

## Health and Safety Policy

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### Purpose

The purpose of this document is to explain to individuals at all levels what their health and safety responsibilities are and responsibilities of the employer, manager's, safety groups, H&S advisor, trainers, employees, and any other persons it may affect.

### Promotion

It is DBC's policy to ensure that all our workers are consulted whenever adverse H&S matters arise. In addition, it is also our policy to communicate regularly with our staff on all H&S matters. Such consultation and communication with workers on H&S matters is known to benefit motivation and efficiency whilst reducing work related ill-health and injurious events.

Where DBC employ persons who do not have adequate literacy or verbal skills in the English Language or where English is not their first language, we shall arrange where possible for all communication to be appropriate to the skill level or translated as required. This will include all work instructions and appropriate training, particularly company and site inductions. We may also use a buddy system or Vulnerable Person risk assessment, if required.

### Legal Requirement

The Health and Safety (Consultation with Employees) Regulations 1996 regulates the requirement of employers to consult with workers on matters that may affect their health and safety while at work. This must allow the workers to express their views, either individually or through elected representatives, and the employer must take these into consideration before making any changes.

### Procedures

We will consult with our workers on matters concerning their health, safety, and welfare at work, including:

- Any change which may substantially affect their health and safety at work, for example in procedures, equipment, or ways of working.
- Our arrangements for getting competent people to advise and help us satisfy H&S legislation.
- The information that workers must be given on the likely risks and dangers arising from their work, measures to reduce or get rid of these risks and what they should do if they must deal with a risk or danger.
- The planning of H&S training.

- The H&S consequences of introducing new technology.

We will communicate with our workers by:

- Providing a Safety Notice Board where relevant information will be displayed, if appropriate.
- Undertaking meetings with all workers, either directly or through written communication, to provide an effective means of two-way communication to relate information for continual improvement.
- Providing staff with the results of any inspection or audit undertaken.
- Providing access to the full H&S Policy for workers to read through and discuss with the SMT and Board.

### ***Health and Safety policy of DBC Training***

Our statement of policy is as follows:

DBC Training as an employer, is committed to providing and maintaining a healthy and safe working environment for all its employees, visitors and any other people who may be affected by its activities. The overall responsibility for ensuring implementation of this policy lies with DBC Training and its Management Team. Whilst DBC Training accepts the main responsibility for implementation of this policy individuals have an important role in co-operating with those responsible to ensure a healthy and safe working environment. Individuals are required to abide by rules and requirements made under the authority of this policy. Managers and employees are responsible for ensuring compliance with Health and Safety Policy within their area of control.

This statement applies to all premises and activities within the control of DBC Training. The policy will be kept up to date to take into account new legislation being introduced along with any business changes in nature, and size. To ensure this, the policy will be reviewed annually or earlier if required.

### ***Objectives;***

- to promote the policy to everyone within DBC ensuring that all employees are committed to the policy ensuring it is fully implemented.
- to provide adequate control of the health and safety risks arising out of our work activities.
- identify and manage health and safety concerns and risks.
- to ensure safe access to and egress from the workplace.
- to consult with our employees on matters affecting their health and safety.
- to provide and maintain safe equipment.
- to ensure safe handling and use of substances.
- to provide information, instruction and supervision for employees.

- to ensure all employees are competent to do their tasks and give them correct and necessary training where required.
- to prevent accidents and cases of work-related ill health.
- to maintain safe and healthy working conditions, including wellbeing.
- to provide and maintain adequate workplace facilities for all staff. This will include appropriate lighting, heating, ventilation, toileting facilities and drinking water.
- to appoint competent H&S persons.
- to ensure we carry out our H&S duty to the wider public. (contractors, customers etc)
- to establish a safety committee.
- to review and revise this policy as necessary and at least Annually.

We also recognise:

- our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work; and
- our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.
- To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we will also inform them of their duty to take reasonable care for themselves and for others who might be affected by their activities. We achieve this by explaining their duty and setting out our company health and safety rules in an induction and by conducting refresher training.

In support of this policy responsibilities and more detailed arrangements have been prepared.

### ***Organisation of Health & Safety***

#### ***Personnel Accountable for Health and Safety***

Kerry Bentley (MD) and the Board have the ultimate responsibility for Health and Safety at DBC Training but delegate responsibility through the SMT down to the individual employees.

Their health and safety responsibilities are to ensure that:

- They provide a lead in developing a positive health and safety culture throughout the organisation.
- All decisions reflect its health and safety intentions.
- Adequate resources are made available for the implementation of health and safety.
- Consistency of employers and public liability insurance ensuring an effective, appropriate and comprehensive cover is selected.

- They will promote the active participation of workers in improving health and safety performance.
- They will review the Health and Safety performance of the company on an annual basis.

The appropriate employers and public liability insurance cover is provided and maintained. Prime responsibility for Health & Safety rests with the employer and DBC Training recognises that each manager or trainer in charge of a group of staff or trainees must be responsible for the individuals in their group.

All employees have a duty and are expected to take reasonable care of themselves and others who may be affected by their acts and omissions. Co-operate fully with DBC Training as the employer to enable compliance with health and safety legislation, and undertake training as required.

### ***The Board and SMT***

The Board and SMT of DBC Training have the overall responsibility for the effective implementation of H&S legislation.

Responsibilities include:

- The allocation of adequate resources for H&S
- Ensuring that H&S is effectively managed.
- Ensuring that H&S performance is measured.
- Ensuring that the H&S Policy is promoted throughout the business.
- To ensure that there is an effective policy for Health and Safety.
- Periodically to appraise the effectiveness of the policy and ensure that any necessary changes are made, with a minimum frequency of yearly.
- Continuously monitor the arrangements for Health & Safety, through reviews and committee.
- To inform the Management team of matters requiring immediate action.
- To review the Health & Safety records, any changes in Health & Safety, legal requirements, practices and procedures and ensure that legal requirements are met.
- To appoint or remove members of the Health & Safety Committee.
- To ensure that responsibility for Health & Safety is properly assigned and accepted at all levels.
- Present recommendations of the Health & Safety Committee, requiring financial approval to the main board.

**Health & Safety Committee:**

- Familiarise themselves with DBC Training Health and Safety policy document along with the implementation and maintenance of the H&S policy at their centre.
- Take direct interest and promotion in the implementation of the policy and publicly support all persons carrying it out.
- Ensure that the H&S and welfare policy is understood at all levels.
- Promote safe working practices amongst employees and trainees and gain commitment from all levels of employees on the policy.
- Pass on all relevant information to staff and trainees.
- Ensure any new staff are trained in implementing any H&S policies across the whole business.
- Measure, appraise and where reasonably practicable, improve the company's safety performance.
- Review data of accidents and notifiable disease statistics and trends, so that reports can be made to management on unsafe and unhealthy practices and conditions, together with recommendations for corrective action.
- Examination of audit reports on a similar basis to the above.
- Ensure complaints or any other points on H&S brought to the attention of the H&S representative are logged, investigated and any hazard or danger rectified.
- Assistance in the development of safety rules and safe systems of work.
- Review the adequacy of the safety content of employee training.
- Consideration of reports and factual information provided by inspectors of the enforcing authority appointed under the Health and Safety at Work act.
- Consideration of reports that safety representatives may wish to submit.
- Make recommendations requiring financial approval of the committee meeting for presentation by the national manager to the board.

**The committee comprises:**

- a) Director/s
- b) Managers and Staff
- c) H&S Lead

Committee members should keep themselves informed of all legal requirements under the various H&S acts and regulations and any recent legislation relating to those acts.

**Health and Safety Lead:**

- Ensure inspections are carried out, including fire equipment.
- Ensure risk assessments are carried out and actively participate in the establishment of organisational arrangements, systems and risk control standards relating to hardware and human performance.
- Work with management on matters such as legal and technical standards.
- Promotion of positive health and safety culture within policy.
- Health and safety planning.
- Develop and maintain procedures to ensure the senior managers get a true picture of how health and safety is being managed.
- Be involved with H&S policy, strategy and guidance development.
- Provision of H&S advice.
- Day to day implementation and monitoring of policy and plans. Collation of accident and near miss information and investigation, including reports under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) to enforcing authorities.
- Accident investigation.
- Keep up to date information systems on, civil and criminal law, health and safety management and technical advances.
- Liaise with managers and identify further training and resource needs where applicable.
- Review and update procedures for fire drills, fire prevention and emergency evacuation from each floor in all buildings.
- Review any H&S recommendations received.
- To ensure that all buildings comply with all local authority regulations on matters of H&S.
- Consider and formulate a response to relevant safety issues received from the H&S committee.
- Performance reviews and audit of whole health and safety management system.
- To ensure that the interests of the particular building are duly considered in respect of:
  - ✓ Welfare facilities such as heating, lighting, ventilation, lifts and toilets;
  - ✓ The application of a high standard of "housekeeping";
  - ✓ Security arrangements;
  - ✓ Fire drill exercises in all buildings;
- To be responsible for supervision of the first aid personnel, designated representatives and fire wardens.
- To ensure that all necessary measures to prevent or, where this is not possible, to control the exposure of employees and trainees to substances hazardous to health are in place (COSHH).

The Health and Safety Lead will also liaise with:

- Environmental health officers
- Architects and consultants
- HSE and Fire authorities
- Police
- HM coroner
- Local authorities
- Insurance companies
- Contractors
- Clients and customers
- The public

- Equipment suppliers
- Media
- General practitioners
- IOSH and occupational health specialists and services.

### **Managers**

Managers will ensure that arrangements for H&S are implemented and are continuously under review and that responsibility for H&S is delegated to those reporting to them, i.e. supervisors and staff.

Responsibilities:

- Effectively implement and promote the companies H&S policy.
- Are responsible and held accountable for their departments or area's H&S performance.
- Always maintain safe access to and egress from the workplace.
- Establish acceptable housekeeping standards where appropriate defining specific areas of responsibility and inspect at least monthly, where required, submit written reports with assignments and deadlines for correction.
- Review and approve of all job procedures developed as a result of job safety analysis; install approved procedures and check use of procedures.
- Instil by action, example and training a sincere health and safety attitude.
- Consult with staff and health & safety officer.
- Ensure that risk assessments are carried out with records kept and action taken to reduce risk.
- Ensure workplace inspections are carried out on a regular basis at least every three months and records kept.
- Ensuring that employees, and new employees on induction, understand their H&S responsibilities.
- Assessing the need for H&S training and ensuring it is delivered.
- Ensuring that documentation (such as risk assessments, procedures, inspection, training, and maintenance records) are available.
- With the assistance of the H&S Lead, reporting and managing occupational illness.
- Ensuring that personal protective equipment is provided and used where necessary.
- To ensure that all work necessary to maintain safety and good health is carried out promptly.
- Co-operating with other employers, such as contractors, to ensure the safety of DBC Training staff and third parties.

### **Trainers**

- To make themselves familiar with, and conform to, DBC Training's Health & Safety Policy.
- To observe all safety rules and relevant codes of practice.
- To conform to all Health & Safety instructions given by their managers and others with a responsibility for health & safety.
- To report to their line manager any observed potential hazards, accidents and damage to property or equipment irrespective of whether persons are injured. A written statement giving a full description should substantiate verbal reports.
- To report to their line manager and the nearest First Aid person all accidents to themselves whilst at the centre and enter details in the accident book.
- To seek advice on health & safety matters from their line manager.



- To make any suggestions they have to improve health & safety in DBC Training's to the Health & Safety Lead.

### ***All other Employees***

- Make themselves familiar with, and conform to, the Client's Health & Safety Policy.
- Observe all safety rules and relevant codes of practice.
- Conform to all Health & Safety instructions given by their Manager, Supervisor, Trainer, and others with a responsibility for health and safety.
- To report to their immediate supervisor or trainer any observed potential hazards, accidents and damage to property or equipment irrespective of whether persons are injured. A written statement giving a full description should substantiate verbal reports.
- Report to their supervisor or trainer all accidents to themselves whilst at work and enter details in the Accident Book.
- To seek advice on health and safety matters from their manager, supervisor or trainer.
- To make any suggestions they have to improve health and safety in DBC Training's to the Committee.

All employees or trainees should note that failure to comply with the demands of the Health & Safety at Work Act 1974 and with the Health & Safety Policy will result in disciplinary action.

### ***Other Persons on the Premises***

All visitors and contractors including Apprenticeship Learners will be made aware of this policy document and the DBC Training's H&S policy statement. They should adhere to DBC Training's safety rules, codes of practise and to instructions given by DBC Training employee accompanying them whilst on DBC Trainings' premises.

In addition, any contractors on DBC Training properties will ensure that contractors safety rules must operate to the legal standard required under health and safety legislation and provide good H&S supervision of their own employees.

### ***First Aid Personnel***

The nominated persons are: Luke Brailsford, Jemma Wharmby, Olivia Needham, Nicola Loughenbury, Sue Sharratt-Farnsworth, Jamie Traynor, Jessica Walsh, Chris Dixon, Ashley Steele, Jamie Dickens

### ***Health and Safety Leads***

The nominated persons are: Paul Burton, Vicki Zolkiewicz & Kerry Bentley

### ***Arrangements for Health and Safety***

#### ***Accident and Near-miss Reporting***

All accidents to persons and/or property, dangerous occurrences and "near miss" situations will be the subject of investigation. All staff are responsible for entering accidents which cause injury to a person in the approved Accident Book.



- Accident -** an unexpected occurrence that results in, major/minor injury, a medical condition or damage to property.
- Near-miss -** an unexpected occurrence that has the potential to results in, major/minor injury, a medical condition or damage to property.

All accident and near-miss incidents that occur, in relation to DBC Training activities **must be reported**, however trivial they may appear and no matter whether an injury was sustained or not.

The rationale for completing the appropriate form is: -

- facilitate any investigation.
  - to prevent recurrence of the incident.
  - to allow safety and health data development and in consequence, raise standards.
  - to satisfy legislation.
1. If there is an accident (see definition above) complete an Accident Report Form as comprehensively as possible and pass it to the Health & Safety Advisor without delay.
  2. If there is a near-miss accident or incident E-mail internally to Health & Safety Advisor.
  3. If there is an accident or near miss or any other health & safety issue that you assess to be serious and require urgent attention then contact the Safety Officer Paul Burton.

All Apprenticeship learners H&S will remain the responsibility of the Employer however it is DBC Training's responsibility to ensure this is happening. DBC Training will be in regular communication with the Employer regarding the premises and any Health and Safety concerns that have been reported.

In the event of an accident taking place which involved an Apprentice, a procedure is in place to ensure this is reported by the Employer to DBC Training within 24 hours. Dependent on the nature of the accident and who was involved will determine if this needs to be reported further or if DBC Training need to act and review the risk assessment of the premises.

### ***Health and Safety Reporting***

Centre managers will complete the daily, weekly and monthly checks within their designated sites to ensure any health and safety concerns are reported and escalated. In the first instance this needs to be reported to Paul Burton and then escalated to Vicki Zolkiewicz to ensure relevant action is taken.

All Health and safety check sheets need to be stored in a central location so they can be accessed by all relevant individuals. Actions required must also be included in these documents.

### ***Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)***

The Health and Safety Executive (HSE) require a F2508 form completing under RIDDOR when specific events occur. A précis of what is reportable is as follows: -

- a) Any injury to an employee whilst at work which prevents them doing their normal work for more than 3 days. (Including on 'light duties')
- b) Death or any major injury to an employee (i.e., any fracture other than to fingers or toes, any amputation, dislocation of the shoulder, hip, knee or spine, loss of sight).
- c) Any other serious injury (i.e., anyone requiring resuscitation, requiring admittance to hospital for more than 24 hours.)

- d) Dangerous occurrences.
- e) Acts of violence suffered by people who are at work, resulting in them being absent for more than 3 days.
- f) Any injury to a member of the public which meant they had to be taken from the scene of the accident to a hospital for treatment, where the accident is attributed to the work organisation, plant, a substance, or the condition of the premises.

In the first instance, all accidents should be investigated by the Health & Safety Officer.

**Personnel will: -**

- Inform the Health and Safety Executive and the Safety Advisor as soon as they are aware that a member of staff is absent from work or unable to do their normal duties for longer than 3 days due to accident, incident or ill health attributed to work.

**The Safety Advisor will: -**

- Inform the HSE as soon as is reasonably practicable when any of the above 6 categories occur, using form F2508.
- Investigate any incident in the above 6 categories and recommend remedial action to the appropriate Manager/Director.

Trainee placement areas/employers are required to report trainee accidents to DBC Training in accordance with the Health & Safety agreement.

**DANGEROUS OCCURRENCE**

If something happens which does not result in a reportable injury, but which clearly could have done, it may be a dangerous occurrence which must be reported using the online system to the enforcing authority.

For a full list please refer to [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)

**REPORTING TO THE HSE INCIDENT CONTROL CENTRE (ICC)**

There are a number of ways to report an accident, and these are:

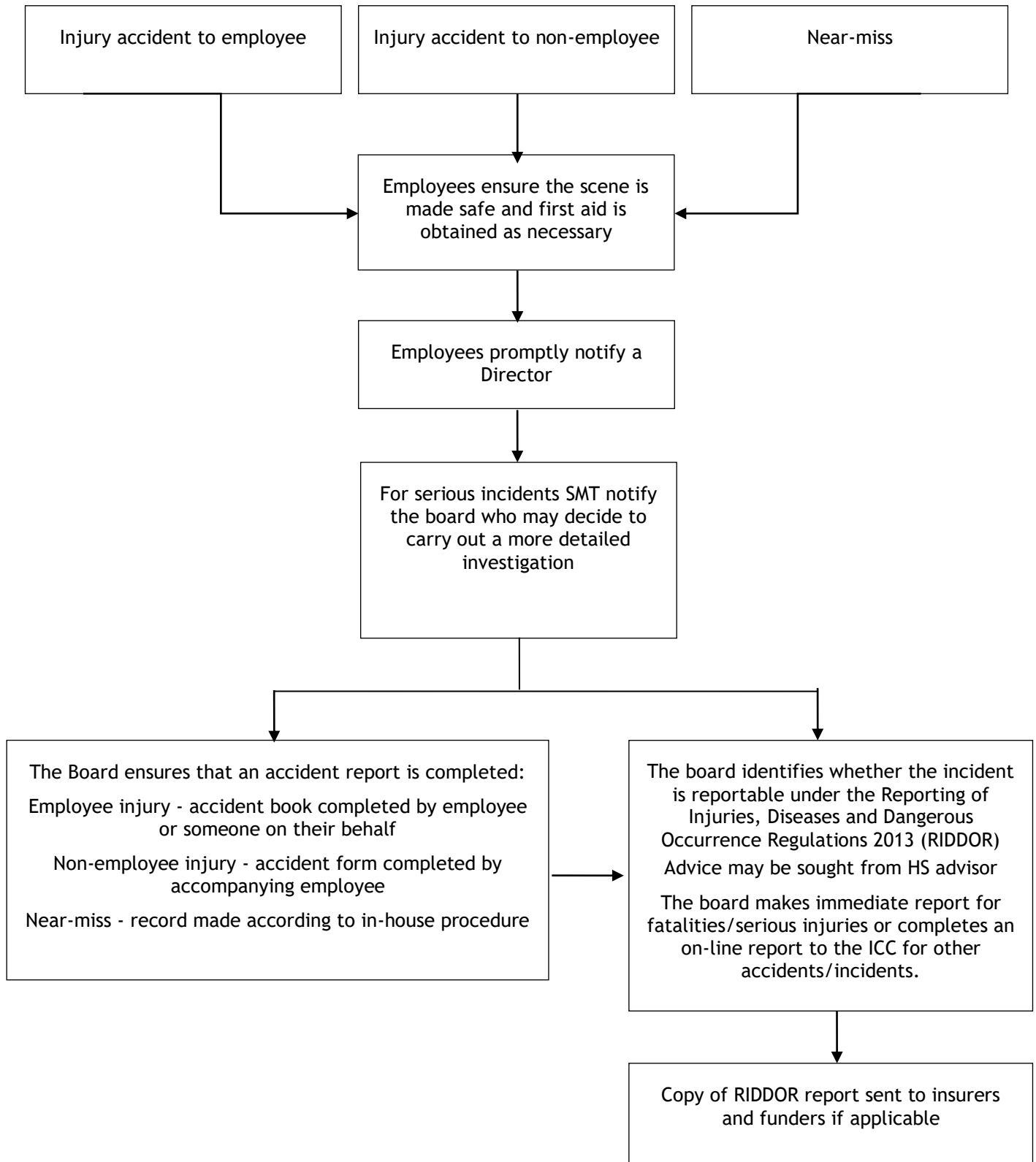
**Internet:** Website: <http://www.hse.gov.uk/riddor/report.htm>

Complete the relevant form; you will then be able to download a pdf copy of the form for your records.

**Telephone:** Call 0345 300 9923 Please only use the telephone contact for Death or Major Incidents.

The operator will ask you appropriate questions about the injured person and the accident. The ICC will then send you a copy of the completed form for you to check and keep for your records.

## Accident Reporting Procedure



## ***First Aid***

First aid personnel are responsible for ensuring that the contents of first aid boxes and associated location notices are up to date within their area.

### **First Aid Procedure**

1] If practicable, render immediate assistance yourself, though you are advised to obtain help from a named first aid person or the emergency services as appropriate.

2] A trained First Aid person is assigned to each building with the individual name and location displayed on the notice board. First Aid boxes are also available in each building. The first aid person will assess the situation and determine the following procedure: -

- **If the patient requires hospitalisation; -**

- Call for an ambulance, contact next of kin, organise a suitable companion, complete an accident form, inform the Safety Officer and Manager.

**Or**

- Call for a taxi, contact next of kin, organise a suitable companion, complete an accident form.

- **If the patient is advised to go home or to their doctor: -**

- Decide if a companion is required, complete an accident and/or near miss form.

- **If the patient remains on site: -**

- Complete an accident/ near-miss report form.

### **Illness**

First aid provision is not intended to deal with illness generally. If required and wherever possible make arrangements for the patient to be taken home or to their doctors.

However, it is recognised that there will be situations where first aid advice should be sought, and the first aid procedures brought into action.

- a) In the event of sudden illness or accident you should contact your trainer or supervisor. If the supervisor or trainer are unavailable,
- b) All accidents must be reported immediately to the named first aid person who shall enter the details of accidents in the official Accident Book.
- c) All accidents should be investigated by the Health & Safety Advisor together with the supervisor or trainer of the person(s) involved as soon as possible and appropriate remedial action taken to prevent recurrence.
- d) The official Accident Books should be reviewed and discussed by the Health & Safety Committee at each meeting.

## **Alcohol and Drug Abuse**

Under the Health and Safety at Work Act 1974, DBC Training is required to ensure, as far as is reasonably practicable, the health and safety of its employees, and others at work. It is not its policy to intrude upon the privacy of members of staff, particularly in health matters, where their condition does not affect their conduct or performance. DBC Training must, however, be concerned where health or behaviour impairs the conduct of work performance of its staff or impinges on the health and safety of other staff etc. It recognises that alcohol is a common cause of such impairment. It also recognises that different approaches to disciplinary procedures are needed to reflect the different legal position on the possession and supply of drugs.

In the case of drugs, problems do not solely arise from the use of prohibited substances. Experience elsewhere has shown that other prescribed drugs, such as tranquillisers etc, can cause difficulties with performance at work and can themselves create dependency problems.

### **Drug and Alcohol Dependency**

For the purpose of the policy, alcohol dependence is defined as:

‘The habitual drinking of intoxicating liquor by employees, whereby their ability to perform their duties is impaired or their attendance at work is interfered with, or they endanger the safety of others,

Drug dependence is defined as:

‘The habitual taking of drugs by employees other than drugs prescribed as medication, whereby their ability to perform their duties is impaired, or their attendance at work is interfered with, or they endanger the safety of others’.

Any member of staff who is concerned that they may have a dependence on alcohol or drugs is encouraged to seek help and advice from their General Practitioner.

Someone whose dependency on drink or drugs has come to the attention of a manager or others - possibly through difficulties at work will, in the first place, be encouraged to discuss their dependency problems and also, if appropriate, be advised to seek medical assistance.

DBC Training will regard anyone seeking help as having a health problem and will cooperate where possible to enable appropriate help/treatment to be obtained.

If, because of an alcohol or drug dependency, a person’s performance at work/behaviour is suffering and this would normally result in disciplinary action being taken, such action will be suspended for an appropriate period during treatment. Should help be refused or treatment unreasonably discontinued or, after a reasonable interval there is no improvement in behaviour and/or work performance remains poor, disciplinary procedures will be resumed or initiated. Such procedures may result in the termination of an individual’s appointment.

If, because of alcohol or drug dependency - or for any other reason - a member of staff behaves or carries out their work in such a way as to endanger their own or others health and safety, prompt corrective action will be taken as necessary. In this sort of situation, the employee’s alcohol or drug dependency will be taken into account, but it will not necessarily free the person concerned from the consequences of their conduct.

## **Advice and counselling**

We recognise that there may be circumstances when an employee has an alcohol, drug or substance related problem that requires specialist help. Therefore, it is our intention to deal with these cases sympathetically. Your General Practitioner will be able to give you advice and guidance on how to obtain help and assistance with any alcohol, drug, or other substance related issue. If any member of staff is diagnosed as having a problem, we will treat it as a health matter. However, this does not necessarily mean that the individual concerned will be excused from any consequences of their conduct that would otherwise merit disciplinary action being taken. If a program of counselling is sought and the individual employee subsequently reverts to their previous level of dependency, we retain the right to treat any resulting decline in performance or breach of policy as a disciplinary matter.

All requests for help will be treated in the strictest of confidence, please speak to the Co-owners. If the storing of written information becomes necessary, this will be carried out in accordance with the requirements of the **Data Protection Act 2018**.

For reasons of health and safety of the individual, or of others that may be at risk, we reserve the right to transfer any individual undergoing treatment for drug, substance, or alcohol dependency out of a safety critical role. In doing so, the needs of the individual will be considered and wherever possible, a suitable alternative post sought. Where an individual's job role is found to be contributing to a problem, then the company will take all reasonable steps to deal with it.

### **Consultation with employees**

DBC Training recognises that employee involvement is essential to successfully managing health and safety at work and as such will actively encourage employee participation in health and safety matters and will consult staff fully on all health and safety issues as required by law, through regular staff meetings as well as through day-to-day involvement. 'Health and safety' is a standing item on the agenda of staff meetings.

### **("COSHH") Control of Substances Hazardous to Health (C.O.S.H.H.)**

DBC Training will ensure, so far as is reasonably practicable, that measures shall be introduced to prevent or where this is not possible, to control the exposure of its employees and trainees to substances hazardous to health.

### **Risk Assessment - Substances**

All hazardous substances used throughout DBC Training must be assessed for risk. Where staff are likely to use hazardous substances, **e.g., cleaning materials, etc**, their manager will nominate a member of staff to be trained in C.O.S.H.H. Assessment. The written assessment will be held locally and available for inspection.

DBC Training's assessment of the health risks created by the work and of the measures that need to be taken, as a consequence, to protect people's health and meet the requirements of the COSHH Regulations is in place.

Substances hazardous to health include: gases, vapours, liquids, fumes, dusts, and solids and can be components of a mixture of materials. They can also be micro-organisms.

### **Contractors**

A contractor has direct responsibility to ensure the safety of themselves, their employees and any other person who may be affected by their actions. Responsibility rests with DBC Training personnel to see they observe site safety standards and other statutory obligations.

When a contractor arrives to carry out work, somebody on site must be designated as responsible for monitoring the activities of the contractor while they are on site. The contractor should report to the designated person.

When contractors are working on the premises of DBC Training, the manager responsible for hiring the contractor must ensure that:

- Contractors or their employees are not placed at risk because of DBC Training activities carried on simultaneously; and
- DBC Training employees/trainees are not placed at risk because of contractor's activities.
- Contractors adhere to DBC Training Health & Safety policy.
- Contractors read any relevant safety instructions regarding the area where work is to be carried out **BEFORE COMMENCING**.
- Contractors are covered by insurance against risk before undertaking any work.

All accidents involving contractors must be reported in the usual way.

**In the interest of all visitors, contractors, and staff it is important that the following notes are read and understood.**

### ***Contractors Fire/ emergency procedures***

Whilst on the premises of DBC Training, you should make yourself familiar with the fire instructions. You should know:

- (i) Your nearest and alternative escape route.
- (ii) Action to be taken if you discover a fire.
- (iii) Procedure to follow if you hear the alarm ringing.

Fire instructions are posted on notice boards throughout the building, but if you are in any doubt you should ask at Reception or the DBC Training member of staff with whom you are visiting / working.

### ***Contractor Security Procedure***

You are required to observe DBC Training's rules specified below whilst on DBC Training premises:

- (i) Register your arrival and departure at Reception.
- (ii) Observe the requirements of DBC Training in certain areas such as no smoking, no eating, etc.

### ***Contractors Accident Prevention***

The DBC Training Health & Safety Policy also states that contractors should:

- (i) Adhere to DBC Training Health & Safety Policy.
- (ii) Read any relevant safety instructions regarding the area, where work is to be carried out before commencing.



## **Disabled Persons**

DBC Training recognises its obligations under “The Health and Safety at Work Act 1974” to exercise a general duty of care to its employees and is also aware of its obligations under the “Disability Discrimination Act 1995”. To this end the company aims to provide a full and fair opportunity for employment of disabled applicants and to ensure, through training and practical assistance where required, their continued employment and promotion. Employees who become disabled will be accorded every possible opportunity for maintaining their position or for retraining if appropriate.

DBC Training’s health and safety policy has been prepared to ensure a safe and healthy environment for all employees. It recognises that those employees who require equipment, facility or assistance, both routinely and in an emergency, will have such needs met.

At least one disabled person will participate in all company discussions relating to workplace health and safety.

### **The term "disability"**

The Disability Discrimination Act defines disability as "a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities". People who have a disability, and people who have had a disability but no longer have one, are covered by the Act.

### ***Arrangement for securing the Health and Safety of disabled members of staff.***

DBC Training will keep a record of all personnel who, by reason of disability, are thought to have requirements relating to the companies’ health and safety practices. The record will be regularly reviewed in terms of:

- the nature of the disability and any limitations it places on either an individual’s physical and/or intellectual function.
- the extent to which the individual requires changes (if at all) in the work environment or workplace practices.
- the nature of any routine practical assistance or supervision required of other people arising from the disability.
- any implications that would arise on an emergency basis, either as a consequence of the disability (i.e., as epileptic fit) or in the workplace (i.e., emergency evacuation of the workplace)
- what action has been taken on the basis of the above factors.

### ***Procedures for dealing with Disability Health and Safety issues.***

Employees should report any concerns regarding disability and health and safety to a responsible person (manager or supervisor). Where a disabled person (or any other) employee raises a matter concerning health and safety related to his or her employment, the company will:

- make all necessary investigations to identify the relevant details.
- proceed with all measures necessary to resolve the matter.

The company will jointly with the employee, make appropriate use of the **Disability Advisory Service** where health and safety concerns prove to be complex and/or problematic.

### ***Disability Information and Training***

Newly appointed disabled employees and employees who become disabled will receive specific information and training on all relevant matters of health and safety. The company will ensure that the information is presented in such a way as to be readily understood by each individual. Company health and safety bulletins will also be issued in such a way that disabled employees can readily access and understand them.

If the company requires the services (supervisory or otherwise) of other employees to assist a disabled person in the course either of their work or to expedite health and safety procedures, these employees will be trained by the company and will receive specific notice of the duties required of them, and the disabled employee will be advised of the arrangement.

As a matter of good practice, DBC Training will ensure that all employees generally, are advised of any relevant health and safety issues that affects the individual disabled employee.

## Display Screen Equipment (DSE)

### Health & Safety (Display Screen Equipment) Regulations 1992

To whom do the Regulations apply?

Any person who, during the course of their work habitually use DSE. Persons who are in this category are called **USERS**. DBC Training has defined a **USER** as any person using DSE for periods of greater than one hour per day on average.

It is the responsibility of the **Manager** to identify a **USER** and initiate a suitable and sufficient assessment along with any training required.

Upon request DBC Training will provide the **USER** with an eyesight test and if required a basic corrective appliance for DSE work.

When a **USER** is identified, a competent person will complete a **workstation risk assessment**, taking into consideration the suitability of: -

- The screen: - clear and stable characters, brightness/contrast controls, swivel, and tilt, free from on-screen reflections.
- The keyboard: - separate from the screen, tilt able, non-reflective surface, adequate space in front to rest the hands.
- The work desk: - sufficiently large to allow flexible arrangement, suitable size with no underfoot obstructions or trailing cables and nothing stored under the desk.
- The work chair: - stable, allowing freedom of movement, adjustable in height, adjustable in backrest height, and adjustable in backrest rake.
- The environment: -adequate space, lighting, heating, humidity, and noise levels.
- The footrest: - these will be supplied where necessary.
- The software: - suitable for the work undertaken (not a source of risk).

All **USERS** are recommended to have a break from DSE activities of 5-10 minutes in every hour.

### **Work Routine DSE**

1. The principle is to so arrange the work that periods of activity on the DSE are interrupted by periods of other activity.
2. The purpose of the change of activity is to **prevent** the onset of fatigue, not for recuperation.
3. There are no specific requirements for the length of DSE sessions, but the following are suggested for guidance:
  - No single session at DSE should exceed about 60 minutes without a change of activity. Such a session is to be followed by a change of not less than 15 minutes.
  - Shorter sessions are preferable: such as 30 minutes followed by 5 minutes of change, or 60 minutes sessions followed by 10 minutes of change.
  - For some users the DSE session is frequently interrupted for brief periods by callers, the telephone etc. These will help to relieve fatigue and, in some cases, may be sufficient to act as the change of activity.

Users are required to be provided with DSE health and safety training. Training will be carried out at departmental level and include:

- desirable ergonomic features, e.g., chair comfort.

- undesirable features, e.g., reflection and glare.
- health risks.
- the importance of postural change.
- the use of adjustment mechanisms, particularly furniture.
- the need to take advantage of breaks and changes in activity.
- the use and arrangements of workstation components to facilitate good posture, prevent over reaching and avoid glare and reflections on the screen.
- information regarding assessments.
- information regarding eyesight testing.
- adequate training in the use of software will be provided.
- organizational arrangements for bringing problems and symptoms to the attention of the Health and Safety Lead.

### ***The use of Mice***

Prolonged use of a mouse can cause WRULD (Work Related Upper Limb Disorders). Users whose work involves much mouse work should seek to use a mixture consisting of mouse work and alternatives, e.g., trackballs, tablets, mice, or keyboard activated commands. All mouse users should ensure that the positioning of the mouse is fairly close to the midline of their body and should avoid the arm becoming stretched out from their shoulder.

### ***DSE For Employees of another employer***

1. Employees of an employer who is not DBC Training must be treated as though they were employees of DBC Training.
2. There are two exceptions. Their own employers must provide eye and eyesight tests and any corrective items. They are also responsible for generalised training.
3. The main intention of this is to cover people such as temporary employees.
4. Many temporary workers supplied by employment/agency businesses will use a DSE sufficiently to become a user and hence be subject to the DSE regulations.
5. Where a DSE worker supplied by an agency/employment business becomes an employee of the host employer, the duties under the DSE Regulations will fall to the host employer.

In other situations where the worker is an employee of the agency or is self-employed, both the agency/business and the host (client) employer will have duties under the DSE Regulations. The following list clarifies these responsibilities.

#### ***(a) Host employers should:***

- assess risk to agency worker (whether users or operators) using their work station.
- ensure all workstations in their undertaking comply with minimum requirements.
- ensure activities are planned so that agency worker users can have breaks from DSE work.
- provide training to agency worker user when their workstation is being modified.
- provide information to agency workers (both users and operators) about risks, risk assessments, and risk reduction methods; and additionally, to users about breaks and training when their workstation is being modified.

### ***IT including Laptops:***

Individuals who use laptops as part of their daily work routine need to be aware of certain hazards associated with the use of laptops. DBC Training recognises this and consequently will bring to the attention of users what these hazards are and wherever is reasonably practicable put control measures in place and provide suitable training.

When using a laptop and wherever possible, apply similar DSE principles to those in the Policy as regards posture and breaks/changes of activity. Prolonged users of laptops should use a separate keyboard and ensure the screen is raised to the appropriate height or use the laptop keyboard and a separate monitor.

Certain aspects of laptop computer use are likely to be associated with an increased risk of musculoskeletal discomfort than others. i.e., use in non-ideal locations (which encourage poor posture), and manual handling issues such as carrying large amounts of paperwork, or carrying several additional items with the laptop, can be associated with back and shoulder discomfort.

Risk assessments will be carried out on all users of laptops to ensure that proper work management processes are in place. It is only appropriate to use a laptop computer where the assessment clearly indicates that their use for directed work is occasional and for short periods of activity.

DBC Training will ensure the following:

- that all staff who use computers (laptops, handhelds) receive health and safety training relevant to computer use.
- Ensure that managers of laptop computer users receive health and safety training relevant to laptop computer use.
- Ensure that staff who use laptops are encouraged to report any symptoms of discomfort that may be associated with their use of laptop computers as soon as they arise.
- Take regular breaks from computer use.
- Ensure that managers and staff are aware of the increasing risk of discomfort associated with prolonged laptop computer use.
- Provide manual handling training for users of laptop computers.
- Carry out manual handling and DSE risk assessments with laptop computer users.
- Ensure that staff who use laptops only use laptop computer equipment when out of the office.
- Provide good facilities such as external keyboards and monitors, at workstations where laptop computers will be in prolonged use.
- Minimise the use of laptops in non-ideal locations.
- Ensure that handheld computers are carefully selected for ergonomic features which match the requirements of the tasks undertaken.

### ***Procedures for dealing with DSE Health and safety Issues.***

Where an employee raises a matter relating to health and safety in the use of DSE, DBC Training will:

- take all necessary steps to investigate circumstances.
- take corrective measures where appropriate.
- advise employee of actions taken.

Where a problem arises in the use of DSE, the employee must inform their line manager.

DBC Training is aware that the "Directive on the minimum safety and health requirements for work with display screen equipment" has been adopted by the Council of the European Community and will continue to monitor the relevant legislative developments in the U.K.

## Electrical Equipment

**The Electricity at Work Regulations (1989)** coupled with this policy, require that all portable electrical equipment (computers, kettles, answer-machines etc.) whether owned by DBC Training or by the individual members of staff, **must be electrically tested**, numbered, and logged on arrival on the site and at regular intervals thereafter.

It is the responsibility of all staff to:

- Ensure that portable electrical items have a current safety label.
- Stop using portable electrical equipment if it appears unsafe and inform the manager and or health and safety officer.
- Reduce tripping risk from trailing cables.
- Visually check the item before use (the majority of electrical faults are discovered during a visual check).
  - i) Is the plug OK?
  - ii) Is the cable OK?
  - iii) Is the appliance case OK?

If items are to be taken off site, disposed of, or have gone missing, then this information should be passed on to the relevant staff, to allow the records on these items to be amended.

Only competent trained staff may carry out electrical testing. This includes the changing of plugs and fuses.

All electrical equipment and apparatus should be switched off after use ensuring that no equipment is left electrically connected at the end of the working day (unless the Manager or a named representative has given specific instructions to the contrary).

No cables must be left connected to wall sockets under any circumstances when not connected to an appliance.

Power blocks can only be used as a temporary measure. When used they must be securely fitted to the back of a desk or some other form of secure surface. The term temporary means no more than three months. Office equipment needing a power supply will need to have the correct power points installed.

It is dangerous to tamper with any sources of electricity. No member of staff or trainees, therefore, should attempt to rectify any defect or damage with particular reference to cables, plugs and connections. These should be reported immediately to the Health & Safety advisor, who will remove the item, complete the fault log and arrange for the fault to be repaired.

No unregistered, or private portable mains electric appliances of any kind, are allowed on the premises. Where there is a need for any such appliances to be kept on the premises the prior consent of the Health & Safety advisor must be obtained. The Health & Safety Competent advisor shall have a duty to remove all unregistered appliances without warning.

**Managers are responsible for ensuring the equipment in their area is appropriately signed and tested. To fulfil this requirement the Manager should appoint a competent person from within their area or make alternative arrangements to carry out this task.**

## Fire and Evacuation Procedures

The procedures set out below may be modified by local management in respect of Regional Offices.

### ***Raising the Alarm***

If you discover a fire during normal working hours:

- Smash the glass on the nearest fire alarm call point to operate the alarm.
- Contact the Emergency Services.

If you discover a fire outside normal working hours:

- Operate the nearest fire alarm call point.
- Telephone the Emergency Services
- Only tackle a fire if it will not put you at any personal risk (using the appropriate fire extinguisher or fire blanket).

### ***Evacuation Procedure***

When the fire alarm sounds:

- a) Leave your place of work immediately; do not walk to collect coats, handbags, etc.
- b) Do not use lifts.
- c) Do not endanger yourself or others by lingering in corridors or stairways.
- d) Always use the nearest fire exit (if possible).
- e) Never run.
- f) Staff should make directly to their designated assembly Point.
- g) On arrival at the assembly point it is every employee's duty to report to the Fire Wardens and have their names checked.
- h) Managers and trainers will be responsible for checking that all persons have left the areas under their control, before they themselves leave the building.
- i) No member of staff may re-enter the building until told by a fire brigade officer or DBC Training's Fire Wardens that it is safe to do so.
- j) On arrival at the assembly point supervisors and trainers will report to the Health and Safety Competent Person their respective areas that all employees and/or trainees are accounted for.



**General Fire Information**

Supervisors and Trainers shall keep an up-to-date list of all staff/trainees for whom they are responsible and use it for roll call at fire drills and actual fires. This responsibility must be delegated in the event of the supervisors or trainers' absence from work.

Each member of staff or trainee must:

- Know the name of the supervisor or trainer for their area.
- Read the Fire Notice displayed on the notice board and understand its contents.
- Know the assembly point.
- Know the location of their nearest fire alarm point, fire equipment and Fire exits.
- Be aware that no fire extinguisher or other fire equipment may be moved from its appointed position other than to be used in emergency.
- Be aware that the use of fire equipment for emergency purposes must be reported to the Health & Safety Competent Person.

Fire alarm systems will be tested regularly and DBC Training will conduct regular fire drills. Fire fighting equipment will be properly maintained.

Plan of evacuation assembly point will be displayed on all noticeboards.

**General rules for preventing fires at work.**

All staff are responsible for fire safety. These notes are designed to raise your awareness of the causes of fire at work and provide guidance on what we can do to prevent a fire from starting and spreading.

- Ensure equipment and machinery is regularly inspected and maintained.
- Report faulty electrical equipment and wiring to the manager.
- Do not overload electrical sockets or extension leads.
- Avoid using portable heaters of any kind, if at all possible.
- Use, store and dispose of flammable liquids and LPG cylinders safely.
- Follow the 'no smoking' policy.
- Do not place liquids on electrical equipment.
- Switch off equipment at the end of the day.
- Do not obstruct ventilation outlets, keep ducts and flues clean.
- Take precautions to minimise the risk of arson.
- Monitor the work of contractors on site.
- Carry out regular inspections of the workplace to check for fire hazards.

Good standards of housekeeping should be observed by all staff. Waste materials should not be allowed to accumulate. The amount of paper, boxes etc. stored should be kept to a minimum unless these can be stored in metal cabinets or similar which provide a degree of fire protection.

## ***Handling and Lifting***

### **Manual Handling Operations**

Office based staff are reminded that office equipment including, parcels and boxes can be heavy. Care should be taken to lift articles with the correct stance, posture, and direction of movement. Never lift anything that by its weight or bulk suggests that two people should move it.

A manual handling operation is defined as “any transporting or supporting of a load, (including the lifting, putting down, pushing, pulling carrying or moving thereof) by hand or by bodily force”.

### ***Manual Handling Assessment***

There is no specific stated weight where injury may occur, therefore, to reduce the likelihood of injury to a person, as far as is reasonably practicable, a risk assessment must be carried out by a competent person and appropriate control measures applied to the task.

- a. Avoid hazardous manual handling operations, so far as is reasonably practicable. This may be done by redesigning the task to avoid moving the load or by automating or mechanising the process. Use a trolley to move computers, printers, monitors etc including single items of heavy equipment.
- b. Make a suitable and sufficient assessment of the manual handling operation. The risk assessment will identify the appropriate control measure, taking into account, the task, the load, the working environment, and the individual capability and also the interaction between these factors.
- c. Reduce the risk of injury from the operation, so far as reasonably practicable.

### ***Manual Handling Procedures***

Try to have goods delivered to the point of use and whenever practicable left at “work surface height” - not on the floor which will entail bending down to re-lift the object.

If items have to be moved physically consider the task, weight of the load and environment in relation to your physical capabilities and health. Always:

- examine the object to ascertain its weight and check for stability (centre of gravity), sharp edges, etc.
- use any mechanical aids provided (or obtain aids if indicated by the assessment).
- plan the move checking that the:
  - route is free from tripping and slipping hazards and well lit, and
  - the load does not block your vision
- get a good grip and hold the load as close as possible to the body.
- lift with your legs whilst:
  - keeping your back as straight as possible,
  - checking that you will not crush your fingers whilst lifting (e.g., against door frames),
  - keeping your arms tucked in, and
  - avoiding movements that twist your body, and

- take rest stops along the way if necessary.

If in doubt obtain help and perform a two (or more) person lift. When team lifting, it is important that one person co-ordinates the operations involved. Only lightweight items should be stored above shoulder height, and then only when absolutely necessary. If the manual handling of any heavy or particularly awkward loads is contemplated a formal manual handling operations assessment must be carried out by a Health and Safety Adviser.

Staff who undertake lifting and carrying must attend the relevant training session arranged by external Training Services.

### **Health surveillance**

As an employer we will ensure that our employees are provided with health surveillance as is appropriate having regard to the risks their health and safety which are identified by the risk assessment.

### **Housekeeping**

Poor standards of housekeeping are a common cause of injury and damage at work and can create unnecessary fire hazards. Low standards often result from poor working practices and/or organisational deficiencies within the workplace.

DBC Training recognises the need to ensure that adequate standards of housekeeping are achieved.

Workplace inspections will be carried out on a regular basis to identify areas where standards require improvement. These areas will be highlighted for remedial action.

### **Waste collection and removal**

Floors will be cleared on a regular basis and waste bins should be emptied daily. Rubbish will be kept in suitable containers and should not be allowed to overflow. Combustible waste must be kept away from ignition sources. Large items of rubbish that pose a particular hazard, such as obsolete items of furniture, should be removed without delay, to facilitate this contact your manager.

Managers and supervisors must ensure that their areas of responsibility always maintain satisfactory standards of housekeeping. The following duties apply:

- Ensure that articles are not left in walkways or on the floor.
- Ensure that there are no trailing cables.
- Ensure that articles are stored in designated places.
- Regularly check the working area to ensure that satisfactory standards of housekeeping are maintained.
- Arrange for obsolete or unwanted articles of furniture to be removed.

Employees are responsible for the following.

- Ensuring that they do not allow waste materials to accumulate in their working area and keeping their workstations tidy.
- Acting in accordance with information and training relating to housekeeping in the workplace.
- Reporting problems relating to storage or removal of articles to their line manager.
- Leave no items of food or drink in their work areas\ office.

## **Workstations**

A workstation is defined as any area where work is carried out. There should be sufficient space at each workstation to enable the work to be carried out safely and comfortably. This should allow for the manoeuvring and positioning of materials.

## **Job Safety Analysis (JSA)**

As part of our commitment to health and safety we will carry out job safety analysis where required. This is to identify what training is required to satisfy legislation and training needs. The results will be recorded so future reviews can refer to this information and be available for inspection by enforcing authorities and others who have legitimate access.

## **Lone Working**

It is the Managers responsibility to ensure no member of their staff is working alone whilst at work unless **it is not reasonably practicable to do otherwise**. This will take into account the nature of the task, the environment in which they are working, and the person involved. (An assessment of the risk).

## **Outside Normal Hours**

DBC Training staff are permitted to work in the Office during outside normal hours periods if necessary on low risk work (reading, writing, PC work). If high risk work is contemplated then it **must not** be conducted alone. The minimum acceptable requirement is that a risk assessment is conducted prior to the work, and during the work someone known to you is within immediate calling distance, in case of an emergency.

Outside normal hours, do not admit anyone into the building that you do not personally know to be a responsible member of DBC Training. If anyone that you cannot vouch for should ask you to admit them, then contact the Health and Safety Advisor to seek advice before permitting entry. Try to park close to the building entrances when you arrive so that you do not have to walk unnecessarily long distances back to your car when you finish work by which time it may be dark. Be very careful to secure your room and the main entrance door(s) when you leave. Report any signs of suspicious behaviour, attempted break-ins etc to the Emergency Services.

## **Monitoring health and safety**

Health and safety performance will be monitored on an ongoing basis and reviewed at least annually, through the review of risk assessments, accident, ill health and incident records, and the results of workplace and equipment inspections. Any necessary action will then be taken so as to improve our overall health and safety performance, i.e., health and safety reviews will be used to identify priorities and set objectives. Workplace inspections will be undertaken and recorded every 3 months.

## **Personal Protective Equipment**

### **Personal Protective Equipment at Work Regulations 1992**

Personal Protective Equipment (P.P.E.) is any item of clothing / equipment that a person wears for their protection in relation to occupational safety and health. Examples of P.P.E. are; - **safety footwear, eye protection, gloves**

- Suitable P.P.E. will be provided, free of charge to all staff who may be exposed to a risk to their health and/or safety.
- P.P.E. should only be used if all other methods of risk control have been explored following a risk assessment.
- P.P.E. must be appropriate for the risks and ergonomically suitable.
- There should be suitable accommodation for the P.P.E. provided by DBC Training.
- There must be clear instruction on where to obtain P.P.E, when P.P.E must be worn and how to wear P.P.E.
- P.P.E. must meet the European Product Directive and be marked accordingly, (CE marking).
- P.P.E. must be regularly inspected and maintained. It is the responsibility of Staff to report any loss or defect in P.P.E. provided by DBC Training to an appropriately appointed person, nominated by their Manager.

***It is the responsibility of the Managers to: -***

- Ensure the risks have been assessed and appropriate control measures are applied, **as a last resort P.P.E. will be used.**
- Enforced the use of P.P.E.
- Ensure the relevant information, instruction, and training on the use of P.P.E. is given to all persons requiring P.P.E.

For advice on P.P.E. and the associated assessment contact the Health and Safety Advisor in the first instance.

**New or expectant mothers**

**Definition**

A "New or expectant mothers" is defined as an employee who is pregnant, who has given birth in the preceding six months; or who is breast-feeding.

New or expectant mothers are required to inform DBC Training in writing of their condition.

To comply with **The Management of Health and Safety at Work Regulations 1999** DBC Training will take into account risks to new and expectant mothers while assessing risks in their work activity.' The regulations also state that if an employer cannot avoid a risk by other means they are specifically required to make changes to the working conditions or hours of a new or expectant mother, offer her suitable alternative work, or if that is not possible, suspend her for as long necessary to protect her health and safety and that of her baby.

This requirement commences as soon as DBC Training has been notified in writing that the worker is pregnant, has given birth in the last six months, or is breast-feeding. DBC Training does have the right to request a certificate from a GP or a midwife confirming the pregnancy.

Where our employees include women of child-bearing age, risk assessments will be reviewed to take account of any factors which might, by reason of her condition, affect a new or expectant mother, i.e., the mother, her unborn child or the child of a woman who is still breast feeding.

***Risk assessments will be carried out where:***

- the persons working in an undertaking include women of childbearing age.

- the work is of a kind which would involve risk, by reason of her condition, the health and safety of a new or expectant mother, or to that of her baby.
- risk assessments will be reviewed monthly.

The risk assessment will take into consideration the following;

- continuous standing
- constant sitting
- any work in confined spaces
- manual handling
- any shocks or vibration
- ionising radiation
- high pressure
- chemical or biological agents
- stress
- excess travelling
- passive smoking
- heat or cold
- work at heights
- work-related violence

DBC Training will also, take into account any risks that can not be avoided and to avoid such risks alter the working hours of the employee or offer alternative work.

If it is not reasonable to alter working conditions or hours of work, or is unable to offer alternative work, or if it would not avoid risks to the new or expectant mother, we may under section 67 of the 1996 act suspend the employee from work so long as is necessary to avoid such risks.

### ***Suitable Facilities***

We will, as a requirement under the Workplace (Health, Safety and Welfare) Regulations 1992, provide suitable facilities for workers who are pregnant or breast-feeding to rest.

### ***Risk Assessment***

**The Management of Health and Safety at Work Regulations 1999** specify that employers shall carry out systematic examinations of the workplace and should record the findings of that risk assessment.

DBC Training will carry out risk assessments not only to comply with the Management of Health and Safety at Work Regulations 1999 but to also ensure the following measures are covered:

- Where possible avoid all risks.
- Combat risks at source.
- Where possible adapt work to the individual.
- Take advantage of technological and technical progress.
- Improve risk prevention measures as part of a coherent policy and approach.
- Give collective proactive measures priority over individual measures.
- Ensure all employees understand what they need to do.
- Develop an active Health and Safety culture at all levels of the organisation which applies to all activities.

Risk assessment will allow DBC Training Centre to quantify the hazards present within the working environment and in consequence the measures required to manage those risks, as far as is reasonably practicable.

### ***Suitable and Sufficient***

The risk assessment will be a suitable and sufficient assessment of:

- The risk to the health and safety of the employees to which they are exposed at work.
- The risks to the health and safety of persons not in DBC Training Centre's employment.

Risk assessments will ensure all aspects of work activity are reviewed, including routine and non routine activities. The assessments will also cover those that are not under the immediate supervision of DBC Training such as employees working off site including those working from home.

Risk assessments will be reviewed if:

- there is reason to suspect it is no longer valid.
- there has been a significant change in the matters to which it relates; and whereas a result of any such review, changes to an assessment are required, the employer will make them.

### **Risk assessments will be linked to the following:**

- Audits.
- Inspections.
- Incident or complaint investigations.

This will allow the health and safety advisor to identify conditions which will invoke a reassessment of particular risks.

We will keep records of assessments and significant findings not only to comply with our legal requirements but also as a practical requirement for the management of DBC Training Centre's.

All managers have a responsibility to ensure their area of activity is assessed for risk. Written assessments will be held within the manager area of operation and be available for inspection and a copy forwarded to the Health & Safety advisor. It is an essential requirement that all residual risks are brought to the attention of staff.

Where specialist assessments are required, the manager can request the assistance of the health and safety advisor.



## Safe working procedures

Safe working procedures will be devised for all work activities, which pose a significant risk to health and safety. Safe working procedures (SWP) will be developed and recorded during risk assessments.

SWP will be monitored and revised to take into account any change. To supplement proactive monitoring DBC Training will check for any weaknesses in the SWP following any accidents, near misses or safety complaints.

## Safety signs and notices

DBC Training may have to put up a range of safety signs to warn employees of specific risks and hazards revealed in health and safety risk assessments.

DBC Training will provide signs where:

- a hazard poses a significant risk that can't be avoided or controlled by other means.

Suitable signs will be displayed around the premises:

- To indicate the location of First Aid boxes
- To indicate type and location of fire extinguishers
- To indicate fire escape route and fire exits
- Wherever Smoking is not allowed.
- Where access is restricted to authorised persons only
- To denote the presence of specific hazards.



## Safety Committee

In order to comply with section 2(7) of the 1974 Act and also to accommodate the “The Safety Representatives and Safety Committee Regulations 1977”, DBC Training have established a safety committee.

The function of the safety committee is to keep under review the measures taken to ensure the health and safety at work of its employees. The committee’s objectives are the promotion of co-operation between DBC Training and its employees to instigate, develop and carry out measures to ensure the health and safety at work of all its employees.

### ***Ex-Officio members and time allocation***

In undertakings where a company doctor, nurse, occupational hygienist, or safety advisor/officer is employed they will be ex-officio (by virtue of an office or position) members of the committee. Where other specialist advice might be sought, others may be co-opted for particular meetings.

Sufficient time will be allocated to the meeting to ensure full discussion of all business. Meeting will not be cancelled or postponed except in very exceptional circumstances. Where a meeting is postponed, a new agreed date will be made and announced as soon as possible.

### ***Meeting Dates***

The date of the meetings will be as far as possible arranged well in advance, to the extent of planning a program six months in advance. In these circumstances all members of the committee will be sent a personal copy of the program giving dates of the meetings. Notices of the meetings will be published and displayed where all employees can see them. A copy of the agenda will be sent to all members at least one week before each meeting.

Agreed minutes of each meeting will be kept and a personal copy supplied to each member of the committee as soon as possible after the meeting.

### ***Slips, Trips and Falls***

Approximately 33% of accidents are slips, trips, or falls. Any damage/tears to carpets and floor coverings must be reported promptly to the person in control of the building.

Telephone and electrical leads should be organised, so they do not cross pedestrian traffic routes. Where this is unavoidable cable guards/strips should be used. However, these should only be regarded as a short-term remedial measure and must not be relied upon as the only means to prevent slips, trips and falls.

Any spillages of liquid also present a risk and should be cleared up immediately. Where this is not possible active measures should be taken to prevent the spillage from causing a risk such as signing the affected area.

### ***Stress***

DBC Training recognises that, whilst a degree of stress can be a positive force at work, excessive pressures can have a negative effect on health and on performance at work. DBC Training is committed to promoting good health at work; it is therefore concerned to recognise any negative effects stress may have on individual members of staff, and to provide support mechanisms for members of staff suffering from negative stress.

Through risk assessments we will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them as far as reasonably practicable.

### ***Definition of Stress***

Stress can be defined as **"the adverse reaction people have to excessive pressure or other types of demand placed on them"**. Pressure is part and parcel of all work and helps to keep us motivated. But excessive pressure can lead to stress which undermines performance, is costly to the employer and employee and can make people ill.

## ***Causes of Stress***

DBC Training acknowledges that stress in the workplace can be caused by any combination of a number of diverse factors i.e.

- Job design and lack of control of workload
- working environment
- relationship with others at work
- communication arrangements

## ***Stress management policy***

The company also recognises that there may be problems outside the workplace that will cause an individual to suffer from stress and that this may affect their health and performance at work. In this situation undue stress may occur as a result of work-related and non-work-related factors. DBC Training will:

- ensure as far as reasonably practicable that excessive stress is eliminated from the work environment, and that necessary risk assessments are completed and acted upon in the case of workplace stressors.
- provide suitable support mechanisms for members of staff suffering from stress.
- encourage a working environment where employees who feel that they are suffering from stress can approach their managers in confidence, in order that the 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 suitable training and guidance for line managers to enable them to recognize symptoms of stress in employees and themselves.
- provide suitable training and guidance to line managers to enable them to undertake the necessary risk assessments in relation to stress in the workplace and to arrange for implementation of effective control measures.
- provide information and training for employees on the effects of stress at work, effective communication, handling difficult situations, time management and employee relations.
- undertake general health promotion activities within the workplace.

## ***Communication***

Where employees are suffering from excessive stress the company will provide the necessary mechanisms to promote a return to full health as quickly as possible. Employees are encouraged to refer themselves to any of the following:

- Line Manager.
- Senior Manager.
- Human Resources manager.
- their own GP.

Irrespective of the source of your stress, you should speak to your manager or someone else you feel comfortable talking to. If it is work-related, DBC Training will take reasonable steps to try to resolve the problem. If it is not work-related they may be able to support you in some way or help to take some pressure off you at work while you resolve the stress in your personal life.

## **Personal Review**

It is important to take action at a personal level and to review your lifestyle to see if you can identify any contributing factors. A simple checklist might include:

- eating on the run, or in a disorganized manner.
- smoking, or drinking excessively.
- rushing, hurrying, being available to everyone.
- doing several jobs at once.
- missing breaks, taking work home with you.
- having no time for exercise and relaxation.

In some cases, prolonged stress can lead to physical and/or mental ill health. If you think you are currently experiencing stress-related ill health, you may benefit from a discussion with your GP.

## **Smoking**

The Health and Safety at Work Act Etc. 1974 places a general duty on the DBC Training to protect its employees from possible risks to their health and safety.

### ***Smoke Free Environment***

Due to recent changes in legislation regarding smoking in public premises, this is not permitted on any premise owned by DBC Training.

## **Stacking, Shelves, Storage and Filing Cabinets**

Filing cabinets:

- To prevent filing cabinets from tipping (whether fitted with anti-tilt or not) the bottom drawers must be filled.
- Management should actively look to replace any filing cabinets not fitted with anti-tilt mechanisms with ones that have the anti-tilt system fitted. If filing cabinets are not fitted with an anti-tilt mechanism a safety notice must be posted on the front of the cabinet.
- When not in use, filing cabinets should be kept shut and drawers should not open into corridors or fire escape routes.

### ***Shelves and store areas/rooms:***

- Access – High shelving in storage areas/rooms which requires the use of access equipment (e.g., stepladders) should be avoided.
- Where this is not reasonably practicable, suitable access equipment (e.g., kick steps and step ladders) must be provided and be readily available.
- If access equipment is not available in the storage area/room, personnel must be made aware of where it can be obtained from, e.g., by posting a conspicuous notice in the storage area.
- Housekeeping - Storage areas should be kept clean and tidy and free of clutter, particularly on the floor (to avoid slip, trip and fall hazards).
- Heavy items – as a general rule, should be stored approximately between waist and shoulder height (i.e., not low down or high up) to reduce the risk of manual handling injuries.
- Loose items – must not be stored more than two metres off the ground.
- Racking/shelving - should be securely fixed to the wall. If you are not using secure racking or shelving, stack no greater than chest height.

## **Training**

The DBC Training policy is to ensure that all personnel are fully trained in their particular roles and health and safety.

DBC Training recognises that under “The Health and Safety at Work Act 1974” we have a duty to provide such information, instruction, training, and supervision as is necessary to ensure, so far as reasonably practicable, the health and safety at work to employees.

### ***Training Requirements***

DBC Training also recognises that under “The Management of Health and safety at Work Regulations 1999” we are required to and will provide our employees with adequate health and safety training:

- a) On recruitment
- b) On being exposed to new or increased risks because of :
  - Their being transferred or given a change of responsibilities.
  - The introduction of new work equipment into or a change respecting work equipment already in use within our undertaking.
  - The introduction of new technology into our undertaking.
  - The introduction of a new system of work into or a change respecting a system of work already in use within our undertaking.

The training referred to above will:

- Be repeated periodically where appropriate.
- Be adapted to take account of any new or changed risks to the health and safety of the employees concerned.
- Take place during working hours.

### ***Training Needs***

A Training Needs Analysis (TNA) will be developed under the following;

- a) Type of training needed:
  - Induction.
  - Job specific.
  - General safety.
  - Procedure/equipment changes.
  - Supervisor/Manager.
  - Specialised roles.
- b) Timescales and priorities. To identify the type and content of training we will look at sources within the company and outside inclusive of the following:
  - Legal or ACOP compliance.
  - Results of job safety analysis.
  - Workplace risk assessment results.
  - Accident investigation reports.

- Requests from supervisors/managers.
- Renewal of competence certification, i.e. First Aid
- Continual professional development requirements.

### **Vehicle Use & Driver Safety**

DBC Training staff that use their private vehicles on DBC Training business must:

- ensure they have a full, valid driving licence.
- follow the requirements of the Highway Code and Road Traffic Act.
- ensure their vehicle is appropriately taxed, insured, has a current MOT certificate where applicable and proof or a copy of these documents to be sent to the Health and Safety Advisor.
- all vehicles must be maintained in a safe and roadworthy condition.
- ensure that their insurance policy covers use "in connection with his/her business or profession excluding commercial travelling.
- not use hand-held mobile phones while driving .

### **Mobile Phones**

The Government introduced new legislation relating to the use of mobile phones while driving in December 2003. It is now illegal to use a hand-held phone, or similar device, when driving. Hand-free phone equipment is not prohibited by the new regulation, but these are still distracting, and drivers still risk prosecution under existing legislation (for failure to have proper control) if they use hands-free phones when driving. If your mobile phone rings when you are driving you should let it ring and return the call when safely parked - better still, switch to voicemail before starting your journey.

There is an exemption for calls to 999 (or 112) in genuine emergencies when it is unsafe or impractical to stop. There is also an exemption for 2-way radios, but the same points apply here as to hands-free equipment, in that their use while driving can still be distracting.

Guidance and generic risk assessments for Driver Safety for DBC Training staff are currently being developed.

Any requirements made by the Health and Safety Advisor with respect to the use of private vehicles must be followed.

### **Workplace Inspections**

Inspections form an integral part of risk assessments in that inspections monitor and review the existing arrangements, ensuring that hazards are identified and re-assessed from time to time. Inspections are also useful in gauging attitudes to safety, housekeeping standards and best practice.

The inspection will be completed by the relevant Manager. The inspection report will include remedial action required and the signature and date of the Manager (or nominated senior representative) with the completion date of any actions taken.

The written Inspection records will be held within the manager's area of operation and available for inspection. A copy will be retained by the Health and Safety advisor.

Inspections will take place on a regular three-monthly basis.

### **Spot Checks**

Spot checks will occur from time-to-time to ensure compliance with this procedure and local codes of practice. The Health and Safety advisor and/or Managers will carry them out.

## **Work Based learning**

When training is being carried out in premises other than those of DBC Training the following will apply:

- A health and safety assessment must be carried out by the Health and Safety Advisor or designated assessor before training commences.
- Ensure risk assessments etc are in place.
- All health and safety concerns should be raised with the client organisation and reported back to the designated contract manager.
- Any remedial action must be agreed to be carried out with the client company before training commences.

## **Welfare Facilities**

### ***Drinking water***

The law requires the provision of drinking water, which is free from contamination and easily accessible by all employees. The drinking supply should be clearly labelled as such.

### ***Facilities for Rest and Meals***

DBC Training will comply wherever appropriate to the general requirements of the Workplace (Health, Safety and Welfare) Regulations 1992 in relation to facilities for rest breaks and eating meals:

- Suitable seats will be provided for workers to use during their breaks.
- In offices and other reasonably clean workplaces, work seats or other seats in the work area will be sufficient, provided that workers are not subject to excessive disturbance (e.g., by contact with the public in a reception area).
- Seats in work areas can be used as eating facilities provided that they are in a sufficiently clean place and there is a suitable surface on which to place food.
- Eating facilities should include a facility for making a hot drink (e.g., a kettle).
- Where hot food cannot be obtained in, or reasonably near, the workplace a means to heat food should be provided (e.g., microwave oven).

### ***Room Dimensions and Space***

The Approved Code of Practice to the Workplace (Health, Safety and Welfare) Regulations states that the total volume of the room, when empty, divided by the number of people normally working in it should be at least 11 cubic metres of working space. (Taking into account no more than 3 metres vertical height).

This minimum recommended figure of 11 cubic metres may be insufficient if, for example, much of the room is taken up by furniture. For this reason, DBC Training recognise that space taken up by filing cabinets, cupboards and any other storage equipment should be deducted from the calculation.

Examples of where additional space in addition to 11 cubic metres may be required include adequate room for Display Screen Equipment 'User' workstations, minimum dimensions for clear fire exit routes, etc.



## Lighting

The Workplace (Health, Safety and Welfare) Regulations require that every workplace shall have suitable and sufficient lighting. Lighting should enable people to work, use facilities and move from place to place safely and without experiencing eyestrain.

HS(G)38 'Lighting at Work' gives the following recommendations for lighting levels in relation to offices and buildings:

Activity	Typical locations/types of work	Average luminance for the area as a whole (lux)	Minimum luminance at any position within it (lux)
Movement of people, machines and vehicles	Lorry park, corridors, circulation routes	20	5
Work requiring limited perception of detail	Kitchens, factories assembling large components	100	50
Work requiring perception of detail	Offices, sheet metal work, bookbinding	200	100
Work requiring perception of fine detail	Drawing offices, factories assembling electronic components, textile production	500	200

People generally prefer to work in natural light rather than artificial light. Wherever possible workstations should be positioned to take advantage of natural light. Natural light may not be feasible when windows have to be covered for security reasons, or where process requirements necessitate particular lighting requirements.

Symptoms of poor lighting:

Poor lighting may result in symptoms that can be commonly described as eyestrain. If you feel that lighting in your office area is inadequate, please contact the Health and Safety Adviser. The symptoms of eyestrain include:

- Irritation, e.g., inflammation of eyes and lids.
- Itchiness.
- Breakdown of vision, including blurred or double vision.
- Referred symptoms, e.g., headaches, fatigue, and giddiness.

## Temperature

As a general rule, the temperature in workrooms should provide reasonable comfort without the need for special clothing. Thermometers should be provided at a convenient distance from every part of the workplace to enable measurement of temperatures throughout but need not be provided in each workroom. However, in large open plan offices more than one thermometer may be necessary.

Minimum temperature:

Although there is no maximum temperature, the Workplace (Health, Safety and Welfare) Regulations set a minimum temperature of 16°C in office environments. This temperature may not ensure reasonable comfort depending on other factors, e.g., relative humidity and air movement.

## ***Toilet and washing facilities***

Under the Workplace (Health, Safety and Welfare) Regulations 1992, there must be an adequate number of toilets available for use by employees. Men and women can use the same toilet so long as it is in a separate room and is capable of being locked. There should be an adequate supply of toilet paper, soap for washing hands, a means of drying hands a supply of hot and cold running water and a means for female employees disposing of sanitary dressings. Toilets should be well lit and always ventilated and kept clean. DBC Training will also consider the needs of those employees with disabilities.

## ***Ventilation***

Adequate ventilation, providing fresh air, is needed to:

- Provide oxygen for breathing and to remove carbon dioxide from breathing out.
- Remove excess heat and keep a comfortable temperature.
- Dilute and remove body and other types of odours (e.g. food).
- Dilute any contaminants caused by workplace activities.

It is not possible to give detailed guidance or advice in this document regarding ventilation. However, insufficient ventilation may lead to tiredness, lethargy, headaches, dry or itchy skin and eye irritation. If you feel that ventilation in your office area is inadequate, please contact the Health and Safety Adviser.

## ***Young Persons***

The Health and Safety (Young Persons) Regulations distinguish between "child" and "young person" as follows:

- **"Child"** means a person who has not reached the minimum school leaving age, MSLA (16 years)
- **"Young person"** means a person who has not reached the age of 18 years.

Prior to young people starting work, DBC Training will carry out a risk assessment as required by **the Health and Safety (Young Persons) Regulations 1997** –and **Management of Health and Safety at Work Regulations 1999**.

The risk assessment will take into account the following:

- the inexperience, lack of awareness of risks and immaturity of young persons.
- the fitting-out and layout of the workplace and the workstation.
- the nature, degree, and duration of exposure to physical, biological and chemical agents.
- the form, range and use of work equipment and the way in which it is handled.
- the organisation of processes and activities.
- the extent of the health and safety training provided, or to be provided, to the young persons.

DBC Training will:

- take account of their inexperience, immaturity, and lack of awareness of health and safety matters.
- have an induction programme for young people.
- will consider the hazards of the young persons specific role as well as taking account of their individual capabilities.

- seek health and safety feedback and young people will be persuaded of the value of working safely. The aim is to equip young people with the skills to protect themselves and others from harm.

Young people will be protected from any risks to their health and safety which are a consequence of their lack of experience, absence of awareness of existing and potential risks, or immaturity.