident is:

*“any incident in which a person is abused, threatened or assaulted in circumstances relating to work.”*

We consider that work-related violence is unacceptable and our aim is to reduce to the lowest reasonably practicable level, the likelihood of employees being exposed to violence and aggression while at work.

We will identify work activities where there is the potential for work-related violence and will ensure that risk assessments consider the hazards of violence and aggression. This will include work activities involving direct contact with members of the public or involving the handling of expensive work equipment and/or desirable materials.

Where employees may be exposed to risks of work-related violence, we will inform them of the findings of our risk assessments and we will seek to reduce these risks to the lowest reasonably practicable levels by implementing engineered and procedural control measures. Where we identify that training and instruction will help to reduce risks, employees will be provided with adequate and sufficient training. This will include, but will not be limited to:-

- how to identify potential incidents of violence before they happen;
- how to prevent incidents from developing;
- appropriate behaviour for providing non-confrontational services to public;
- actions to take in the event of a violent incident.

If employees feel that they are losing control of a situation or that the other person is becoming aggressive, they should try to withdraw and obtain assistance. The type of assistance provided will depend on the situation.

If the Directors consider that it is the best way to calm a situation, an aggressive person will be asked to leave our premises.

If it is believed that an aggressor is in possession of an offensive weapon then the police will be called immediately (preferably unknown to the aggressor). Employees should not attempt to disarm an assailant unless personal injury is imminent. Employees should not pick up an object to use as a weapon except in self-defence.

Employee's safety and that of members of the public are paramount and entirely outweigh the value of any money or property that could be stolen. Employees are not expected to foil a raid or to try to prevent theft, if doing so would put any person's life in danger.

All incidents involving work-related violence or aggression must be recorded on a “Violent Incident Report Form”. This applies to incidents where there are no injuries as well as to those where injuries occur.

Where injuries occur as a result of work related violence, these must also be recorded as described in the Accident/Incident Reporting Procedure, which will include the reporting of any injuries covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Where work related

violence involves physical assault, the police will be informed. However, it is acknowledged that there may be circumstances in which an injured person does not wish to press charges or make a statement against another person.

All incidents of work related violence or aggression will be investigated by the Directors and a report produced. As part of the investigation procedure, appropriate risk assessments will be reviewed.

If a review identifies that changes to existing controls and/or additional controls are needed to prevent recurrence, these will be implemented with any changes will be brought to the attention of all interested parties.

We appreciate that being abused or assaulted can be very distressing and we will support our employees as much as possible. As soon as an employee feels able to, we will discuss the incident to see if there are lessons that we can learn. We will provide the employee with information on victim support schemes and, if appropriate, they will be offered confidential counselling. If they remain away from work following a violent incident, we will keep in regular contact and offer any support that we can.

## **Disability**

Wherever possible we will undertake to make reasonable adjustments in relation to the physical features of the premises to overcome physical barriers to access.

Where reasonable adjustments to access cannot be made by removal, alteration or avoidance of physical features, we will undertake to provide a reasonable alternative method of making the service available to disabled people.

We will give serious consideration to any ideas put forward regarding improved access and mobility.

Whatever solutions are proposed we are committed to respecting the dignity of all disabled employees, clients and visitors.

## **Consultation with Employees**

We accept our duty under the current edition of the Health and Safety (Consultation with Employees) Regulations to consult employees on health and safety matters, particularly with regard to:

- any measures that may substantially affect employees health and safety;
- our arrangements for obtaining the assistance of a competent person to assist us manage health and safety effectively;
- information about risks to your health and safety and any preventative measures in place;
- the planning and organisation of any health and safety training that you will need to ensure you work safely;
- any health and safety consequences of the introduction of new technologies into the workplace.

We have elected to consult with employees directly.

You will be provided with such information to enable you to participate fully and effectively in the consultation process. Such information will be provided by the means most appropriate to the matters and circumstances concerned. These may include, but will not be limited to, the following:-

- conversations with individuals
- staff meetings/team meetings;
- information displayed on notice boards;
- letters attached to payslips, e-mails, memos etc.

## **NON-ENGLISH SPEAKING PERSONS**

We recognise that there may be occasions when we employ employees who do not have English as their first language and that this may adversely affect the Health, Safety and Welfare of the employee, contractor and or others affected by their actions.

Where we employ a non-English speaking employee an assessment will be completed to determine their level of understanding of the English language and their ability to follow written and/or verbal instructions.

In many cases the level of understanding will be no different from other employees and no further action will be required.

In cases where there is a limited level of understanding of the English language we will ensure that suitable additional controls are in place to ensure that the employee can undertake their duties without exposing themselves and/or others to undue risk.

Reviewed by Leanne Spice – H&S Consultant - November 2016

Reviewed by Christina Thatcher – COO – December 2017 and December 2018

Reviewed by Dee Aspell – H&S Consultant October 2018

Reviewed by Cara Douglas-Jones – Staff Development Officer - February 2019