

# HOT LINE MEALS SERVICE (LONDON)

## Health and Safety Policy

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Signed: R. Just  
Position: Trustee  
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# Health and Safety Policy

## Introduction

This policy is written within the framework of the Health and Safety at Work etc. Act 1974 and its subsequent Regulations. A copy of this policy should be displayed in the main office.

It will be reviewed, added to, or modified from time to time and may be supplemented in appropriate cases by further statements related to the work of the Charity. Copies and subsequent amendments will be made available to all employees and volunteers.

The success of this Policy depends on the active support of all employees and volunteers to achieve its objectives.

*Hot Line Meals Service* recognises the need for a well-defined policy setting out the standards it aims to achieve for protecting the Health and Safety of staff, volunteers, young people and others.

This Health and Safety Policy sets out the organisation and arrangements for achieving this aim including the detailed responsibilities for key staff.

## Policy Statement

Hot Line Meals Service will provide a safe and healthy environment for staff, volunteers, young people and visitors; this will be achieved by implementing the health and safety objectives detailed in this Policy.

Hot Line Meals Service will provide for its employees and volunteers whilst working on the premises or elsewhere:

- Safe machinery and equipment, including vehicles;
- Articles and substances for use at work that are safe when properly used, stored, handled and transported
- Information, instruction, training and supervision to enable employees to work safely without risk to their health;
- Premises and places of work that are well maintained, have safe access and egress for all and are without risk to health & safety;
- Adequate welfare facilities

Although the prime responsibility for health and safety under the Health and Safety at Work Act lies with Hot Line Meals Service, as the employer, high standards of health and safety can only be achieved with the full co-operation and awareness of all staff.

## **Organisation and Responsibilities**

Health and Safety is the responsibility of all staff, these responsibilities are outlined in below.

### **Chief Executive**

The Chief Executive is responsible for the following:

- Producing the Charity's Health & Safety Policy. This shall include a statement of intent, individual health and safety responsibilities, and the organisation, arrangements and procedures;
- Implementing and monitoring the Health & Safety Policy.
- Establishing and maintaining systems within the Charity to ensure that health & safety is effectively managed;
- Allocating sufficient resources to enable health and safety to be successfully managed;
- This Policy is brought to the attention of all staff and volunteers;
- Making arrangements for informing staff, volunteers and young people of relevant safety procedures.
- Accidents are investigated and reported using the established procedures;
- Consult with staff on health and safety issues;
- Training needs are identified and met;
- Assessments for all risks to health and safety are carried out and the significant findings recorded, with appropriate preventative measures being taken;
- Fire precautions and procedures are implemented (including fire drills);
- New employees and volunteers receive appropriate health and safety information, instructions and training, including details of this Policy, fire and other safety procedures;
- Regular health and safety inspections of the premises are carried out.

### **Fire Wardens (or fire stewards)**

Fire wardens are responsible for:

- Familiarising themselves with their areas of responsibility, the escape routes and any problem areas;
- On hearing the fire alarm they are responsible for:
  - Ensuring the safe evacuation of everyone in their area(s) of responsibility
  - Checking all rooms in their area(s) of responsibility; including toilets, rest rooms and store rooms; to ensure that everyone has safely left the building.
  - Where possible, closing windows and doors as each room is checked;
  - Reporting to the Incident Manager to inform them that everyone has safely evacuated the building, or to report any problems;
  - Ensuring that nobody re-enters the building until the Incident Manager has stated it is safe to do so;
- Ensuring they are available, after the evacuation, to attend a debrief meeting to discuss the evacuation, identify any problems and share information.
- Monitoring to ensure that fire routes and exits are kept clear at all times.

## **First Aiders**

First Aiders are responsible for:

- Taking charge when someone is injured or falls ill;
- Administering first aid in the event of an injury;
- Calling for an ambulance, if required;
- Looking after first aid equipment and ensuring it is restocked;
- Keeping up to date with first aid training and ensuring they attend refresher training prior to the expiry of their first aid certificate.

## **All Employees and Volunteers**

Employees are required to:

- Take reasonable care for their own health and safety and that of other persons affected by their acts or omissions;
- Co-operate with their employer, so far as is necessary, to enable it to meet its responsibilities for health, safety and welfare;
- Be aware of, and follow, health and safety guidelines;
- Use work equipment provided correctly, in accordance with instructions and training;
- Inform their manager of any work situations that represent a serious and immediate danger to health, safety and welfare.

In addition, female workers must notify their employer as soon as possible after they become pregnant in order that a risk assessment can be carried out to ensure the safety of the mother and unborn child.

## **General Arrangements for Implementing the Health, Safety and Welfare Policy**

### **Accident/Incident Management, Reporting & Investigation**

An accident is an unplanned event that results in injury or damage.

A near miss is an unplanned event that does not result in injury or damage.

In the event of a young person or adult having an accident it is important for the first member of staff at the scene to assess the situation before moving the injured party.

The qualified first aider should be informed immediately. He/she will assess what needs to be done.

The First aider will instruct a colleague to get the first aid box and to telephone a parent if running a crèche and an ambulance if required.

First aid will be administered where necessary (see first aid procedure). The injured party will be monitored until there are no further concerns.

If the accident/incident is of serious nature and an ambulance is required the person with the facts should inform the paramedic of the situation. If the accident involves a young person they should be accompanied to hospital by a suitable adult.

All accidents should be recorded in the accident book/accident form as soon as possible.

All accidents should be investigated and action taken to prevent a re-occurrence where possible.

Incidents which fall within the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 e.g. major injuries, accidents resulting in employees being absent from work for more than 7 days, or members of the public going to hospital from the scene of the accident etc will be reported to the Health and Safety Executive by the Health and Safety Function.

For more information about RIDDOR refer to the HSE document [Reporting Accidents and Incidents at Work: a brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 \(RIDDOR\)](#)

### **Consultation with Employees**

Under the Health and Safety (Consultation with Employees) Regulations 1996 and the Safety Representatives and Safety Committees Regulations 1977 an employer has a duty to consult with employees on matters of health and safety.

Employees will be consulted on the following:

- The introduction of any measure which may substantially affect their health and safety at work;
- Arrangements for getting competent people to help them comply with health and safety laws;
- Information on risks arising from their work, measures to reduce or get rid of those risks and what employees should do if they are exposed to a risk;
- The planning and organisation of health and safety training and the health and safety consequences of introducing new technology;

### **Control of Contractors**

#### **Hot Line Meals Service recognises its' responsibilities in relation to the use of contractors.**

In any client/contractor relationship, both parties will have duties under health and safety law. Similarly, if the contractor employs sub-contractors, to carry out some or all of the work, all parties will have some health and safety responsibilities.

Clients need to satisfy themselves that contractors are competent (i.e. they have sufficient skills and knowledge) to do the job safely and without risks to health and safety. The degree of competence required will depend on the work to be done.

The client and contractor are required to agree the risk assessment for the contracted work and the preventative and protective steps that will apply when work is in progress.

Consideration should be given to those risks from each other's work that could affect the health and safety of the workforce or anyone else.

Clients are required to manage and supervise the work of the contractors. The more impact the contractor's work could have on the health and safety of anyone likely to be affected, the greater the management and supervisory responsibilities of the client. Clients therefore need sufficient knowledge and expertise to manage and supervise the contracted work.

*Hot Line Meals Service* will ensure that contractors visiting their premises do not pose a risk to their own health and safety or that of others present.

Contractors in turn should notify *Hot Line Meals Service* of any hazards arising from their activities, which may affect the occupants of the building.

### **Control of Substances Hazardous to Health**

The [Control of Substances Hazardous to Health \(COSHH\) Regulations 2002](#) impose duties on employers to protect employees who may be exposed to substances hazardous to health at work, and others who may be affected by such work.

COSHH covers chemicals, products containing chemicals, fumes, dusts, vapours, mists, gases, and biological agents (bacteria, fungi and viruses). If there is a hazard symbol displayed on the packaging then the contents are classed as a hazardous substance. COSHH also covers asphyxiating gases, biological agents that cause diseases such as Leptospirosis or Legionnaires Disease; and biological agents used in laboratories.

COSHH doesn't cover lead, asbestos or radioactive substances because they have their own specific regulations.

Hot Line Meals Service will ensure that COSHH assessments will be carried out on all hazardous substances prior to use. The COSHH assessment, which provide information on specific hazards, first aid measures, personal protective equipment etc. will be reviewed as appropriate, or every five years, whichever is the sooner.

For further information refer to the HSE document [The Control of Substances Hazardous to Health Regulations 2002. Approved Code of Practice and guidance](#)

### **Display Screen Equipment**

The [Display Screen Equipment \(DSE\) Regulations 1992](#) require employers to minimise the risks to employees who habitually use display screen equipment as a significant part of their normal work.

Other people, who use DSE only occasionally, are not covered by the requirements of the Regulations, however, employers still have general duties under other health and safety at work legislation.

'Users', as defined by the Regulations, are employees who use DSE for a significant part of their normal work (daily, for continuous periods of more than an hour).

Where users are identified, the following must be ensured:

- Workstations are assessed using the [HSE workstation assessment checklist](#) and the risks reduced, as applicable;
- Workstations meet the minimum requirements as outlined on the HSE checklist;
- Work is planned to allow adequate breaks or changes of activity;
- On request, eye tests are arranged, and a contribution made towards spectacles if they are required for DSE use; and
- Health and safety training and information is provided.

## **Driving**

Under the [Health and Safety at Work etc 1974](#), employers have a general duty to ensure the health and safety of employees and others who may be affected by their undertaking. This includes employees who may be required to drive as part of their duties. They may be required to drive either their own private vehicle or a *Hot Line Meals Service* vehicle, e.g. minibus (see section 3.17).

Employees may use their own vehicle for work only if they have the correct level of insurance. It is the employee's responsibility to ensure they have the correct insurance (usually referred to as Occasional Business use on the policy) and they must provide a copy of their Car Insurance Policy document to their line manager if they intend using their own vehicle for work. It is also the responsibility of the employee to ensure their car is roadworthy, taxed and has a valid MOT.

## **Electricity at Work**

The [Electricity at Work Regulations 1989](#) set out specific requirements on electrical safety. These Regulations place a duty on employers to ensure that electrical systems are designed, constructed, used and maintained so as to prevent danger. 'Systems' includes all apparatus as well as the mains supply.

All portable electrical appliances should be visually checked before use. In particular, attention should be paid to the condition of power cables and of their terminations, as these are often damaged, wrenched and jerked, which may loosen their connections.

The repair of most portable electrical equipment requires specialist knowledge and expertise if the faulty or damaged equipment is to be restored to the necessary safe condition. Staff may undertake minor repairs (e.g. replacement of a flexible cable) where they are competent to do so.

All portable electrical equipment such as drills, irons, kettles etc should be subject to a detailed inspection and test by a competent person at least every 12 months. A written record of the tests, in the form of a logbook or register, should be maintained and be available for examination and the equipment itself should be marked with some form of identification and the date of the most recent test.

Fixed electrical installations should be inspected by a competent person at least every five years. New electrical installations and modifications to existing installations must be carried out by a competent person (with competency being determined by experience, knowledge and training).

Further guidance can be found in the HSE guidance document ([HSG107](#)) [Maintaining portable electrical equipment](#).

### **Fire Safety**

The [Regulatory Reform \(Fire Safety\) Order 2005](#) places duty on employers to conduct a fire risk assessment and take reasonable steps to reduce the risk from fire.

Each *Hot Line Meals Service* location should have a “Responsible Person” who is ultimately responsible for fire safety and who may have other competent people to assist them to carry out their duties. These include undertaking a fire risk assessment, Emergency Evacuation Plan, and Personal Emergency Evacuation Plans (PEEPS) for staff or visitors with impaired mobility.

Fire instruction notices are displayed throughout the premises advising the actions to be taken on discovering a fire/on hearing the alarm.

Fire Drills are conducted on regular basis and a record of the time taken to evacuate the premises and any comments are noted.

All staff have a duty to be aware of the fire and emergency procedures, to ensure that all escape routes and fire exits are kept clear, and to report any defective or damaged fire fighting equipment, such as fire extinguishers.

Any fire that occurs within the premises, however minor, must be reported to *Insert name*.

### **First Aid**

The [Health and Safety \(First-Aid\) Regulations 1981](#) set out a duty of care on employers to provide adequate and appropriate first aid provision for employees.

The First-Aid Regulations do not oblige employers to provide first aid for members of the public. However, *Hot Line Meals Service*, should include the public, children, young people and others on their premises when making their assessment of first aid needs.

It is usually necessary to ensure that there is at least one first aider available at all times, taking into consideration staff absence, holidays, lunch breaks, before and after hours, etc

Staff nominated to administer first aid will attend first aid at work or emergency first aid training (*Whichever is deemed most appropriate*).

Notices are displayed throughout the premises advising of the locations of first aid boxes and the names of first aiders.

Any accidents requiring first aid must be reported using the Accident form/Accident book.



It is usually necessary to ensure that there is at least one first aider available at all times, taking into consideration staff absence, holidays, lunch breaks, etc

Staff nominated to administer first aid will attend one of the following courses: first aid at work, emergency first aid, and paediatric first aid. (*Which ever is deemed most appropriate*).

## **Gas Safety**

Under the Gas Safety (Installation and Use) Regulations 1998 and the Gas Safety Regulations 2001, any work on gas systems and appliances could only be carried out by persons registered with the Council of Registered Gas Installers (CORGI). Since 1st April 2009 CORGI has been replaced by the [Gas Safe Register](#).

Work on gas systems and appliances can only be undertaken by persons who are Gas Safe Registered.

If you smell gas:

- Do not use any naked flames/other ignition sources
- Open doors and windows
- Contact the gas board
- Do not switch on or off the lights or any portable switch appliance switch
- Shut off the gas
- Evacuate the premises, if appropriate

## **Health & Wellbeing**

The [Health and Safety at Work Act 1974](#), establishes a duty for employers to ensure the Health and Safety of employees, whilst at work. This includes not only their physical health, but also their mental health and wellbeing. The [Management of Health and Safety at Work Regulations 1999](#) require a general risk assessment of all risks in the workplace, and this will include the risk to staff from stress.

The HSE defines stress as *“the adverse effect people have to excessive pressure or other types of demand placed on them”*.

*Hot Line Meals Service* recognises that stress per se is not an illness, but can result in stress related illness such as anxiety or depression. *Hot Line Meals Service* will complete a risk assessment to identify the main potential stressors and the control measures required in order to reduce the risks to staff.

Refer to the [HSE Management standards](#) for work related stress.

## **Information, Instruction and Training**

The [Health and Safety at Work Act 1974](#), establishes the duty of the employer to supply employees with such information, instruction, training and supervision as necessary to ensure their health and safety at work.

*Hot Line Meals Service* is committed to providing all staff with the appropriate information, instruction, training and supervision to enable them to undertake their duties safely and without risk to themselves or others.

Induction training will be provided to all new employees appropriate to their role.

Health and safety training, and refresher training will be organised for staff as appropriate, and training records (including induction) will be kept.

### **Legionella**

The [Control of Substances Hazardous to Health Regulations](#) 2002 relates to the risk from hazardous microorganisms, including Legionella. Under these Regulations, risk assessments and the adoption of appropriate control measures are required to be put in place.

*Hot Line Meals Service* will ensure that an adequate risk assessment of the water systems in its buildings is carried out; and will identify and assess the risk of exposure to Legionella bacteria from work activities and water systems on the premises and any necessary precautionary measures.

All water systems are subject to monitoring, inspection and testing at regular intervals by a competent person. The written records of the risk assessments, monitoring, inspection and test, in the form of logbook or register, should be maintained and should be retained for at least 5 years.

Further information can be found on HSE website [www.hse.gov.uk](http://www.hse.gov.uk)  
[Legionnaires' disease - a guide for employers](#)

### **Letting of Hot Line Meals Service Premises**

Employers have a general duty under the [Health and Safety at Work Act 1974](#), to ensure the health and safety of their employees at work, and others who are not employees but use their premises.

The Act also requires that when parts of the building are used by other organisations that there is "co-operation and co-ordination" between the two parties for the purposes of health and safety.

*Hot Line Meals Service* will ensure that the appropriate health and safety information is passed to the hirer.

Where the hirer is undertaking activities that require personal qualification or proficiency, *Hot Line Meals Service* will check the hirer has the appropriate insurance, prior to the letting being agreed.

## Lifting Operations and Lifting Equipment (LOLER)

The [Lifting Operations and Lifting Equipment Regulations \(LOLER\) Regulations 1998](#) applies to any item of lifting equipment including new or existing equipment, second-hand or leased equipment and the accessories used for lifting.

- ✓ Lifting equipment is work equipment designed and used for lifting and lowering loads; such as cranes, lifts, and hoist; and includes its attachments used for anchoring, fixing or supporting
- ✓ Accessories for lifting are work equipment for attaching loads to machinery for lifting, such as chains, ropes, slings, hooks, shackles and eyebolts
- ✓ Load includes a person

Generally, the Regulations require that lifting equipment provided for use at work is

- ✓ Strong and stable enough for the particular use and marked to indicate safe working loads
- ✓ Positioned and installed to minimise any risks
- ✓ Used safely, i.e. the work is planned, organised and performed by competent people
- ✓ Subject to ongoing thorough examination and, where appropriate, inspection by competent people.

*Hot Line Meals Service* requires that all lifting equipment be clearly marked to indicate the safe working load. Where the safe working load is affected by the configuration of the equipment, then the equipment must be marked to indicate its safe working load in each configuration. Accessories for lifting, such as slings, must also be marked with their safe working load.

*Hot Line Meals Service* also requires that all lifting operations are properly planned by competent person (someone with the relevant training and experience), appropriately supervised and carried out safely. This includes undertaking either a generic or specific risk assessment of the operation, as appropriate.

Staff must not use lifting equipment unless they have received appropriate training and must use the equipment in an appropriate manner, according to the information received in training and from their line manager.

*Hot Line Meals Service* requires that all lifting equipment undergoes a thorough examination by a competent person before it is first put into use, unless the equipment has an EC declaration of conformity made not more than 12 months before the equipment is put into service or it is accompanied by physical evidence of its last thorough examination.

Ongoing thorough examination must also be undertaken to ensure that lifting equipment remains safe for use. In the case of lifting equipment for the lifting of persons or an accessory, a thorough examination is required at least every 6 months, for other lifting equipment a thorough examination is required at least every 12 months.

All defects of lifting equipment or lifting accessories must be reported and the equipment taken out of use until the defect is rectified.

The following documentation must be kept

- ✓ An EC Declaration of conformity to be kept for the life of the equipment
- ✓ Examination reports to be kept for the following periods of time
  - Before first use, the examination reports of the lifting equipment should be kept until the equipment is no longer in use. This applies to both installed and freestanding equipment
  - Before first use, examination reports of lifting accessories should be kept for a minimum two years after the report was made
  - Ongoing examination reports should be kept until the next examination report is received or for a period of 2 years whichever is later

Further information and guidance on LOLER can be found in the following documents

[“Simple guide to the Lifting Operation and Lifting Equipment Regulations 1998”](#) HSE INDG 290.

[“Thorough examination of lifting equipment – a simple guide for employers”](#) HSE INDG 422.

[“Thorough examination and testing of lifts – simple guidance for lift owners”](#) HSE INDG 339.

## **Lone Working**

The [Health and Safety at Work Act 1974](#) places a duty on employers to ensure the health and safety of employees. The [Management of Health and Safety at Work Regulations 1999](#) require employers to make a suitable and sufficient assessment of the risks to health and safety of employees to which they are exposed whilst at work. This will include the risks to staff from lone working.

Lone workers have been defined by the HSE as ‘those who work by themselves without close or direct supervision’. Lone workers are found in a wide range of situations, and can be divided into those who work at fixed establishments (where only one person is on site, where people work separately from others, or where people are working out of normal working hours), and those who are mobile workers, working away from their main working base.

*Hot Line Meals Service* will ensure that all lone working activities are identified, and the risks from such lone working activities are assessed and control measures identified and implemented to minimise the risk to the health and safety of staff.

All staff that work alone must be competent to carry out the activities they are engaged in, must have received sufficient information to enable them work alone safely and to be able to summon help and assistance if required.

It is the responsibility of all staff to follow the defined lone working procedures and safe systems of work, and to report immediately any problems or concerns to their line manager.

Further guidance information is available in the HSE document [Working alone in Safety \(INDG73\)](#).

### **Manual Handling**

The [Manual Handling Operations Regulations 1992](#) apply to a wide range of manual handling activities, including lifting, lowering, pushing, pulling or carrying. These regulations place specific duties on employers and employees.

Employers are required to

**Avoid** the need for manual handling, so far as is reasonably practicable

**Assess** the risk of injury from any hazardous manual handling that can't be avoided

**Reduce** the risk of injury from hazardous manual handling, so far as is reasonably practicable.

Employees are required to

- ✓ Follow appropriate systems of work laid down for their safety
- ✓ Make proper use of equipment provided for their safety
- ✓ Co-operate with their employer on health and safety matters
- ✓ Inform the employer if they identify hazardous handling activities
- ✓ Take care to ensure that their activities do not put others at risk
- ✓ Make their manager aware of any medical/physical condition which could be made worse by manual handling

All staff members involved in manual handling will be given suitable and sufficient information, instruction, training and supervision. Training will be recorded, monitored and reviewed.

Further information can be found in the HSE publication [Getting to grips with Manual Handling](#)

If a member of staff develops any medical/physical condition, the responsible person should be made aware immediately. A specific risk assessment must be carried out to cover the activities/tasks and control measures should be taken accordingly.

### **Minibuses**

The [Provision and Use of Work Equipment \(PUWER\) Regulations 1998](#) set out specific requirements for the selection, maintenance and inspection of work equipment, and the provision of appropriate instruction, information and training, to ensure its safe use. These Regulations cover minibuses that *Hot Line Meals Service* either owns, or hires.

Each minibus must have a [Section 19 Permit](#) disc displayed on the windscreen to enable its use without having to comply with the full passenger carrying vehicle entitlement (PCV) operator licensing requirements and without the need for their drivers to have PCV entitlement.

Minibus drivers must be over the age of 21 and hold a Local Authority Minibus Permit.

All minibus drivers must complete the vehicle log each time the minibus is used, and carry out a pre-use check.

All vehicles must have

- ✓ An MOT if over 1 year old (13 or more passenger seats) or 3 years old (12 or less passenger seats)
- ✓ A valid certificate of insurance
- ✓ A fire extinguisher complying with BS 5423
- ✓ A first aid kit

The minibus must, as a minimum, be subject to the following

- ✓ Daily/pre-use checks by the driver
- ✓ Annual maintenance (including MOT)
- ✓ Two safety checks between annual maintenances

### **New & Expectant Mothers**

The [Management of Health & Safety at Work Regulations 1999](#) place a duty on employers to undertake a suitable and sufficient assessment of the risks to the health and safety of their employees, to which they are exposed whilst at work in order to identify the measures that need to be taken to comply with health and safety legislation.

In addition, the Regulations identify two groups of workers, new and expectant mothers and young persons, for whom a specific risk assessment must be undertaken, or an existing risk assessment must be reviewed in order to identify any additional control measures that may need to be taken.

A “new or expectant mother” is taken to mean an employee who is pregnant; who has given birth within the previous six months; or who is breast-feeding.

When a member of staff notifies Hot Line Meals Service in writing that she is any of the above, then a specific risk assessment must be carried out to cover the activities and tasks that person undertakes and any specific hazards that may be involved during the course of her work. This risk assessment must be reviewed at least every three months.

The main areas of concern for new and expectant mothers fall into three main categories of physical, biological and chemical.

Further advice can be found on the [HSE website](#) and in the HSE publication [A Guide for New and Expectant Mothers who Work](#)

## Offsite Visits

At *Hot Line Meals Service* young people/children/adults will be provided with the opportunity to participate in high quality, well organised offsite visits which will enable young people/children/adults to achieve more.

*Hot Line Meals Service* will ensure that visits are meticulously planned and organised. A thorough risk assessment will be undertaken of every activity to identify potential risks hazards and dangers. And this will be recorded on the risk assessment form. The risk assessment will be shared with adults and staff supervising the trip.

Parents and adults supervising the visit must have the appropriate vetting and checks.

Permission consent must be obtained for all children taking part in any offsite activity without their carer.

Methods of transport must be appropriate for the distance being covered and coaches or vehicles which are hired will be safe, road worthy and meet current legal requirements for carrying children and passengers.

Staff, parents and participants in the offsite activity will be made aware of the key times and meeting points and procedures to follow if they cannot make a designated meeting point.

The Leader will have emergency contact details for all activity participants and First Aiders will accompany every offsite activity with first aid equipment.

Carers will receive information on suitable clothing, lunch requirements and how they can prepare their young person/child/adult for the visit.

## Personal Protective Equipment

The [Personal Protective Equipment Regulations \(PPE\) 1992](#) are designed to protect people from risks to their health.

The PPE should be properly assessed before use to ensure it is suitable; be maintained and stored properly. Employees should be provided with instructions and training on how to use it safely and supervised to ensure the equipment is being used correctly.

PPE is defined in the Regulations as “all equipment (including clothing protection against the weather) which is intended to be worn or held by a person at work and which protects him against one or more risks to his health or safety”, e.g. safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses.

All Personal Protective Equipment should be identified through risk assessment, but only if the risks cannot be reduced by other means.

## **Risk Assessment**

The [Management of Health and Safety at Work Regulations 1999](#) require employers to make a suitable and sufficient assessment of the risks to health and safety of employees to which they are exposed whilst at work, and any others who may be affected by their undertaking. Risk assessments must be communicated to all relevant parties and those at risk must understand the risks and control measures.

The risk assessment must be recorded, and reviewed if it is no longer valid, if there have been significant changes in the matters to which it relates, or annually, whichever is the sooner.

Employees' have a duty to cooperate with their employer when they are conducting risk assessments and for cooperating with them in implementing any remedial action or control measures to reduce the risk.

Staff involvement and consultation will be ensured during the risk assessment process.

Note: the Regulations stipulate that a specific risk assessment must be undertaken for [New and Expectant Mothers](#), [Young Persons](#) (under 18 years of age). Statutory risk assessments are also required for [COSHH](#), [DSE](#), [Personal Protective Equipment](#) & [Manual Handling](#).

## **Safety, Signs and Signals**

The [Health and Safety \(Safety Signs and Signals\) Regulations 1996](#) places duty on employers to use and maintain appropriate health and safety signs, in order to make persons aware of risks, where the risk to health and safety cannot be avoided or adequately controlled by other means.

*Hot Line Meals Service* will ensure that where the requirement for the posting of a safety sign has been identified, such signs are posted at suitable locations, conform to the relevant standards and are adequately maintained.

Employees will be provided with appropriate instruction, information and training in the use and understanding of safety signs, as applicable.

Further information on safety signs and signals can be found in the HSE document [Safety Signs and Signals: The Health and Safety \(Safety Signs and Signals\) Guidance on Regulations](#)

## **Security**

Specific responsibility for security is not set down in legislation. However, security is related to health and safety, therefore whoever has responsibility for health and safety should consider what security measures are necessary to ensure, as far as reasonably practicable, the safety of the staff young people/children/adults.

*Hot Line Meals Service* will ensure young people/children/adults stay safe by providing a safe and secure environment.



Examples of security measures:

- Controlled entry system at gates and main entrance.
- Fencing around perimeter
- Intruder alarm system
- Visitors signing book and badge system
- Procedures for dealing with trespassers
- Appropriate recording procedures for incidents relating to security

## Smoking

The [Smoke-free \(Premises and Enforcement\) Regulations 2006](#) were introduced in England to make virtually all enclosed public places and workplaces in England smoke free.

As a result *Hot Line Meals Service* is strictly no smoking.

The Regulations require the displaying of no-smoking signs in all smokefree premises and vehicles.

Further information can be found on the [Smokefree England](#) website.

## Slips and Trips

The [Health and Safety at Work Act 1974](#) requires employers to ensure the health and safety of employees and others who may be affected. The Act also requires the provision of a place of work that is maintained in a safe condition, and a means of access and egress that is safe and without risk.

*Hot Line Meals Service* recognises that good housekeeping is essential to preventing slip and trip accidents. Accordingly all staff are responsible for undertaking informal daily checks of their own work areas.

Where action is identified during workplace inspections but cannot be implemented immediately, interim measures will be taken (e.g. using warning signs, barriers, etc.) and an action plan produced to outline when the action will be implemented, who will be responsible for ensuring it is implemented and the estimated completion date.

All staff are responsible for undertaking informal daily checks of their own work areas.

Where action is identified during workplace inspections but cannot be implemented immediately, interim measures will be taken and an action plan produced to outline when the action will be implemented, who will be responsible for ensuring it is implemented and the estimated completion date.

## Violence/Personal Safety of Staff

The [Health and Safety at Work Act 1974](#) places a legal duty on employers to ensure the Health and Safety of employees at work and the [Management of Health and Safety at Work](#)

[Regulations 1999](#) places a duty on the employer to consider and assess the risks to employees. This would include the risk of reasonably foreseeable violence.

Violence may be defined as any incident in which a person is abused, threatened or assaulted, either physically or verbally, in circumstances relating to their work.

Physical or verbal abuse of *Hot Line Meals Service* employees will not be tolerated and a risk assessment will be undertaken to identify and minimise the risk to staff from potentially violent persons or situations.

Employees will, where appropriate, receive information, instruction and training on the risks from potential violence and aggression, and how to avoid or minimise potential violent or aggressive situations.

*Hot Line Meals Service* will support any employee who is assaulted or threatened in the course of their duties.

### **Waste including Waste Electrical & Electronic Equipment (WEEE) Regulations**

All waste generated by *Hot Line Meals Service* will be disposed of responsibly.

General waste will be disposed of in the wheelie bins provided by the Local Authority.

Any hazardous waste will be disposed of in accordance with the [Hazardous Waste Regulations 2005](#). This may be via the Local Authority facilities or through a specialist licensed contractor.

Any waste being stored on site must be stored in such a way so as not to pose a risk to employees or visitors.

Waste is considered 'hazardous' under environmental legislation when it contains substances or has properties that might make it harmful to human health or the environment. Examples of hazardous waste include, fluorescent tubes, car batteries, insulating oils.

Any electrical or electronic waste must be disposed of in accordance with the [Waste Electrical and Electronic Equipment \(WEEE\) Regulations 2006](#).

Any third party taking either hazardous waste or WEEE must be a registered waste carrier. The waste must be accompanied by a waste transfer note or hazardous waste consignment note (as appropriate) and taken to a suitable facility.

A record of all waste documentation (transfer notes, copies of licences) must be kept.

Members of staff must not take waste in their own private vehicles or in any *Hot Line Meals Service* vehicle unless they are a registered waste carrier (i.e. it is no longer possible to take waste directly to a municipal refuse site). More information about registering as a waste carrier can be found on the [Environment Agency Website](#).

Further information on the implication of the WEEE Regulations can be found on the [HSE](#) and [Environment Agency](#) websites.

## Work Equipment

The [Provision and Use of Work Equipment Regulations \(PUWER\) 1998](#) apply to all types of work equipment. The Regulations generally apply to any equipment that is used by an employee at work, for example hammers, knives, ladders, drilling machines, circular saws, photocopiers, lifting equipment (including lifts) and motor vehicles.

In general terms the Regulations require that equipment provided for use at work be

- ✓ Suitable for the intended use
- ✓ Safe for use
- ✓ Maintained in a safe condition
- ✓ Inspected
- ✓ Used only by people who have received adequate information instruction and training
- ✓ Accompanied by suitable safety measures, e.g. guards, markings, warnings

In addition to PUWER 1998, the [Management of Health and Safety at Work Regulations 1999](#) require employers to carry out suitable and sufficient risk assessment of the risks to which employees are exposed to at work including work equipment.

*Hot Line Meals Service* will ensure that risk assessments are in place for specific pieces of equipment and effective measures taken to control the hazards associated with the use of equipment.

*Hot Line Meals Service* requires all employees who use equipment to undertake pre-use inspections to identify any obvious defects (e.g. damaged casings, exposed wiring, etc.). All defects to work equipment must be reported and the equipment taken out of use until the defect is rectified.

All the equipment provided must only be used for its intended purpose.

Employees must not use work equipment unless they have received appropriate training and must use the equipment in an appropriate manner, according to the information received in training and instructions from their line manager. Young people using the work equipment must be supervised at all times.

All work equipment, where the failure of said item could result in a significant risk of injury, are to be subject to at least an annual maintenance/inspection by a competent person/organization. Where legislation imposes specific duties to undertake inspections at set frequencies these will be carried out in accordance with the Regulations. The written records of the inspection and maintenance, should be maintained and be available for examination.

When work equipment has reached the end of its working life or is no longer required it must be disposed of safely.

## **Work Experience and Young Persons**

Students on work placements/experience are regarded in health and safety law as employees and therefore must be provided with the same health and safety protection given to other employees.

Work experience may be defined as a placement on an employer's premises in which a student carries out a range of tasks or duties, more or less as an employee, but with the emphasis on the learning aspects of the experience

Students who are under the age of 18, taking part in work experience/ placements, are considered Young Persons under health and safety law. [Management of Health and Safety at Work Regulations 1999](#) require employers to specifically take account of young persons when carrying out their risk assessments.

If young persons have not previously been employed in the workplace, then existing risk assessments should be reviewed accordingly. The assessment of risks to 'young persons' must be carried out before their employment or work placement period begins.

*Hot Line Meals Service* will ensure that the parents/guardians of children, i.e. those under minimum school leaving age, are informed of the key findings of the risk assessment before the placement begins.

All young people and students on work experience will be provided with appropriate induction, information, instruction, training and supervision.

More information can be found in the HSE document Young People and [Work Experience: A Brief Guide to Health and Safety for Employers](#)

## **Working at Height**

The [Working at Height Regulations 2005](#) requires that, "every employer shall take suitable and sufficient action to prevent, so far as is reasonably practicable, any person falling a distance liable to cause personal injury'.

Under the [Management of Health and Safety at Work Regulations 1999](#) the Employer has duties to undertake risk assessments including the duty to identify, assess and control risks on their premises.

*Hot Line Meals Service* will assess the risks from working at height and make plans to either avoid the work at height, or to do the work more safely.

Where work at height cannot be avoided suitable and appropriate work equipment will be provided. It will be inspected, tested and maintained on a regular basis by a competent person and records will be kept.

Employees using the equipment should carry out visual checks prior to every use. They must follow defined work procedures and safe systems of work whilst working at height. Any faulty equipment should be taken out of use immediately and the appropriate manager should be informed.

All employees involved in working at height will be given full information, instruction and training in the use of any relevant equipment.

Further information is available in the HSE documents [Working at Height: A brief guide](#) and [Safe Use of Ladders and Stepladders: A brief guide](#)

### **Workplace (Health, Safety & Welfare)**

Employers have a general duty under the [Health and Safety at Work Act 1974](#) to ensure the health and safety of their employees at work, and others who are not employees but use their premises.

The [Workplace \(Health, Safety and Welfare\) Regulations 1992](#) expand on these duties and are intended to protect the health and safety of everyone in the workplace and to ensure adequate welfare facilities are provided for people at work.

The Regulations require employers to make provision for the following

- ✓ Maintenance of a safe workplace, equipment and systems of work
- ✓ Suitable and sufficient ventilation, lighting and indoor temperature
- ✓ A clean workplace and furnishings with easy to clean surfaces
- ✓ Sufficient work space with suitable work stations and seating
- ✓ Floors and traffic routes of suitable condition and free from damage or hazards
- ✓ The prevention of people falling from height, or being struck by falling objects
- ✓ Windows (and other transparent/translucent surfaces) made of safe materials, that do not expose people to risks to their health and safety, and are able to be cleaned safely
- ✓ Traffic routes organised to allow pedestrians and vehicles to circulate in a safe manner
- ✓ Suitable and sufficient toilets and washing facilities
- ✓ An adequate supply of drinking water
- ✓ Accommodation for personal or work clothing, and adequate facilities for changing clothing where necessary
- ✓ Facilities for rest and to eat meals

*Hot Line Meals Service* will ensure that suitable arrangements are in place to cover these provisions, so far as is reasonable practicable.

### **Access to Policy Statement**

A copy of this statement is to be made available to all employees.