



## Business in the Community Core Health and Safety Policy

October 2016

It is the policy of Business in the Community to maintain safe and healthy working conditions, equipment and systems of work for all its employees, and to provide such information, training and supervision as they need for this purpose. Business in the Community also accepts its responsibilities for the health and safety of others who may be affected by its activities.

The primary responsibility for safety rests with line management. We all, however, have an individual responsibility for our own health and safety, for that of our colleagues and for anyone else who may be affected by our acts or omissions. We must all work together to maintain and improve health and safety standards.

The allocation of duties for safety matters and the particular arrangements which Business in the Community will make to implement the policy are available on HR.Net. The policy will be kept up to date, particularly to reflect changes in Business in the Community. To ensure this, the policy will be reviewed every year.

**Amanda Mackenzie**  
Chief Executive  
October 2016

Date: 3/10/2016



## **Health and Safety Policy**

Business in the Community has a legal obligation to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees at work.

Each manager has a duty to take care of the health, safety and welfare of their staff and to report and investigate any accident or incident to help prevent a recurrence.

Business in the Community requires all its staff (and secondees, consultants, workers and volunteers) to co-operate in establishing and maintaining safe and healthy working conditions and to avoid any action which may adversely affect the health, safety and welfare of themselves or others.

In fulfilling its obligations, Business in the Community will:

- Provide adequate control of health and safety risks arising from our work activities;
- Consult with our employees on matters affecting their health and safety;
- Provide and maintain safe plant and equipment;
- Ensure safe handling and use of hazardous substances;
- Provide appropriate information, instruction and supervision for employees relating to health and safety issues;
- Ensure all employees are competent to do their tasks and to give them adequate training;
- Prevent accidents and cases of work-related ill health;
- Maintain a safe and healthy working environment;
- Review and revise this policy as necessary at regular intervals.

This policy applies as appropriate to visitors who may be present at Business in the Community sites or to others who may be affected by Business in the Community activities.

### **1. Responsibilities**

#### **1.1**

The Chief Executive has overall responsibility and final accountability for health and safety, including fire safety.

#### **1.2**

The Chief Executive has formally appointed Kellie Lord as Health and Safety Coordinator for Business in the Community.

#### **1.3**

Day-to-day responsibility for ensuring that the Health and Safety Policy is put into practice is delegated to the Facilities Manager for the London Office and to Area Directors for their respective offices. These staff have a functional responsibility to the Health and Safety Coordinator for their health and safety responsibilities.

#### **1.4**

To ensure Health and Safety standards are maintained/improved, responsibilities have been delegated as follows:

<p><b>Health and Safety Coordinator</b>  <b>Kellie Lord, Facilities Manager</b></p>	<p><b>Delegated corporate responsibility including:</b></p> <ul style="list-style-type: none"> <li>• Policy formulation and development.</li> <li>• Planning and review of health and safety activities.</li> <li>• Implementing plans to maintain and/or improve standards, monitoring and report on performance.</li> <li>• Appointing competent individuals with specific health and safety responsibilities.</li> <li>• Ensuring that all employees understand their responsibilities.</li> <li>• Ensuring that effective systems are in place for: workplace inspections; accident reporting; auditing safety management system; induction and training of staff; and the identification of hazards and assessments of risks, including fire safety risks.</li> <li>• Preparing an Annual Report to the Board.</li> </ul>
<p><b>UK Directors (for regional offices) and the Facilities Manager (for Shepherdess Walk)</b></p>	<p><b>Specific responsibilities including:</b></p> <ul style="list-style-type: none"> <li>• Plan and undertake risk assessments.</li> <li>• Analyse and report risk assessment findings; and identify / implement corrective actions.</li> <li>• Plan and arrange equipment maintenance, and keep appropriate records.</li> <li>• Ensure that COSHH requirements are met.</li> <li>• Provide advice and guidance to managers and staff on all health and safety matters.</li> <li>• Be the appointed person to take charge in the event of injury or illness, and ensure that appropriate first aid equipment is always readily available.</li> <li>• Ensure sufficient resources are available for Health and Safety matters.</li> <li>• Publicise the names/locations of First Aiders and Fire Marshals, and ensure that they are suitably trained.</li> <li>• Make statutory health and safety returns.</li> <li>• Investigate and report on all accidents and apparent near misses meeting the requirements of RIDDOR.</li> <li>• Plan, communicate and test emergency evacuation procedures.</li> <li>• Ensure that appropriate systems are in place to secure the safety of visitors.</li> <li>• Establish effective liaison with site buildings management or agents.</li> </ul>
<p><b>Human Resources Director</b></p>	<ul style="list-style-type: none"> <li>• Ensure that there is effective consultation with staff on relevant matters.</li> <li>• Collaborate with Area Directors/Facilities Manager to provide training for new and existing staff.</li> </ul>
<p><b>Directors and Managers</b></p>	<p><b>All directors and managers are responsible for:</b></p> <ul style="list-style-type: none"> <li>• Fostering positive attitudes to health and safety;</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring that there are safe systems of work in their work areas;</li> <li>• Ensuring that risk assessments are undertaken;</li> <li>• Informing / consulting the Regional Directors / Facilities Manager as appropriate on any health and safety matters.</li> </ul> <p><b>Directors and managers must consult with employees on matters to do with their health and safety at work, including:</b></p> <ul style="list-style-type: none"> <li>• any changes which may significantly affect their health and safety;</li> <li>• the arrangements for appointing competent people;</li> <li>• the information to be given to employees on likely risks and dangers from their work;</li> <li>• the planning of health and safety training;</li> <li>• the health and safety consequences of introducing new technology.</li> </ul>
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## 2. Responsibilities of All Employees, Secondees and Consultants, Interns and Other Work Experience

All salaried employees, secondees and consultants and other workers have responsibilities for ensuring the health and safety of themselves and others, and for co-operating with Business in the Community in fulfilling its legal obligations. In particular, they must:

- Co-operate with managers on health and safety matters.
- Co-operate with any measures put in place to safeguard their own and others' health and safety.
- Take reasonable care of their own and others' health and safety.
- Promptly report to their line manager, or their Director, or the Facilities Manager all health and safety concerns, or if they experience any health problems, temporary or permanent, that may be work related.
- Immediately follow instructions given to them to evacuate the building (whether or not a test) or to take other measures in response to an internal or external threat.

## 3. Responsibilities of All Staff Who Are Working From Home

The health and safety responsibilities of employees and secondees working from home are described in Business in the Community's Home Working Policy and Procedures.

## 4. Responsibilities of Staff When Working Alone

See Appendix 1

## 5. Risk Assessment

Business in the Community will arrange risk assessments of employee workstations and office / home work places in order to identify hazards and assess the degree of risk that the hazards represent. Risk assessment processes will also involve the fire safety and the general fire precautions which need to be in place. Risk assessment procedures will be written, implemented, and reviewed by the Health and Safety Co-ordinator.

## 6. Emergency Procedures – Fire and Evacuation

See Appendix 2

## 7. Fire Safety Policy

The fire safety policy and procedures are on HRnet

## 8. VDU Policies and Eyesight Tests

Those employees who use a computer screen on a regular basis for more than two hours per day are formally classed as 'VDU Users'. In line with BITC's responsibilities to provide eye tests for staff who work with visual display screens we have established an agreement with Specsavers. Staff will be provided with a voucher for a full eye exam at any Specsavers store in the UK. Details of store locations are available on HR.net in the Useful Information section.

The voucher will also cover payment for **basic glasses specifically and solely** for VDU use.

BITC will not pay for glasses for normal use (i.e. not just VDU use) but you may still take advantage of discounts through Specsavers. Staff requiring an eyesight test should contact HR who will provide a voucher. Eye tests are usually annual or as advised by your optician.

## 9. General Arrangements

### Visitors

All visitors must sign the Visitors' Book in Reception at Shepherdess Walk. Measures should be taken to ensure that visitors are also signed out. In the absence of a front desk in other offices, staff with visitors will take responsibility for their safe evacuation in the event of a fire. All staff must remain with their guests at all times and take responsibility for them in the event of an emergency.

### Electrical Equipment

All portable electrical equipment is tested every two years. All items carry identity labels and date of test. The tests are carried out by a competent contractor to meet the requirements of the maintenance of portable electrical equipment, as required by law. Each office is responsible for arranging this for each of their offices.

### First Aid

All premises with more than 30 staff employed should have available at least one qualified First Aider and she/he should be responsible for ensuring their First Aid Kit contains the required items and that they are within the expiry date. Where there are fewer than 30 people a trained Emergency Response person should be appointed by the

Area Director. Offices with less than 5 people do not require a trained person but an appointed person must be nominated by the Area Director.

**The Accident Book** at Shepherdess Walk is kept at Reception and one should be held at each regional office.

### **Gangways**

All gangways, fire escape routes and fire exits marked on office plans must be kept clear at all times.

### **Insurance**

Business in the Community holds an Employer's Liability Insurance Policy in respect of all its employees and a copy of this must be displayed in each of our premises:

#### 10. Competency for Tasks and Training

The Health and Safety Co-ordinator, Human Resources Director and the UK Directors/Facilities Manager (as appropriate) will plan and provide induction training relating to health and safety for all employees. This will include a walk-through of the building evacuation procedures.

Staff health and safety awareness programmes will be planned and initiated by the Health and Safety Co-ordinator, based on analysis of risk assessment and other safety reports.

Training records are kept by the Human Resources Team.

#### 11. Accidents, First Aid and Work-Related Ill-Health

Area Directors/the Facilities Manager are responsible for investigating accidents and their causes, and submitting reports on each incident to the Health and Safety Co-ordinator.

Ad hoc health surveillance assessments will be arranged by UK Directors/the Facilities Manager as required (for example, for pregnant employees), and surveillance records will be kept by the Human Resources Team.

Notices with the name of local First Aiders / Emergency Response should be displayed within all offices.

All accidents and cases of work related ill health are entered in the Accident Books held in Regional and London offices. The Accident Book is kept by Area Directors/the Facilities Manager. Off site accidents should be entered in the book for the region in which the individual is based.

UK Directors/the Facilities Manager are responsible for meeting statutory obligations under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. Any event requiring notification under RIDDOR will be immediately reported by UKDirectors/the Facilities Manager to the Health and Safety Co-ordinator.

## 12. Annual Report to Executive Team

Business in the Community considers that the health and safety of its staff is of great importance in terms of its corporate social responsibility. To help fulfil this commitment, the Health and Safety Coordinator will report annually to the Chief Executive and the Executive Team on Business in the Community's health and safety performance; on BITC's compliance with current UK legislation; and to recommend any policy or procedural changes to further improve performance.

## Appendix 1

### Health and Safety - Guidelines for Lone Working

- Make sure that you that your colleagues know where you are via keeping your Outlook Calendar up to date with your details of who you are meeting and the address. The Suzy Lamplugh trust recommends that anyone who works alone sets up a “buddy system” where you contact someone every day with an itinerary of who you will be meeting and at what times. The Suzy Lamplugh Trust provides an information sheet on lone working along with other useful tips and information on personal safety.
- Always keep your mobile phone switched on when you are out of the office during working hours
- Always meet clients in an appropriate venue such as a meeting room or office
- Never meet clients or contacts at their home address
- Always arrange appointments when you know other people will be around – this includes meetings held at Business in the Community offices
- Do not give out your home address, personal email or home phone number
- Do not give lifts to clients or contacts in your car by yourself

### Personal attacks

- When working late into the evening, ensure that someone at home is expecting you. If there is no one at home, arrange with your line manager to let them know when you have left the office or meeting.
- When working late, if you use a car make sure has been parked in a well lit area.
- When working at home, ensure colleagues know this.

### Personal safety in the office

- Apply good housekeeping at all times to minimise tripping hazards (e.g. boxes around desks/in corridors; trailing cables).
- Ensure the office is secure
- Arrange for staff to be notified via email when contractors are due to carry out work, and what time they are expected to arrive if out of normal working hours.
- If in any doubt about the credibility of any visitors, don't let them in - ask to see credentials.
- If your building has a receptionist tell them the names and organisation of visitors, and ensure that they have signed in.
- Don't be a hero - life is more important than property!

### External appointments

- If in any doubt about the area or the organisation you are visiting, check out the details before you go, and/ or take along a colleague.
- Trust your intuition – if the situation feels unsafe or makes you uneasy, use a plausible excuse and get out.
- Consider meeting clients in public places e.g. hotel lobbies.



## **Appendix 2**

Emergency procedures – fire and evacuation

Fire Instructions

### **Anyone discovering a fire should:**

1. Sound the alarms (all staff should know where alarms are located in their offices).
2. Notify the Receptionist, if the office has one, who will call the Fire Service. All Receptionists should have instructions what to do as should staff who regularly answer the phones. If there is no receptionist, dial 999 and ask for the service.
3. If the alarm goes off, remember that human life has priority over everything else and the main objective is to get everyone out of the building immediately. Serious fire fighting must be left to the Fire Brigade, and only the simplest problem, e.g. a wastepaper basket on fire, should be tackled by staff.

### **In the event of a fire alarm:**

Use the nearest fire exit available but do not use lifts.

### **Do Not Run**

Do not re-enter the building until told it is safe to do so by the Fire Service. Under no circumstances take any personal risks.

### **Bomb Threats**

If you receive a bomb threat, obtain as much information as possible as to the possible whereabouts, the possible time of any explosion and what the bomb might look like.

If you discover a suspicious package or object, do not touch it. Inform the senior person in the building who should contact the police for further advice.

## **Arrangements**

All arrangements are reviewed annually unless otherwise stated.

## **Work Equipment**

Business in the Community has a duty to ensure that there are arrangements in place to comply with the Provision and Use of Work Equipment Regulations. These regulations are far-reaching and cover any equipment or articles used at work, from a chair to a ladder.

The Health & Safety officer and the Area Directors will ensure that equipment is used in accordance with the manufacturer's instructions and where necessary receive sufficient instruction and training in the safe use of equipment.

## **Manual Handling**

The Health & Safety Officer & HR will review roles which include significant manual handling and the requirement added to the job description. Those identified as at risk will be given training. Manual Handling includes lifting, carrying, pushing, pulling and holding.

The assessment will identify factors that could result in injury such as heavy loads, the need to lift from the floor or above shoulder height, the need to twist, stretch or stoop.

Action will be taken to eliminate factors that could cause injury. Where possible trolleys will be purchased to reduce or avoid the risk.

## **First Aid**

Business in the Community has a duty as an employer to assess its requirements for first aid and ensure that there is adequate provision to meet those requirements.

There are five trained first-aiders at Shepherdess Walk. Their names are located on notice boards around the office and displayed on HR.Net.

It is the policy of Business in the Community that offices with less than 30 staff members; will have a trained Emergency Response person. This person will be responsible for calling the emergency services and sitting with the patient and provide emergency first aid if required. They will be responsible for taking charge of the situation. In offices with less than 5 people the UK Directors will nominate an appointed person. This person will be responsible for calling the ambulance and sitting with the patient.

The Health & Safety officer will recruit and train sufficient numbers of first-aiders. Line Managers must allow time off to attend necessary training sessions. The Health & Safety officer and Area Directors will ensure that their offices have sufficiently stocked first aid boxes. They or another nominated person must ensure the boxes are checked regularly and replenished as and when necessary.

A record should be kept of all first-aid given.

A notice must be displayed in each office stating the name of the first-aiders and the location of the first aid box.

The first aid box should not contain any medication, tablets, creams or ointment.

### **Use of Chemical and Other Substances Hazardous To Health**

Business in the Community is required under COSHH regulations to have in place arrangements to assess the exposure of its employees and other persons to hazardous substances and take adequate steps to avoid or control exposure. The requirement covers cleaning chemicals, dust emitted by work processes and biological hazards such as legionella.

The Health & Safety officer should determine what chemicals are used that may cause exposure to hazardous substances. They will arrange for safety data sheets from the supplier of any chemical used. The data sheets must be followed when deciding safe working procedures for the use of chemicals. The risk assessment should be used as the basis for developing safe working procedures that should set out how and when the substances will be used and stored and how the exposure will be controlled. The procedure should detail actions to be taken in the event of a spillage or accidental exposures. The procedures should identify any personal protective equipment that may be required when using the substance together with how the PPE will be inspected and stored. The procedures must identify how unwanted or waste chemicals or substances can be safely disposed of in accordance with the requirements of the control of pollution act.

### **Electrical Safety**

Staff must not undertake any work on electrical equipment or installations including resetting trip fuses without receiving training.

The Health & Safety officer will arrange for fixed electrical installations to be tested every five years. All installations will conform to the requirements of the Institution of Electrical Engineer's regulations and all work must be carried out in accordance with the electricity at work regulations. Electrical sockets must not be overloaded.

Extension leads must be of the fused and switched type variety. The Health & Safety Officer and UK Directors will arrange for portable electrical appliances on all Business in the Community premises to be tested every two years. Staff are not permitted to bring electrical items into the office from home. The use of personal laptops and telephone charges are permitted but they must be good electrical repair and must not be left plugged in over night.

### **Hazard Reporting**

If you identify a hazard or an unsafe system of work you should report it to your line manager in your department or the Health & Safety officer. You should take steps to isolate the equipment or work area in question and to warn others of the dangers by posting warning notices. Maintenance issues include: electrical faults, fire extinguishers discharged, trip hazards, fire doors not closing properly and missing fire exit signs.

## **Contractors**

Contractors wishing to work on either electrical, water, gas or at height must provide the relevant paperwork prior to starting work. Contractors must not carry out work on BITC premises without providing a Permit to Work certificate.

Contractors must agree to work within BITC's Health & Safety policy at all times. Contractors must report to the Health & Safety officer or UK Director upon arrival. No work must be undertaken without agreement from either the Health & Safety officer or the UK directors.

Evidence of insurance is also required to be submitted before work begins.

## **Use of Computers**

Business in the Community has a duty to ensure risk assessments of the workstations of staff that habitually use a computer to carry out their job.

All new starters will receive a display screen equipment self-assessment form via email. This will allow them to flag any issues immediately. Within their first year at Business in the Community they will receive e-learning training and be required to complete an online assessment. All Staff will be asked to complete display screen equipment training and assessment every 3 years or sooner if there has been a change to the working environment such as new furniture or an office move.

It is important that computer users should adopt good posture while seated at the screen in order to avoid aches, pains and more permanently disabling musculo-skeletal conditions.

The basic requirements are:

The chair should be capable of adjustment of the seat height, backrest and backrest tilt. The backrest should offer adequate lumbar support, which should be able to be adjusted to suit the individual user.

The seat height should be adjusted so that the user can sit with their shoulders in a relaxed position and their elbows at a 90-degree angle, with the forearms and upper arms at right angles while keying. Hands should just rest on the keyboard in a neutral position avoiding excessive flexion, extension or deviation of the wrists. The mouse should be positioned so that the user can operate it while keeping their elbow at a 90-degree. There should be space in front of the keyboard for the user to rest their hands in between keying. The screen should be positioned directly in front of the user and be at a height so that the user's line of vision is approximately five centimetres from the top of the screen.

The chair seat should have sufficient depth to accommodate the user without pressure on the backs of the thighs or knees. The angle of the seat should enable the user to sit with their hips raised slightly above their knees, so that their pelvis is rotated forward thereby helping the spine to maintain its natural 'S' shaped curve. The user's feet should be able to rest flat on the floor, or they should be provided with a footrest. There should

be sufficient space on the work surface to accommodate any equipment or items the user may need to perform their job. There should be sufficient space under the desk or workstation for the user's legs to enable them to change position as required.

It is vital that computer users take regular breaks (i.e. four or five minutes every hour) from screen-based work, stretch and reposition in order to avoid excessive static loading of their muscles and tendons, which leads to fatigue and upper limb disorders. It is important to take breaks before fatigue sets in, otherwise there will be insufficient time to recover. Users should also take frequent mini breaks from viewing the screen by focusing on something different from the screen in order to avoid visual fatigue.

### **Safety Inspections**

The Health and Safety officer and UK Directors will make arrangements for carrying out regular safety inspections of the work places used by their department or service, in order to identify hazards and unsafe situations and take appropriate remedial action. The frequency of inspections will depend on the activity being undertaken and hazards present. Hazardous workplaces such as kitchens will need to be inspected at a greater frequency than less low risk environments such as offices.

### **Storage and Good Housekeeping**

Inappropriate storage of items or supplies can create tripping hazards and obstructions and increase the risk of fire. Storage space is at a premium within Business in the Community, so line managers and health and safety coordinators should ensure that the storage of articles in their departments/divisions does not give rise to health and safety risks.

Articles must not be stored where they will block or restrict access to fire escape routes, or obstruct gangways. Cabinets, shelving, racks etc. used for storage should be stable and where possible secured to the wall to prevent toppling. Items should not be kept on top of cabinets, or in other places where they can become dislodged and fall onto persons. Where articles are kept on shelving at above shoulder height, a suitable stepladder should be provided to allow safe access.

### **Event Safety**

Events must be planned and organised to ensure the safety of staff, and other users of BITC premises as well as persons attending the event. Event organisers should ensure that a risk assessment is completed; the model risk assessment can be used for this purpose. Where an event is organised jointly with an external organisation, the external organisation must be provided with essential health and safety information regarding the BITC fire safety and first-aid procedures.

A copy of the event risk assessment is held in the Central Communication teams.

### **Risk Assessments**

BITC has a duty to undertake assessment of its work activities in order to identify significant risks and determine what measures are required to manage these risks.

Most of the risk assessment such as fire; legislation etc will be undertaken by the Health and safety officer. Manual handling will need to be undertaken on a local basis. Display screen equipment will be monitored by the HR department and the health and safety officer.

Health and safety inductions for new starters will be carried out by the nominated persons on a local level. A checklist will be provided stating the areas that need covering.

Health and Safety risk assessments should follow the process set below:

1. Identify the hazard
2. Identify the risk
3. Assess the risk
4. Decide on the measures needed to eliminate, reduce or control the risk.
5. Implement the control measures
6. Review the assessment to ensure control measures are working as planned.

### **Special consideration**

When assessing who can be harmed by a particular work activity, special consideration must be given to individuals that fall into the following categories:

1. Female workers of child bearing age
2. Pregnant or nursing mothers
3. Young persons under the age of 18

The HR department will provide advice to line managers on these assessments.

### **Fire risk assessments**

The Health and safety officer will arrange for the risk assessments to be undertaken on all BITC premises.

Information on the findings of risk assessment together with the recommendation will be made available to relevant persons working in or using the premises to which the risk assessment relates.

### **Information**

All employees shall receive appropriate information and instruction to ensure that they understand BITC's fire precautions and the action to be taken in the event of fire.

Fire training will be included in health and safety induction programmes for all new starters.

The Events team will ensure that organisers are provided with fire safety information for event organisers and visitors attending events at BITC are made aware of the arrangements for fire and other emergencies.

Departments are responsible for ensuring that any visitors to their departments evacuate safely in the event of a fire.

Fire action notices will be posted on all meeting rooms and in lobbies and adjacent to fire exits.

The Health and safety officer will produce fire procedures for all regional offices. These must be renewed annually at a local level.

### **Related Documents**

Employee Wellbeing policy

**Date of next review March 2017**

