

Safety Policy

It is the policy of **First Class Partnerships Limited** to comply with the terms of the Health and Safety at Work Act 1974 and subsequent legislation, to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and to provide such information, training and supervision as they need for this purpose.

First Class Partnerships also recognises and accepts its responsibility to protect the health and safety of all visitors to its workplaces (including contractors, temporary staff and any members of the public) who might be affected by our activities. **First Class Partnerships** will also co-operate on health and safety matters with other organisations to comply with their own Health and Safety Policies applying to their own work-premises.

A copy of this policy will be issued to each member of staff. The policy will be kept up to date and the way in which it has operated will be reviewed each year.

The specific arrangements for the implementation of the policy and the personnel responsible are set out below.

Pete Wilkinson

Pete Wilkinson
Managing Director

Dated: 8th April 2003

RESPONSIBILITIES AND ARRANGEMENTS FOR HEALTH & SAFETY MANAGEMENT

The FCP Executive

The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities, e.g. users, Associates, members of the public.

The Executive Committee, as the employer, has overall and final responsibility for health and safety matters at **First Class Partnerships** and for ensuring that health and safety legislation is complied with.

The Executive will review the operation of its health and safety policy annually.

THE MANAGING DIRECTOR

The Director has overall responsibility for ensuring that the health and safety policy is put into practice at **First Class Partnerships'** premises. In particular the Managing Director will ensure that:-

- employees receive sufficient information, training and supervision on health and safety matters
- accidents are investigated and reported to the Executive Committee
- there are arrangements in place to monitor the maintenance of the premises and equipment
- there are adequate arrangements to liaise and co-operate on health and safety matters with other employers sharing our premises.
- that **First Class Partnerships** accepts its responsibility for the health and safety of its employees based in the offices of other organisations.

COMPETENT PERSONS

The Managing Director will appoint from amongst the **First Class Partnerships** employees, at least one "competent person" as defined in the Management of Health and Safety at Work Regulations 1993.

Competent persons will report to the Director and will assist in assessing the health and safety risks to **First Class Partnerships** employees and devising and applying measures to improve health and safety. The Director will ensure that the competent persons have adequate time, information, training and resources to undertake their task.

The competent persons at the time of issuing this policy statement is **Tony Roche**.

ALL EMPLOYEES

All employees have the responsibility to co-operate with the Director and the Executive Committee to achieve a safe and healthy workplace and to take reasonable care of themselves and others.

Employees must not intentionally or recklessly interfere with anything provided for their health, safety and welfare. Serious breaches of the Health and Safety Policy and rules (eg misusing equipment, deliberately putting someone else's safety in danger) will be dealt with through **First Class Partnerships'** Disciplinary Procedure.

Whenever an employee, notices a health or safety problem which they are unable to put right, they must immediately inform the line manager, or the competent person named above.

Health, safety and welfare matters may be raised by any employee at **First Class Partnerships** staff meetings.

TRAINING

First Class Partnerships will ensure that new employees and Associates receive information on health and safety as part of their induction.

First Class Partnerships where appropriate will organise training for employees and Associates on health and safety matters as appropriate, including: general health and safety training, first aid, manual handling, fire safety, risk assessment. **First Class Partnerships** will also where appropriate organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work.

If employees and Associates consider they have health and safety training needs they should inform their line manager.

PERSONAL SAFETY

Office Security

It is in the nature of **First Class Partnerships'** work that staff or Associates may, on occasions, find themselves in potentially dangerous situations whilst on First Class Partnerships Limited business. The following policy is concerned to minimise the risk to people working for **First Class Partnerships**.

Where staff are dealing with an individual but feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations First Class Partnerships Limited management will put their trust in the feelings of the worker.

PREVENTION WHILST AWAY FROM NORMAL WORKPLACE ON FIRST CLASS PARTNERSHIPS LIMITED BUSINESS

Staff who are going to be away on FCP business should make it clear to other staff where they will be, how long for and how they can be contacted.

If in the course of a trip away from the office plans change significantly, this should be communicated back to the office.

Staff should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.

PERSONAL AWARENESS:

There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. The following steps are recommended to **First Class Partnerships** staff as being helpful.

WHILST OUT AND ABOUT:

Trust your intuition and listen to your feelings. If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.

Be prepared. Do you know whom to contact and what to do if a difficult situation arises? Find out and if there is no one designated, ask for a supervisor or manager to be nominated.

Be observant. Notice everything around you - exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.

Assess potential risks. Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car and remember where you have parked it.

Make sure you have all relevant information with you. Have you checked to see if there is a known problem with whom you are or where you are going?

Never stay in a situation where you think you may be at risk. Don't feel you have to stay because of your work. You can see the client, arrange the visit or do the interview again. You can ask a colleague to come in or be with you. Don't be afraid to ask for help.

Be aware of personal space - yours and others. Encroaching on other people's personal space can make them aggressive. If other people are too close to you and making you uncomfortable, ask for more space or move away.

IN DEALING WITH AGGRESSION

If you find yourself in an aggressive situation, what can you do?

Try to stay calm if someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.

Offer an angry person a range of options from which they can choose the one they prefer. They will find it difficult to stay angry.

Do not be aggressive back - this is how anger can escalate into violence.

Are you the best person to deal with this situation? Going to get someone else is often helpful particularly if they can solve a problem that you can't.

Get on the same level as the aggressor. If they are standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.

REPORTING AND RECORDING

All incidents of aggression or violence should be reported to management and recorded in the minutes of Board Meetings.

Employers have a responsibility to provide a safe working environment. Staff should report any current or potential situation at work which is a threat to personal safety. Talking about fear and other problems related to aggression or harassment are not marks of failure but good

practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair which can carry on long afterwards. The management of **First Class Partnerships** recognises this and will be disposed to provide whatever support, counselling or time off work seems appropriate.

VISUAL DISPLAY EQUIPMENT

GENERAL

It is the policy of **First Class Partnerships** to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.

First Class Partnerships require that all owners of workstations used either privately by staff or Associates or at Client Premises must meet the requirements set out in the Schedule to the Regulations.

NATURE AND ORGANISATION OF WORK

Appropriate seating must be available to all users.

Staff will take regular breaks (at least 10 minutes away for every hour at the screen). Short frequent breaks are more satisfactory than occasional longer breaks.

EQUIPMENT

Resources will be sought by **First Class Partnerships** to:-

- (a) provide VDUs with a detachable and adjustable screen, i.e. in height, swivel etc, to allow for the individual preference of the operator.
- (b) provide computer cleaning supplies.
- (c) provide a wrist and foot rest sat each workstation
- (d) an anti-static mat at each workstation.
- (e) provide keyboards which are separate from screens.
- (f) provide anti glare screens, where direct light cannot be prevented from falling on the screen.
- (g) provide adequate workstation space.

MAINTENANCE

Owners of IT Equipment should hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

WRULDS/RSI

Work Related Upper Limb Disorders (also known as Repetitive Strain Injury) are often associated with keyboard work. It is the intention of **First Class Partnerships**, by following best advice to provide VDU/keyboard equipment and furniture which help prevent the development

of these musculoskeletal disorders. Staff however should contribute to their own safety and welfare by:

- avoiding sitting in the same position for long periods
- adjusting equipment and furniture to appropriate/comfortable positions
- taking a rest break from VDU work (at least 10 minutes away every hour) by doing some other work.

ACCIDENTS AND EMERGENCIES

All employees must report all incidents which did or nearly resulted in personal injury to themselves or others, to the Managing Director and make sure the accident is recorded in the Minutes of Board Meetings.

It is the responsibility of the Managing Director to ensure that any necessary follow up action is taken to reduce the risk of the accident or near accident reoccurring.

The MD is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the London Borough of Islington Environmental Health Department. RIDDOR covers the following incidents:-

- (a) fatal accidents
- (b) major injury accidents\conditions
- (c) dangerous occurrences
- (d) accidents causing more than 3 days incapacity for work
- (e) certain work-related diseases.

COSHH

GENERAL STATEMENT

Under the 1992 COSHH (Control of Substances Hazardous to Health) Regulations employers have a duty to make an assessment of the risks related to hazardous substances e.g. chemicals, noxious fumes etc.

Following this assessment, in accordance with the Approved Code of Practice (ACOP) **First Class Partnerships** will:

- (a) In the first instance take action to **remove** any hazardous substances
- (b) If this is not possible then action shall be taken to find a **substitute** for the hazardous substance
- (c) If this is not possible such substances shall be **enclosed** within a safe environment
- (d) If none of the above are possible **protective equipment** will be issued to ensure the safety of staff.

MONITORING

If for any reason a member of staff has to be exposed to a possibly hazardous substance, levels of exposure will be monitored.

At all times levels of ill-health related to exposure to hazardous substances at work will be monitored.

REMOVAL, SUBSTITUTION, ENCLOSURE AND PROTECTION

All members of staff shall avoid using hazardous substances at all times if at all possible. Where substitute materials are available they should be used (eg water based markers, correction fluid etc). If there is no way of avoiding use of a hazardous substance, then staff must use the substance in an enclosed, ventilated environment away from other workers, and use proper protective equipment, which shall be made available by **First Class Partnerships**.

MANUAL HANDLING

First Class Partnerships employees should avoid manual lifting where at all possible. However, employees may occasionally be required to manually lift and handle loads. Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury.

The most likely occurrences of manual handling for **First Class Partnerships** employees are :-

- the receipt and storage of stationary orders
- moving paper records into archive storage
- rearranging the office furniture and equipment
- handling loads at outside events organised by **First Class Partnerships** employees.

All employees should use aids which are available to reduce the risk of injury, e.g. sack trolley, lifts.

Employees should not put themselves at risk by attempting to lift heavy loads which could be divided into smaller quantities. The assistance of other employees should always be sought for moving large quantities or for lifting heavy and awkward loads. When lifting in a team take instructions from one person only.

Any employee feeling a strain should stop immediately and record the incident in the Accident Book. To continue may result in more serious injury.

STRESS MANAGEMENT

Stress at work is a serious issue: workers can suffer severe medical problems, which can result in under-performance at work, and cause major disruptions to the organisation. Throughout the UK 90 million working days each year are lost as a result of stress, costing employers £1.3 billion. (*TUC/Dept of Health*).

Stress is a workplace hazard that must be dealt with like any other. Thus the responsibility for reducing stress at work lies both with employer and employee.

The Health and Safety Executive has identified the following primary causes of stress at work:

<p>Context Organisational function and culture</p>	Poor task environment Lack of definition of objectives Poor problem solving environment Poor development environment Poor communication Non supportive culture
Role in organisation	Role ambiguity Role conflict
Career development	Career uncertainty Career stagnation Poor status/status incongruity Poor pay Job insecurity and redundancy Low social value of work
Decision latitude/control	Low participation in decision making Lack of control over work Little decision making in work Overload of decision making
Interpersonal relationships at work	Social or physical isolation Poor relationships with superiors Interpersonal conflict and violence Lack of social support
Home/work interface	Conflicting demands of home and work Low social or practical support at home Dual career problems
<p>Contents Task design</p>	Poorly defined work High uncertainty in work Lack of variety, or short work cycles Fragmented or meaningless work Under-utilisation of skill Continual exposure to client/customer groups
Workload/pace/schedule (quantitative/qualitative)	Inflexible work schedule Unpredictable work hours Long or unsocial work hours

First Class Partnerships will do all it can to eradicate problems relating to stress at work. In particular **First Class Partnerships** will:

- * Ensure close employee involvement, particularly during periods of change.
- * Give opportunities for staff to contribute in the planning and organisation of their own jobs.
- * Ensure staff have work targets that are stretching, but reasonable.
- * Implement effective policies and procedures for dealing with bullying and any form of harassment
- * Encourage good communications between staff and management.
- * Promote the maintenance of a supportive culture in the workplace.
- * Where appropriate, take into consideration an employee's personal problems/problems at home.
- * Ensure employees avoid working long and unsocial hours.

First Class Partnerships will ensure that all policies, working practices, conditions of employment etc. do not contradict with the above statement.

Employees should become aware of the causes of stress, and ensure that they do not work in a way which could cause them to suffer an increase in stress, nor cause an increase in stress on others.

Employees must respect other members of staff, and ensure that interpersonal conflicts are avoided or dealt with sensibly.

Employees must not make unrealistic demands of other workers, by imposing impossible deadlines and/or increasing others' workloads to a level they cannot cope with.

Employees should participate with **First Class Partnerships'** intention to maintain a co-operative, supportive workplace environment.

If an employee is suffering from stress at work, they should discuss this with their line manager or Office Manager at the first opportunity. Where practicable and reasonable, **First Class Partnerships** will seek to provide assistance to the employee.