



FIRST STOP CENTRE

Health and Safety Policy

1. INTRODUCTION

First Stop Centre has produced this policy to ensure that all employees are aware of the legal responsibilities in relation to health and safety standards. The policy contains essential information on how to work safely and without risk to others; all staff must be aware of it and comply with its terms.

2. HEALTH AND SAFETY POLICY STATEMENT

First Stop Centre is committed to providing a safe and healthy environment for all its employees and visitors. In particular it will:

- Ensure the Centre is safe
- Provide adequate welfare facilities
- Provide and maintain equipment and systems to ensure they are safe and do not present risks to health
- Assist staff and visitors in recognising and eliminating all types of harassment, violence and aggression
- Ensure there are safe arrangements for the use, handling, storage and transport of articles and substances
- Provide safety information instructions, training and supervision as necessary
- Provide and maintain safe access to exits from the building

Everybody has a personal responsibility for health and safety under the Health & Safety at Work Act 1974 to:

- Take reasonable care of their own health and safety
- Co-operate with the management in order to enable it to comply with its duties and responsibilities laid down in the Health & Safety Policy
- Not misuse items which have been provided in the interests of health and safety
- Immediately report to the Manager any hazard or risk within the Centre which might represent serious or imminent danger.

This policy is reviewed annually or after a serious incident.

3. SAFETY REPRESENTATIVES

Safety Representatives carry out certain duties for colleagues they represent which include:

- Carrying out regular inspections of the Centre



- Investigating accidents, hazards, dangerous occurrences and complaints
- Liaising with management on matters relating to health and safety
- Receiving and checking information on inspections or relevant documents on health and safety maintained by the authority

4. CONSULTATION

Health & Safety at Work Regulations 1992 require that suitable and sufficient risk assessments are undertaken so that significant hazards can be identified. The Management Committee will discuss and take appropriate action on risk assessments. Corporate risk assessment forms have been produced and copies are held in the First Stop office.

If it is thought that the work situation is likely to put you or anybody at an unacceptable risk you should stop work and seek advice from management.

5. REPORTING AND INVESTIGATING ACCIDENTS, DISEASES AND DANGEROUS OCCURRENCES

If you are injured in an accident at work you must report it immediately to the Manager and record it in the accident book. Third parties suffering a specified major injury must also record the incident.

The Management Committee will carry out an investigation of serious accidents or dangerous incidents (see Appendix) and record their findings. The completed report will be sent to the District Council Environmental Health Enforcement Officer for recording and appropriate action.

6. CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) REGULATIONS 1994

The COSHH regulations (as amended) are designed to protect you from risks associated with hazardous substances at work.

The regulations apply to all work places and require employers to carry out a suitable and sufficient risk assessment on the use of all hazardous substances in the workplace.

The risk assessments are carried out by employees and Manager. They are recorded and retained in the Health & Safety file in the First Stop office. No substance with warnings over them are to be used until assessed.

Substances can be: liquids, solids, dusts, powders, gases or a combination of these.

They can cause damage to the body when they come into contact with the skin, eyes or enter the body through cuts in the skin or via the mouth.



If using a substance at work, check the label as it can tell you about the chemical, e.g. harmful, irritant, oxidizing, toxic, corrosive, highly or extremely flammable or dangerous for the environment.

7. FIRE SAFETY

All fires however large start from something small. Everyone must be aware of the actions to be taken in the event of a fire alarm being sounded. The action to be taken if a fire occurs is explained on the notices, which are displayed in each room throughout the building.

The Fire Marshal and staff will take charge of the evacuation and ensure that no people are left in the building. Fire drills will be carried out in accordance with the requirements of the fire certificate for the building.

8. FIRE PROCEDURE

If you discover a fire:

- Immediately operate the fire alarm call point
- If you have received training, attack the fire, if possible with portable fire equipment. However, at no time should you risk injury to yourself or others in trying to tackle a fire.
- If in doubt, get out!

Hearing the Fire Alarm

- Leave the building via the nearest route and report immediately to the designated assembly point
- Do not run
- Close all the doors if possible
- Do not stop to collect belongings
- You must not re-enter the building until told to do so by the Manager (or senior staff)

Fire Alarm Testing

- The procedure and fire alarm in the building will be tested every six weeks and recorded
- Checks will be carried out every six weeks on fire extinguishers and equipment. A record of when and by whom checks were made will be kept.

General Fire Precautions

It is in everyone's interest that the Centre has good precautions and you can help by taking the following action:

- Do not allow combustible materials or items that will slow down escape to be placed in fire escape routes
- Do not misuse fire extinguishers



- Do not wedge or hold open fire doors
- Do not obscure directional signs on escape routes, fire alarm call points or fire extinguishers
- Do store highly flammable items and liquids correctly and away from heat sources
- Do take part in fire drills

9. FIRST AID

First aiders within the Centre have received appropriate training and have been issued with a valid certificate. An appointed person is someone who takes charge in an emergency, to call an ambulance and to look after the first aid equipment.

Equipment

First aid boxes and kits are provided for use of first aiders and will not contain medication of any kind.

First Aid Procedure

If an injury occurs you can contribute to first aid by:

- Calling for help immediately
- Knowing the name of your First Aider or appointed person
- Not moving a seriously injured person (unless danger threatens or resuscitation is necessary), bring help to the casualty not the casualty to help
- Unconscious casualties should be placed in the recovery position
- If the casualty is bleeding and circumstances allow, apply direct pressure over the wound and elevate the limb
- If the casualty has suffered burns the affected parts should be cooled with cold water where possible
- The casualty must never be given any fluid to drink
- Remember to fill in the accident book whenever an injury occurs or first aid is given

10. DEALING WITH VIOLENCE

Employees may face aggressive or violent behaviour. The Centre will provide training to staff in aspects which assist in promoting safe public relations.

If you feel vulnerable in your work discuss the situation with the Manager so that action can be taken to minimise the threat.

If you feel anxious or experience other problems after an attack you should contact the Manager for help and advice.

Refer to Violence and Aggression guidelines.

11. OCCUPATIONAL STRESS



Every job brings its own pressure and these have become an accepted part of working life.

A certain amount of pressure can be positive but people's ability to deal with stress differs and even for people with high tolerance it is limited.

Excessive stress can cause harmful effects, both mental and physical. If you require information on occupational stress or are concerned about your physical/mental well being due to work pressure, speak to the Manager.

12. MANUAL HANDLING

Nearly all work activities involve manual handling. This can mean not only lifting and carrying but also pushing or pulling a range of objects.

Before handling an object the following guidelines will assist in preventing injury.

- Assess the weight of the load and do not attempt to move something beyond your capacity
- Can manual handling of the object be avoided?
- If manual handling of an object cannot be avoided seek help in moving the load
- If more than one person is involved in lifting an object, you must work as a team with one person supervising. Think about where you are going to move the load to and if you require assistance in opening doors.

Then follow these basis steps:

- Lift in stages
- Place your feet close to the load and settle into a comfortable and well balanced position to provide a firm base for the lift
- Lower your body by bending your knees in a smooth action
- Tilt the object to the point of balance, testing its weight
- Ensure that your hands and fingers are in contact with as much of the load as possible
- Take the load up to the knees then lift to a carrying position in a smooth continuous action
- The middle of the load should be level with your stomach and held close to the body
- Make sure the load does not obstruct your view.
- When you set the load down, lower it first to the knees and then to the floor keeping the feet apart and back straight
- Remember not to lift and twist the body at the same time as this may cause injury.

13. VISUAL DISPLAY UNITS

If you use a VDU, it is essential that a comfortable work station is provided which will assist in preventing headaches, eye strains, fatigue etc. Some of these symptoms can be avoided by following some basis safety rules:-



- Take a break before the onset of fatigue
- Short frequent breaks are more satisfactory than occasional longer breaks (5-10 minutes after 50-60 minutes)
- Informal breaks are more effective than formal breaks
- Ensure your chair is fully adjustable in height and back support
- Adjust your work station so that any bright lights are not reflected in the screen
- Window blinds should be available to reduce glare from natural light
- Resist resting wrists on keyboards or desks
- Make sure that there is enough work space to use documents and a suitable document holder provided
- Use a footrest if required
- Screens should be cleaned on a regular basis with the appropriate screen cleaner

14. SAFE USE OF ELECTRICAL EQUIPMENT

Portable electrical equipment must be tested by a qualified person at specified intervals between six months to five years.

Look out for:

- Damaged insulation or cables
- Broken or discoloured plugs
- Loose cable grips on plugs or equipment
- Signs of dampness near a power supply
- Signs of overheating

Unsafe or damaged equipment must be reported to the Manager and taken out of use until repaired.

Do not:

- Leave drinks on any electrical equipment
- Touch equipment with damp or wet hands
- Overload plug sockets
- Obstruct ventilation grills in any equipment.



APPENDIX

Definition of Dangerous Incidents or Major Injury

- Fracture other than to fingers, thumbs or toes
- Amputation
- Dislocation of the shoulder, hip, knee or spine
- Loss of sight (temporary or permanent)
- Chemical or hot metal burn to the eye or any penetrating injury to the eye
- Injury resulting from an electric shock or electric burn leading to unconsciousness or requiring resuscitation; or requiring admittance to hospital for more than 24 hours
- Any other injury; leading to hypothermia, heat induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours
- Unconsciousness caused by asphyxia or exposure to harmful substance or biological agent
- Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin
- Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.