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1. Health & Safety Policy Statement

- 1.1 Eat That Frog Group (referred to as 'the Company' for the remainder of this policy) is fully committed to protecting the health, safety and welfare of all staff, volunteers, customers, and other persons affected by its activities.
- 1.2 This policy applies to those members of staff and volunteers that work on behalf of the Company, and for whom it has legal responsibility. This policy also applies to all third parties and others authorised to undertake work on behalf of the Company including contractors and agency workers.
- 1.3 The Board of Directors has overall responsibility for Health and Safety throughout the Company's operating activities and will provide the leadership to ensure that active health and safety practices are firmly embedded throughout the business, ensuring a secure and healthy environment in which to work.
- 1.4 Good practices will be adopted to manage Health and Safety, and we will endeavour to secure the co-operation of all employees and third parties, in matters of Health and Safety, encouraging their active participation through consultation.
- 1.5 This policy itemises not only the Company's duties to protect the health, safety and welfare of people affected by its work activities, but also the legal obligations placed upon every member of staff and volunteer whilst at work.
- 1.6 It is our policy to:
 - Provide and maintain standards of health, safety, and welfare, which comply fully with Health and Safety at Work, etc. Act 1974 and any other statutory provisions, or approved codes of practice relevant to the nature of our business.
 - Provide and maintain equipment and systems of work that are suitable, safe and minimise risk to health.
 - Provide all staff and volunteers with sufficient instruction, information, and supervision to develop and encourage safe working practices.
 - Provide a safe place of work including safe access and egress.
 - Establish joint consultation on matters of Health & Safety to help identify risks and to assist in the prevention of accidents.

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- Ensure that H&S standards are maintained throughout our supplier and subcontractor network.
 - Strive for continuous improvement to our H&S systems.
 - Ensure that the contents of this policy are applied fairly and in accordance with employment law and the Company's Equal Opportunity Policy, including the duty to make reasonable adjustments for disabled employees.

1.7 We will ensure all Health and Safety policies and procedures are regularly monitored and reviewed.

1.8 This policy does not form part of your employment contract and we may update it at any time.

2. Organisation and Responsibilities

2.1 Directors:

- ✓ Overall and final responsibility for Health & Safety at the company sits with the Managing Director, who will ensure that the provisions of the Health & Safety Policy are part of the on-going objectives of the Senior Leadership Team.
- ✓ Provide proper direction, resource and commitment for effective application of the Policy.
- ✓ Assume accountability for adherence to Health & Safety Legislation.
- ✓ Ensure that all centres under their control are safe to work in and that reasonably practicable measures are being taken to provide for the health and safety of employees.
- ✓ Ensure that Managers and Supervisors are adequately trained in accordance with the company Health & Safety Policy and are appraised of statutory requirements. (See 28)
- ✓ Ensure all operating company safety rules and procedures are fully implemented in all operations and work areas under their control.
- ✓ Ensure specific legal obligations that affect the operation under their control are met.
- ✓ Ensure a system exists to measure and review the effectiveness of Health & Safety performance.
- ✓ Ensure risk assessment of all services is undertaken and regularly reviewed (involving staff, volunteers and clients)

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- ✓ Ensure H&S forms part of the company's annual self-assessment, with actions shown as part of the operational development plan.

2.2 Senior Manager – Health and Safety ([SMHS](#)):

- ✓ Ensure that the Company Health & Safety Policy is kept up to date and reviewed as necessary. (See 34.1)
- ✓ Ensure that training requirements to meet the Health & Safety Policy are regularly reviewed as part of the annual self-assessment. (See 28)
- ✓ RIDDOR reporting (See 3.9)
- ✓ Compilation of the required business KPIs and information as may be required. (See 8 and 23)
- ✓ Ensure health & safety is a standing item for discussion at meetings. (See 8)
- ✓ Informing employees of their results to any Alcohol or Drug tests and determining whether any further tests are required. Involving the Police if necessary. (See 5.24, 5.25 and 5.30)

2.3 Facilities and H&S Senior Coordinator ([FHSSC](#)):

- ✓ Keep up to date with new legislation, company and other safety information.
- ✓ Ensure that all new employees are informed of the Company Health & Safety Policy and given an induction to Health and Safety via HR. (See 8)
- ✓ Arrange suitable training for Managers & Relevant Staff to ensure that they understand the Health & Safety Policy and relevant statutory requirements including government and legislation updates and the possible impact on their centres and their responsibilities. (See 28)
- ✓ Assist Managers with safety training for all employed centre users including toolbox talks on new procedures, safe systems of work and risk assessments. (See 28)
- ✓ Assist Managers with suitable training for employees whose work involves special safety requirements. (See 28)
- ✓ Ensure that the Company first aid arrangements are adequate. (See 12)
- ✓ Co-ordinate all matters relating to fire precautions, lockdowns and other emergency matters (See 13, 19 and 20)

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- ✓ Carry out, annually, a systematic and comprehensive safety inspection of each centre, updating risk assessments as required and recording findings. (See 23 and 26.1)
 - ✓ Investigation of accidents and near miss reports and determine whether next of kin need to be informed. (See 3)
 - ✓ Complete COSHH Risk Assessments and ensure the risk assessment register for hazardous substances is maintained (See 5.19 and 15.2)
 - ✓ Review any requests for animals in centre and remove them if necessary (See 6)
 - ✓ Ensure that the Asbestos Management Plan is maintained and that contractors are made aware of this (See 7.37)
 - ✓ Ensure the relevant contractor controls are in place including for any working at height (See 9 and 32.2)
 - ✓ Ensure that employee DSE assessments are dealt with promptly and that staff are sent an annual DSE survey annually (See 10.4 and 10.5)
 - ✓ Arrange annual PAT Testing (See 11.2)
 - ✓ Ensure fire risk assessments are completed and actioned annually and fire control systems are maintained and tested. Also ensure that PEEPs are completed on request (See 13.4, 13.5 and 13.7)
 - ✓ Arrange Legionella Risk Assessment to be completed biennially (See 18)
 - ✓ Contact the police if a lone worker can't be located within a reasonable time frame (See 21.6)
 - ✓ Complete risk assessments for pregnant employees or new mothers (See 24.2)
 - ✓ On an annual basis, audit a sample of the risk assessments which have been reviewed and approved by managers and feedback any issues (See 2.4)
 - ✓ Maintenance checks of work equipment (See 33.2)
 - ✓ Work alongside external H&S advisor to ensure that all the above is maintained.
 - ✓ Ensure that the first aid kits are inspected monthly (using Safety Culture) and ordering additional supplies when necessary. (See 12.3)

2.4 Managers:

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- ✓ Communication for implementing the company procedure for health & safety and applying this policy fairly. (See 8)
 - ✓ Take all reasonably practicable measures to ensure the health & safety of all persons working under their management including ensuring they are aware of the Health & Safety Policy and any applicable risk assessments
 - ✓ Hold a general duty of care for all employees, volunteers, clients, visitors and contractors in their centres.
 - ✓ Ensure that the requirements of the Health and Safety at Work Act are implemented.
 - ✓ Ensure that all employees under their management are trained and given such information, instruction and supervision as may be necessary to enable them to work safely and without injury to health. (See 28)
 - ✓ Promptly report all accidents and dangerous occurrences (See 3)
 - ✓ Continually seek to develop safe practices and safe systems of work.
 - ✓ Set an example of safe behaviour.
 - ✓ Identify if they have staff who may be lone working, and ensure that all steps are taken to minimise risk (See 21.5)
 - ✓ Ensure that staff you manage understand what is expected of them with regards to risk assessments and audit a sample of the staff risk assessments to ensure they are suitable, on (at least) a termly basis. (See 26.4)
 - ✓ The Inclusive Learning Manager should also flag any significant H&S concerns or changes with regards to learners to the [FHSSC](#) (See 26.2)

In addition to the above, Centre Managers should:

- ✓ Ensure that all persons in their centre know the procedures for reporting accidents. (See 3)
- ✓ Ensure that all persons in their centre are made aware of the location of the first aid facilities.
- ✓ Ensure that hazards in the centres are identified and reported to the [FHSSC](#) who will complete risk assessments to the appropriate standard.
- ✓ Ensure that all persons in their centres are familiar with the routine in case of fire or other emergency that might require evacuation or lockdown of the workplace and hold drills as required by the [FHSSC](#). (See 13, 19 and 20)
- ✓ Ensure that good housekeeping and hygiene standards are maintained throughout their areas of responsibility.

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- ✓ Ensure full co-operation with the [FHSSC](#) in matters relating to health and safety.
 - ✓ Notify parents of all learners in the centre and develop a plan of care for any animals in centre which are required for educational purposes and have been approved by the [FHSSC](#). (See 6)
 - ✓ Ensure that smokers are made aware of the designated smoking areas at their site (See 27.1)

2.5 Employee Representatives (Elected Representatives – Health and Safety [Consultation with Employees] Regulation 1996):

- ✓ Represent employees and consult with the employer in general matters of health & safety brought to their attention. (See 8)
- ✓ Promote co-operation between the Board, Managers and Staff on all matters relating to health, safety & welfare. (See 8)
- ✓ Recommend steps to be taken to ensure that everything feasible is done to promote the safety of staff, students and other persons involved with the company, and that relevant legal obligations are complied with. (See 8)
- ✓ To monitor the extent of compliance with health and safety policies and recommend to the Board of Directors actions necessary to address areas of non-compliance. (See 8)
- ✓ To assist the implementation of the Health & Safety Policy. (See 8)

2.6 Teaching / Customer Facing Staff:

- ✓ Ensure that all plant, machinery and equipment is safe to use, and all dangerous parts of machinery are guarded and that the guards provided are correctly fitted, adjusted and maintained whilst the machinery is in motion or use. (See 33)
- ✓ Ensure that overalls, protective clothing and equipment provided are adequate for the purpose intended and are used by all persons as appropriate. (See 25)
- ✓ Ensure all activities undertaken have been risk assessed, control measures put in place and learners are deemed safe to participate. (See 26.2)
- ✓ Ensure that learners have been risk assessed if they have specific needs or requirements (See 26.2)

2.7 HR Team:

- ✓ Ensure the induction of all staff includes the H&S induction slides and that staff are made aware of fire assembly points and fire evacuation procedures as part of the induction (See 13.6)
- ✓ Support with signposting staff who declare that they have issues with Alcohol, Drugs or Smoking, whilst assessing risk to colleagues and the business. (See 5.30)
- ✓ Support with referring staff to Occupational Health or signposting them to the Employee Assistance Programme on Each Person (See 16.3 and 31.1)
- ✓ Determine if employees are eligible for Eyecare Vouchers and coordinate this (See 10.10)
- ✓ Keep the list of First Aiders up to date on Breathe HR (See 12.2)
- ✓ Keep the list of Fire Wardens up to date on Breathe HR (See 13.3)
- ✓ Keep the list of Mental Health First Aiders up to date on Breathe HR (See 31.1)
- ✓ Maintain a record of regular working patterns and locations on Breathe HR to help minimise the risk of lone working (See 21.6)
- ✓ Ensure that the [FHSSC](#) is made aware of any pregnant employees so that a risk assessment can be completed. (See 24.3)

2.8 All employees, Volunteers & Work Experience Duties:

- ✓ Log in and out via VPass
- ✓ Take reasonable care for the health & safety of themselves and of other persons who may be affected by their actions.
- ✓ Work in a safe manner and observe the Company's Health & Safety rules and procedures.
- ✓ Use the protective clothing and equipment provided. (See 25)
- ✓ Report to their Line Manager any incidents that have led or could have led to injury. (See 3)
- ✓ Report all injuries that occur to them at work and obtain the necessary first aid treatment. (See 3)
- ✓ Co-operate with managers to achieve a healthy and safe workplace.
- ✓ Help in the investigation of accidents to prevent reoccurrence. (See 3)

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- ✓ Observe the Company personal hygiene requirements.
 - ✓ Set an example of safe behaviour, particularly to new entrants and young people.
 - ✓ Report any hazard/ defect they may observe promptly to their Line Manager. (See 3 and 33.4)
 - ✓ Report any shortcomings in any system of work or procedure to their Line Manager.
 - ✓ Not interfere with anything provided in the interests of health, safety or welfare.
 - ✓ To comply with safe systems of work at all times.
 - ✓ To advise Line Managers &/or [FHSSC](#) when not trained for tasks they are being asked to carryout. (See 28)
 - ✓ Complete all mandatory training when requested, including fire evacuation, fire warden, lifting and manual handling, first aid and risk assessment. (See 28)
 - ✓ Conduct any requested moving and manual handling tasks in a safe manner, following HSE guidelines and mandatory training and, if unable to conduct a task, notify their Line Manager immediately. (See 22)
 - ✓ Follow all health and safety guidance during national/international pandemics or states of emergency.
 - ✓ Actively participate in fire evacuations and lockdown drills, ensuring they know what to do in a real life situation. (See 13, 19 and 20)
 - ✓ Follow any alerts you get through the Government Emergency Alert System (See 14)
 - ✓ Ensure your manager is aware if you will ever be lone working (See 21)
 - ✓ Ensure that you notify HR if you suspect you may be pregnant as soon as practicable so that we can put a risk assessment in place in the interest of protecting you and your baby. (See 24.3)
 - ✓ Ensure all H&S training certificates are sent promptly to HR@eatthatfrog.ac.uk so that we hold an accurate record of training. (See 28)
 - ✓ Ensure your vehicle is roadworthy if required for driving (See 29)
 - ✓ Ensure they have an understanding and abide by all sections of this policy
 - ✓ Ensure they notify the [FHSSC](#) if they notice that the first aid kits are running low on supplies between the scheduled monthly inspections carried out by [FHSSC](#)
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- ✓ Ensure that any visitors or learners in their care are aware of the visitor requirements below

2.9 Visitors – It is the responsibility of the employee who receives a visitor or employs a contractor to ensure that all visitors:

- ✓ Log in and out via VPass
- ✓ Are aware of the fire evacuation, lockdown and first aid procedures (See 13, 19 and 20)
- ✓ Are supervised at all times unless they have an enhanced DBS or they are working in centres without learners

2.10 Competent Advice – currently provided by Amarisk Ltd:

- ✓ Support with development and maintenance of the Company's Health and Safety systems (See 23)
- ✓ Providing guidance on risk assessments and other safety management applications
- ✓ Updating the Company on legal compliance

3. Accident & Near Miss Reporting

3.1 We encourage all employees to report any accidents and near misses (referred to as 'incidents' in this document) in order that action can be taken to avoid or minimise the possibility of such an event occurring again in the future.

3.2 When an accident occurs, a qualified First Aider must treat the injured person in the first instance. The First Aider should follow DRS ABC:

- D = Check for Danger
- R = Check for Response to voice or touch
- S = Shout for help
- A = If unresponsive, check the Airway
- B = Check the Breathing
- C = If not breathing, start CPR

Reporting Process

- 3.3 As soon as possible, all incidents must initially be reported using the appropriate incident form on the staff portal. These can be accessed by clicking on the “Health and Safety” option on the left hand side, then selecting “Health & Safety Request Forms” from the drop down. You will then see the “Incident/Accident Form” and the “Near Miss Report Form”. Provide as much detail as you can, including photographic evidence of the scene and preserving the scene of the incident if necessary or if significant injury has occurred. Once completed, both the [FHSSC](#) and the [SMHS](#) will be notified of this via email and they can view all details submitted.
- 3.4 Once an Incident Report Form is received, the [FHSSC](#) will determine what/if further action is required. This may involve a range of actions including:
- Determining no further action is required
 - Further investigation
 - Notifying the [SMHS](#) to complete and submit a RIDDOR report if the occurrence falls within the HSE guidelines for incident reporting.
<https://www.hse.gov.uk/riddor/reportable-incidents.htm>
 - If applicable, the [FHSSC](#) should determine whether it is appropriate for next of kin to be informed.

Investigation

- 3.5 To determine whether further investigation is required, consideration is given to:
- The potential consequences of the incident (not simply the injury or ill health suffered on this occasion).
 - The likelihood of the incident recurring (if it is considered recurrence is likely).
 - Whether numerous other similar minor incidents have previously occurred (where there has been many similar minor incidents recorded, an investigation will be conducted)
 - Persons involved (all incidents involving the public will be investigated).
- 3.6 Where further investigation is required, the [FHSSC](#) will coordinate the investigation. Depending on the severity/potential severity of the incident, investigation may involve requesting person(s) involved to initially complete the Incident Investigation Form, to be reviewed and signed-off by the [FHSSC](#); or alternatively, the [FHSSC](#) may lead the investigation directly, assisted where necessary by the Company H&S Advisor.

- 3.7 Where it is considered necessary, work activities will be suspended during investigation to allow time for thorough investigation and implementation of new controls.
- 3.8 The Incident Investigation report will include detailed findings, conclusions, and recommendations to prevent a recurrence. This will be communicated to relevant stakeholders, as necessary.

RIDDOR Report

- 3.9 All serious / dangerous incidents **must** be reported immediately to [SMHS](#) who will inform HSE under RIDDOR (when appropriate). Once information has been gathered, the [SMHS](#) will inform the Managing Director. In the absence of the [SMHS](#), the [FHSSC](#) will assume this role.
- 3.10 All communication with enforcement authorities will be managed by the [SMHS](#). It is also the duty of the [SMHS](#) to inform, if required: the owners of any property damaged, the organisation's insurance company and awarding organisations. In the absence of the [SMHS](#), the [FHSSC](#) will assume this role.
- 3.11 Any PR not covered above will be dealt with by Marketing/Comms and the Managing Director. This includes, but is not limited to, the media, local residents and other businesses.

Incident Statistics

- 3.12 Incident Statistics will be compiled on a monthly basis by the [SMHS](#), recorded at board and communicated to relevant stakeholders throughout the Company where appropriate.

4. Aggression / Violence / Bullying and Harassment

- 4.1 As the employer, we have a duty of care to provide a safe place of work. Any aggression, violence, bullying and/or harassment of employees or volunteers that is reported will be investigated to comply with this duty of care.
- 4.2 Further information is included within the associated documents:
- Bullying & Harassment Policy
 - Restraints Policy

5. Alcohol, Drugs & Substance Misuse

- 5.1 It is very important that those working for us can carry out their duties safely and free from the influence of drugs or alcohol.
- 5.2 The use and misuse of drugs or alcohol can have a detrimental effect on the employee and the Company. It can lead to absence from work, and poor employee behaviour or performance. It can also reflect badly on our organisation.
- 5.3 We expect you to be able to fully and safely carry out your duties under your contract when you are working for or representing us.
- 5.4 It is critically important that you do not drive or operate machinery if your performance or judgment might be impaired through the use or misuse of drugs or alcohol. This includes any drugs prescribed for you.
- 5.5 If you think you may have a drug or alcohol dependence or addiction, we encourage you to seek medical help. If you raise this with us, we will do our best to put you in touch with people and organisations specialising in drug and alcohol issues, and we will support you as much, and as confidentially, as we can in your recovery process. If you seek treatment, we may decide to suspend or stop any disciplinary or other process that has been started, until the outcome of that treatment is known.
- 5.6 If your performance is impaired, or your behaviour or attendance is negatively affected because of drugs or alcohol, or our reputation is damaged as a result, then we may take action under our Performance Improvement Policy, Absence Management Policy, or Disciplinary Policy. This could lead to you being dismissed.
- 5.7 If you know or suspect that a colleague is or has been misusing drugs or alcohol, you should raise this in confidence with your manager. It's important that we find out about any issues so that we can help as best we can. We will also want to make sure we're meeting our health and safety responsibilities, and protecting our business.

Drugs

- 5.8 When we talk about 'drugs' under this policy, we mean illegal drugs, psychoactive substances ('legal highs'), and prescription or non-prescription drugs which may affect your ability to carry out your duties fully and safely.
- 5.9 You must not be in possession of illegal drugs or psychoactive substances (except for legitimate substances including food, tobacco, nicotine, caffeine and medical products) at any time while working for or representing us.
- 5.10 If you need medication for a genuine medical condition while working, you should only bring in enough for your own use. It should be kept safely, in accordance with instructions and out of the view of other people. If your medication needs to be stored in a fridge, you must use a clearly labelled, sealed container.
- 5.11 Medication can have side-effects that affect performance. If this applies to you, please raise it with your manager so that we can take medical advice if necessary and consider any reasonable adjustments that we might need to make.
- 5.12 It is your responsibility to seek advice from a doctor or pharmacist about the possible effects of your medication on your fitness to do your job.
- 5.13 We want to protect your health and safety, as well as that of your colleagues and our customers/clients, so if you have any drug-related impairment you must tell us straightaway.

Alcohol

- 5.14 You should not bring alcohol into work. If there is some reason why you might need to, you should get your manager's permission beforehand.
- 5.15 You must not be, nor must your appearance suggest you are, under the influence of alcohol while you are working for or otherwise representing us. This applies equally to a situation where you may have drunk alcohol before coming to work, or the day before, if you are still affected by it.
- 5.16 Work-related events like client dinners or parties with colleagues that involve alcohol are an exception. We may allow moderate drinking on those occasions, but we will still expect you to behave professionally, with integrity and in line with our reasonable standards. You are representing the Company, and we will take

disciplinary action against you if you breach our rules or policies, for example in relation to Health and Safety, Bullying and Harassment or Equal Opportunities, or if your conduct otherwise falls below our expected standards.

- 5.17 If a customer, supplier or other third party gives, or offers to give, you alcohol as a gift, you should refer to our Anti-Fraud, Bribery and Corruption Policy (a gift is not itself bribery, but you should check the Policy to satisfy yourself that accepting the gift does not breach the Policy).

Substances needed for Work

- 5.18 If an employee is required to use or have access to solvents and/or substances as part of their work duties, the employee must ensure they have followed the Company's Health and Safety requirements, including COSHH assessments.
- 5.19 COSHH Risk Assessments should be requested by the employee in advance of using any substances, but completed and maintained by the [FHSSC](#).

Testing

- 5.20 If we suspect that you are under the influence of drugs or alcohol, and/or if your role is critical to health and safety, we may ask you to be screened for drugs or alcohol by an external provider or to take a breathalyser test in house to check you are legally allowed to drive. If you refuse, that could lead to disciplinary action, and potentially dismissal, under our Disciplinary Policy.
- 5.21 Before the test, the employee will be asked to declare, in confidence, any medication that they are taking which may interfere with the test result. If necessary, the person appointed to take the test sample may need to make further enquiries into the possible impact of the medication on the sample.
- 5.22 The test will be carried out by an appointed person under a tightly controlled environment, ensuring the results are fair, accurate and objective. Tests are carried out in the strictest confidence and privacy.
- 5.23 Once the test is complete, the employee will be asked to confirm in writing that the sample belongs to them and it will be sent away for testing.

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- 5.24 Employees will be informed of their test results by the [SMHS](#). Employees who have tested positive may be subject to action under the Company's disciplinary procedure, up to and including dismissal.
- 5.25 The [SMHS](#) will consider whether a further test may be of assistance, however, this will depend on the circumstances. If the length of time which has passed since the first test is of such a duration that it is likely that any evidence of alcohol or drug use may have disappeared, a further test will be deemed unhelpful.

Searches

- 5.26 We may search our premises for drugs or alcohol at any time, including in lockers and desks. If we have grounds to believe that there are illegal drugs, prohibited psychoactive substances, or there is alcohol in your personal possessions (for example your pockets or your bags), we expect you to cooperate with reasonable requests to search them, too. We may arrange for a witness to be present during the search, if you ask us to.
- 5.27 We will confiscate, and may use as evidence in future disciplinary proceedings (or we may destroy), any alcohol or drugs found in contravention of this policy.
- 5.28 If you refuse to cooperate with a search, this could lead to disciplinary action, and potentially dismissal, under our Disciplinary Policy.

Confidentiality

- 5.29 We appreciate the sensitivity of issues related to alcohol and drugs, and we will aim to maintain the confidentiality of any person experiencing alcohol- and drug-related issues. However, this will not always be possible.
- 5.30 If you seek help or treatment through HR or occupational health and ask that your issues are not shared with your line manager, then we will respect this unless doing so could put you or your colleagues at risk or pose a risk to the business.
- 5.31 The [SMHS](#) will advise the police and call upon their expertise and assistance in all cases of use, possession, transportation, promotion, buying or selling of illegal drugs or legal highs on the Company premises or whilst engaged on work duties.

Breaches

5.32 Breaches of the policy may result in disciplinary action being taken against you under our Disciplinary Policy, leading to the termination of your employment with us. If you carry out services for us, we may terminate your contract with us.

Support

5.33 The following links may be of assistance to you if you need, or know someone who needs support:

Organisation	Telephone Number	Website
Alcoholics Anonymous	0800 9177 650	https://www.alcoholics-anonymous.org.uk/
National Drugs Helpline (Frank)	0300 123 6600	www.talktofrank.com
Narcotics Anonymous	0300 999 1212	https://ukna.org/
Cocaine Anonymous	0800 612 0225	https://www.cocaineanonymous.org.uk/

6. Animals in Centre

- 6.1 Permission should be obtained in writing from the [FHSSC](#) before animals are brought onto the Company premises.
- 6.2 It is the responsibility of member of staff arranging animal attendance to ensure that there is appropriate educational purpose before requesting permission.
- 6.3 The owner of the animal brought into centre must ensure that each animal is supplied with the following:
- ✓ Sufficient space for the normal behaviour and postural requirements of the species
 - ✓ Proper ventilation, lighting and temperature control
 - ✓ Adequate food and clean drinking water

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- ✓ Appropriate quiet space away from attention which shall be cleaned on a regular basis and located in an area where undue stress and disturbance are minimized.
- 6.4 Animals in centre must be properly housed (or kept on a lead), handled, and cared for and only the teacher or those students designated by the teacher are to handle animals. Animals must also be insured by the organisation supplying the animals.
- 6.5 Staff pets will not be allowed in centre or in the presence of learners outside of centres, unless trained and certified for school visits by external organisation, insured, approved by [FHSSC](#) and time managed.
- 6.6 It shall be the responsibility of the Centre Manager to manage the volume of animal attendance and develop a plan of care of those animals in the event of emergency such as fires or full evacuation. The Centre Manager will also be responsible for risk assessing the animal for insurance purposes.

Therapy Dogs

- 6.7 The Company supports in the use of therapy dogs for the academic, social and emotional benefit of its students.
- 6.8 In brief a therapy dog is a dog trained to provide affection and comfort to students in the educational environment. The most important characteristic of a therapy dog is its temperament. A good therapy dog must be friendly, patient, confident, at ease in all situations and gentle. Therapy dogs must enjoy human contact and be content to be petted and handled, sometimes clumsily. A therapy dog's primary job is to allow unfamiliar people to make physical contact with it and to enjoy that contact. A therapy dog must have been approved through a certified assessor/organisation.
- 6.9 The following minimum standards shall be in effect for all dogs approved to serve in the Company. A therapy dog:
- ✓ Must be clean, well-groomed, and not have an offensive odour.
 - ✓ Does not urinate or defecate in inappropriate locations.
 - ✓ Does not annoy any member of staff, other students or visitors by seeking attention.
 - ✓ Does not vocalize unnecessarily.
 - ✓ Shows no aggression towards people or other animals.
 - ✓ Does not solicit or steal food or other items.

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- ✓ Does not pose a health or safety threat to any student, staff or other persons

6.10 Therapy dogs are to be insured to include therapy dogs allowed in school and Public Liability Insurance and must meet standards of health as prescribed by veterinarians at the owner's expense.

6.11 The Company bears no financial responsibility for the care or feeding of the animal.

6.12 Prior to approval, owners shall provide to [FHSSC](#):

- ✓ Copy of certificate/approval from therapy dog assessors/organisation.
- ✓ Proof of current inoculations.
- ✓ Proof of insurance.
- ✓ Proof of health, such as a current health certificate from a veterinarian.
- ✓ Visible cleanliness of dog with no sign of fleas/ticks.
- ✓ Present a visually healthy, alert and not over or under weight dog.

6.13 These same requirements must be met on an annual basis, prior to the start of any school year. Centre Managers shall notify parents on an annual basis regarding the presence of therapy dogs in the Company premises.

6.14 Should any staff or learner have high anxiety or allergy towards approved animals, this will preside over the decision to allow animals in the centre.

6.15 The [FHSSC](#) reserves the right to remove any animals in centre, deemed not to meet the above requirements, with immediate effect.

7. Asbestos

7.1 We will conduct an Asbestos survey for premises (where we are the duty holder)

7.2 For premises that are landlord maintained, we communicate with the landlord to confirm details of known asbestos containing materials (ACMs)

7.3 For premises that do contain known ACMs, the [FHSSC](#) will ensure an Asbestos Management Plan is in place to ensure that those known ACMs are managed safely. This includes regular inspection of identified ACMs.

- 7.4 All contractors who may conduct work on our premises will be provided with a copy of the Asbestos register/management plan (where applicable) by the [FHSSC](#), prior to commencing work. We also ensure that appointed contractors who may conduct construction related work on our premises are themselves competent in asbestos management.

8. Communication & Consultation

- 8.1 We have a variety of consultation mechanisms including:
- Centre Managers who are responsible for communicating H&S issues on behalf of their employees to the H&S team
 - Employee Forum Meetings at which H&S is an Agenda item
 - This Health and Safety Policy
 - Induction process for new employees, including reference to our Health and Safety Policy
 - Mandatory e-learning training and refresher training every 3 years, covering Health and Safety Essentials and Manual Handling
 - H&S Law Poster with contact details is displayed at each premise.
- 8.2 Any changes to the Health and Safety Policy or arrangements are circulated to all employees (where appropriate)

9. Contractors

- 9.1 The [FHSSC](#) will ensure that contractor activities are appropriately planned, communicated, and conducted to always ensure the safety of all staff and visitors.
- 9.2 The [FHSSC](#) is responsible for ensuring that relevant contractor controls are in place.
- 9.3 Contractor controls include (where appropriate):
- ✓ Confirming appropriate competency (training certificates, qualifications), liability insurance, and where appropriate, copies of risk assessments/method statements are obtained from contractors.
 - ✓ Notifying and agreeing in advance with contractors any necessary working arrangements, including permit to work arrangements where necessary.

10. Display Screen Equipment (DSE)

- 10.1 The Health & Safety Regulations 1992 (Display Screen Equipment Regulations) and as amended, requires that employers minimise the risk of Visual Display Unit (VDU) working by ensuring that your place of work and your job role is well designed.
- 10.2 The regulations apply where you, as an employee, are deemed to be a “user” of VDUs as a significant part of your work. As a guide this means that you are likely to be a user if you use a VDU for at least 2 hours each day with limited scope to vary your activities.
- 10.3 Full details of the requirements can be found at <http://www.hse.gov.uk/msd/dse/eye-tests.htm>

Workstation Assessments

- 10.4 You can complete a workstation assessment at any time to ensure that your workstation is set up appropriately. To do this, on the staff portal, under the “Health and Safety” option on the left hand side, select “Health and Safety Info” from the drop down, then select the “Display Screen Equipment Questionnaire”. Upon completion, this will email through to the [FHSSC](#) so that any recommendations can be made.
- 10.5 The [FHSSC](#) also sends out an annual workstation assessment survey in September each year to prompt all staff to complete a workstation assessment and highlight any issues they may be experiencing with this.

Provision of Eye Testing

- 10.6 If you are deemed a DSE user, you are entitled to ask for an eye test to be paid for by the Company which must be carried out by a qualified ophthalmic optician.
- 10.7 The Company will refer you to Specsavers for a basic eyesight test. The test includes a test of vision and an examination of the eye.
- 10.8 Repeat testing is carried out under this policy according to the clinical judgement of the ophthalmic optician. Your ophthalmic optician will make a recommendation relating to retesting depending on your individual needs; usually every 2 years.

How to Request an Eye Test

- 10.9 If you wish to make use of this scheme, you should wait until you have your eyecare voucher before you book your eye test.
- 10.10 You must request your eyesight test by completing the Eyecare Voucher Request Form on Breathe and submitting it to HR@eatthatfrog.ac.uk for HR to confirm you are a regular VDU user and are therefore entitled to the test.
- 10.11 Once the test has been authorised, you will receive a Specsavers voucher to cover the cost of an eyesight test and, if required exclusively for DSE use, either a pair of glasses from their £50 range or a £50 contribution towards an upgrade to other frame ranges where the user pays the difference.

Other points

- 10.12 Should you lose or break your glasses prior to their normal replacement date, the Company will not be responsible for the cost of suitable replacements.
- 10.13 Issued vouchers MUST be used prior to their expiry date. Individuals allowing them to expire do so of their own accord and are not entitled to a replacement voucher until the next optician's recommendation or 2 years – whichever is earlier.

11. Electrical Safety

- 11.1 It is our policy to ensure that all electrical equipment used at our premises is safe to use and that employees and students can use the equipment safely.
- 11.2 The [FHSSC](#) arranges portable electrical appliance testing (PAT) on all electrical equipment at each site annually, with fixed electrical installations and power systems inspected and tested every five years. This is conducted by an external provider.
- 11.3 All staff are advised to report defects to their manager. The installation or tampering of any electrical equipment by staff is not permitted.

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- 11.4 Except for IT equipment chargers and mobile phone chargers, all employees are required to notify their manager before bringing their own electrical equipment onto the premises.

12. First Aid

- 12.1 At each centre we provide adequate first aid provision that covers employees and extends to students and other visitors also. This includes adequately stocked first aid boxes and trained first aid personnel.
- 12.2 Details of First Aiders are displayed at each centre, but also on the Breathe HR Directory.
- 12.3 The [FHSSC](#) is responsible for inspecting first aid kits (using the Staff Portal, selecting “Health and Safety” on the left hand side, then “Health & Safety Request Forms”, then completing the “First Aid Monthly Checklist”) and ordering additional supplies when necessary.

13. Fire & Emergency

- 13.1 In case of emergency, please see “Fire Evacuation Plan” for each site, “Fire Assembly Point Map” for each site and “Fire Evacuation Flow Chart” offering instructions for the person who answers the call from the fire warden during an evacuation.
- 13.2 At each centre we provide adequate fire warden cover.
- 13.3 Details of Fire Wardens are displayed at each centre, but also on the Breathe HR Directory.
- 13.4 The [FHSSC](#) will ensure a fire risk assessment is conducted (in accordance with the Regulatory Reform (Fire Safety) Order 2005) for each premise occupied and ensure that appropriate control measures have been implemented and maintained. Fire risk assessments and arrangements will be reviewed annually (or sooner if changes to use/building structures are altered).
- 13.5 Responsibility for fire systems and controls falls with the Company and the [FHSSC](#) is responsible for arranging the maintenance and testing of fire control systems and appliances.

13.6 Instruction regarding fire prevention and emergency procedures will be provided by HR for all employees during induction and refreshed every 3 years. Details of fire procedures are located around each centre and can also be found on Breathe as per 12.1 above

13.7 On request, the [FHSSC](#) will also conduct Personal Emergency Evacuation Plans (PEEPs) where necessary for staff, learners or visitors who may require assistance evacuating individual premises.

14. Government Emergency Alerts

14.1 Emergency Alerts is a UK government service that will warn you if there's a danger to life nearby

14.2 Please see the latest guidance on this system here: <https://www.gov.uk/alerts>

14.3 When you get an alert through this system, stop what you are doing and follow the instructions in the alert.

15. Hazardous Substances

15.1 Our work activities involve low levels of exposure to hazardous substances, the main hazards being chemical hazards from cleaning/sanitizing chemicals used in kitchen areas and by cleaners.

15.2 The [FHSSC](#) maintains a risk assessment register of hazardous substances and obtain Material Safety Data Sheets (MSDSs) for products used. These are stored in areas where hazardous substances are used.

15.3 All hazardous substances are stored securely when not in use.

15.4 All staff are provided with training and instruction on hazardous substances, how to use chemicals safely, the need to maintain good hygiene, and when/how to wear personal protective equipment.

16. Health Surveillance

- 16.1 We are committed to protecting the health, safety, and welfare of our employees. We recognise that working activities can impact on a person's health in a variety of ways, having both acute (immediate) effects, and chronic (long term conditions) effects.
- 16.2 We do not carry out specific health monitoring per se, although staff are encouraged to notify management of any existing or emerging health conditions likely to affect their safety or welfare at work.
- 16.3 Where an employee advises of a particular impairment, or potential occupational health issue we will conduct further assessment which may include a variety of actions ranging from general discussion with the employee, medical screening, or referral to an occupational health specialist as appropriate.

17. Home Working

- 17.1 Some non-client facing roles operate on a blend of in-office and homeworking arrangements.
- 17.2 Employees working from home should complete the Display Screen Equipment (DSE) Questionnaire as per 10.4
- 17.3 Further information can be found in our Homeworking Policy.

18. Legionella

- 18.1 The [FHSSC](#) will ensure a Legionella risk assessment is conducted (in accordance with L8 ACoP "Legionnaires' disease: The control of legionella bacteria in water systems", for each of our premises, and ensure that appropriate control measures have been implemented and maintained. These include:
- ✓ Hot water is stored at a temperature of 60°C and above.
 - ✓ Monthly temperature monitoring of hot and cold-water outlets, ensuring hot water is distributed at 50°C and above and cold water is distributed at 20°C and below
 - ✓ Rarely used taps are purged weekly.
 - ✓ Regular cleaning and descaling of taps

18.2 Legionella risk assessments and arrangements will be reviewed biennially (or sooner if changes to use/building structures are altered).

19. Lockdown

What is a lockdown?

19.1 A lockdown of a building or group of buildings is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat. This procedure is used when it may be more dangerous to evacuate a building than to stay inside. By controlling entry/exit and movement within a centre, emergency personnel are better able to contain and handle any threats and the risk of people moving into dangerous areas is reduced.

19.2 Due to the fast-moving nature of incidents that require lockdown it is important that all staff should act quickly and effectively

Incidents requiring a lockdown

19.3 These examples are not exhaustive, but reflect the type of situation that may require a lockdown:

- Police incidents involving a dangerous person that are within a short distance of the centres
- Intruders
- Hazardous chemical spills, gas leaks, electrical dangers or disasters close to the centres
- A reported incident / civil disturbance in the local community (with the potential to pose a risk to staff and students in the Company's Centres).
- Notification from the Government Emergency Alerts system informing people to lockdown.

Responsibilities

19.4 The Centre Managers in each Centre will implement the lockdown procedures when required, or when requested by the Directors, a member of SLT, the [FHSSC](#) or the police.

19.5 The Centre Manager should instruct Fire Wardens to direct staff, learners and guests to the nearest safe classroom or building.

19.6 All remaining staff are responsible for their learners or guests at the time of the lockdown and should instruct them accordingly.

Lockdown Procedure

Notification

19.7 Each centre is unique. Individuals may receive notifications to lockdown via:

- Teams
- Email
- Text
- Phone
- Pop up messages on Microsoft devices
- Word of mouth

20. Lockdown – What to do

Action – On Alert of Lockdown

- 1) Get into the nearest safe room which hasn't already been secured or barricaded.
- 2) Once inside a room, secure the door and windows and await further instructions from emergency personnel. If the door does not lock, barricade the door with tables and chairs.
- 3) Close curtains or blinds where possible, but stay away from windows and doors, stay low, below window level and be quiet.
- 4) Put your phone on silent or vibrate and do not make non-essential calls.
- 5) Follow instructions from emergency personnel only, until you are given the all clear by a senior member of staff, including the [FHSSC](#).
- 6) If the fire alarm is activated, remain where you are unless you smell smoke or see fire in your immediate vicinity
- 7) If possible, monitor teams or pop ups on laptops for updates
- 8) Be aware of alternate exits if it becomes necessary to flee

Until you receive the all clear DO NOT:

- 1) Return to the site if you are off site
- 2) Open any secured doors
- 3) Travel down long corridors or assemble in large open areas
- 4) Call 999 unless you have immediate concerns for your safety, the safety of others, or feel you have critical information that will assist emergency personnel in the response.
- 5) Sound the fire alarm – this could put people in harm's way.

Action – When Emergency Personnel Arrive

The initial police response will be to neutralise the threat.

- 1) Follow instructions from police at all times
- 2) Keep your empty hands raised and visible (if the lockdown was triggered by a person threat)
- 3) Remain calm and follow instructions

DO NOT:

- 1) Point or shout

Action – Following the lockdown

- 1) You will receive an "all clear – lockdown is over" message
- 2) Cooperate with emergency personnel – this may involve evacuation to an assembly point, or remaining available for questioning or statements.

21. Lone Working

- 21.1 The purpose of this policy is to ensure that there are adequate systems in place to ensure the health, safety and welfare of lone workers in order to reduce the risks of lone working as far as is reasonably possible and practicable.
- 21.2 A lone worker is anyone who works in isolation from their colleagues without close or direct supervision – either on a permanent or temporary basis. This includes working away from the centres, working on residentials, home working, working alone in a building or working in an isolated area of a populated building.
- 21.3 Where a person is required or requests to work after normal working hours and alone, it is necessary to identify the degree of risk in assessing whether or not this is a safe practice. Reg. 3 of MHSWR states that employers must make a “suitable and sufficient” assessment of any risks to the health and safety of their employees. Any such risks identified are likely to be greater for lone workers. These findings must be recorded on the risk assessment documents.

Safe Systems of Work

- 21.4 Systems of work should be designed to reduce the need for lone working where possible. If this is not possible, safe work practices should be implemented, in line with the findings of a general risk assessment, to avoid or minimise the possibility of abuse. Radios, personal attack alarms, mobile phones and physical barriers should only be used in conjunction with safe practice. Localised protocols such as a “buddy system” for safe working should be considered and encouraged.

Organisational Responsibilities

- 21.5 Managers should:
- ✓ Identify all employees likely to work regularly in isolation from their colleagues
 - ✓ Assess the risks that lone working presents
 - ✓ Having assessed the risks, decide whether lone working is reasonable or not
 - ✓ Ensure that suitable precautions are in place for lone workers, are communicated with the lone worker and are detailed on the risk assessment such as:
 - Mobile phones
 - Reporting in procedures
 - Personal alarms

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- Access to first aid
 - Knowledge of the local fire evacuation procedures
 - Ensuring external doors are locked during periods of lone working
 - Avoiding “high risk” work e.g. working at height
 - Considering whether anyone else will be working on site at the same time who is not a work colleague.
- ✓ Maintain contact with employees who work alone
 - ✓ Implement systems to identify those colleagues who do not report or return at the expected time
 - ✓ Ensure systems are in place to take action or contact / locate colleagues that have failed to make contact or return at the expected time
 - ✓ Raise the appropriate level of alert / alarm and inform the [FHSSC](#) if employees cannot be contacted / located within 30 minutes after the expected time of contact or return.

21.6 [FHSSC](#) should:

- ✓ Ensure the management of lone working within the organisation is adhered to
- ✓ Ensure HR maintain a log of the locations of employees considered to be regular lone workers.
- ✓ Monitor feedback from the organisation on lone worker risk and seek to improve processes.
- ✓ If employees cannot be located or contacted for 1 hour after expected contact, then the [FHSSC](#) should contact the police.

21.7 All employees should:

- ✓ Identify any activity carried out by them which will involve them working alone for more than one hour and ensure their manager is aware of this.
- ✓ Comply with any precautionary measures including guidelines laid down by Managers such as a “buddy system” or “reporting in procedures”.
- ✓ Notify their manager of any ad hoc changes to their work base or working pattern.
- ✓ Report to their manager any unsafe or potentially unsafe situations.

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- ✓ Take reasonable care for their own safety and not expose themselves to unnecessary risks.
 - ✓ Attend any training provided to minimise risk of lone working.
 - ✓ Ensure sign in and sign out procedures are followed.

22. Manual Handling

22.1 All employees will be provided with manual handling training during induction with further refresher training on a triennial basis thereafter and will be advised where possible to avoid or reduce the need to manually handle loads.

22.2 Where possible, we will use mechanical aids to avoid/minimise manual handling activities, however, on occasion when manual handling activities (which pose a significant risk) are required we will assess the activity to minimise the risk.

23. Monitoring

23.1 The [FHSSC](#) conducts regular workplace inspections at each office to check levels of safety compliance.

23.2 Our Health and Safety Policy & procedures are reviewed by the H&S Department together with input from the Company H&S Advisor, to measure and report on levels of compliance.

24. New & Expectant Mothers

24.1 We take all reasonable steps to safeguard the health, safety and welfare of new and expectant mothers and their baby.

24.2 Where we have been made aware of an employee's pregnancy, the [FHSSC](#) will conduct a risk assessment to identify potential risks and agree working adjustments to minimise any potential pregnancy related risks. Following this, we will regularly monitor the work undertaken by the new or expectant mother to assess her ability to work safely and without risk.

24.3 All staff who know or suspect that they may be pregnant are encouraged to notify their manager or the HR department as soon as is practicable.

25. Personal Protective Equipment (PPE)

- 25.1 We provide and maintain adequate PPE (at no cost to the employee or learner) as determined in our risk assessments. PPE is regularly inspected and maintained in an efficient condition or replaced if necessary.
- 25.2 All employees who use PPE are provided with instruction and information relating to the use of PPE.
- 25.3 Individual Tutors are responsible for ensuring that personal protective equipment is provided to and used correctly by students under their control.

26. Risk Assessments

- 26.1 For each centre, the [FHSSC](#) prepares suitable & sufficient risk assessments to identify building hazards, and determine necessary controls required to reduce levels of risk to an acceptable level. A register of risk assessments is maintained by the [FHSSC](#).
- 26.2 Teaching staff conduct individual assessments for any activities they will be doing and risk assessments specific to our learners (learner checklist). If there are any significant H&S concerns or changes as part of this process, these are flagged to the [FHSSC](#) by the Inclusive Learning Manager for a collective response.
- 26.3 Building Risk Assessments will be formally reviewed on an annual basis (or earlier if systems/working practices change, or if incidents occur). Responsibility for reviewing building risk assessments is that of [FHSSC](#) in consultation with the Company H&S Advisor.
- 26.4 Employees are provided with appropriate instruction and training in relation to risks identified and correct procedures to follow as part of the induction with their manager and through regular H&S information and consultation.

27. Smoking

- 27.1 Employees have a right to work in a smoke-free environment and not be exposed to second-hand smoke. This is also a statutory requirement. As such, our business premises are no smoking premises and smoking is prohibited in all areas of the workplace at all times, including company cars, but with the

exception of designated smoking areas as defined by the centre manager at each centre.

27.2 In addition, we wish to portray a professional business image to our clients, customers and suppliers when they visit our business premises. Therefore, employees should avoid where possible, smoking immediately outside the entrances to our business premises.

27.3 Appropriate “No Smoking” signs are clearly displayed at the entrances to and within the workplace.

27.4 Smokers must dispose of cigarette butts and other smoking waste appropriately.

27.5 E-cigarettes (sometimes also referred to as personal vaporizers (PV) or electronic nicotine delivery systems (ENDS)) are battery-powered products that release a visible vapour that contains liquid nicotine that is inhaled by the user. Although it is not a legal offence to smoke e-cigarettes in a public place, the Company prohibits the use of e-cigarettes in the workplace with the exception of designated smoking areas. This is because, even though they do not produce smoke, e-cigarettes release a vapour that could provide an annoyance or health risk to other employees.

27.6 Smoking breaks can only be taken during the lunchtime break.

27.7 Your line manager is responsible for the implementation of this policy and for ensuring compliance with it. All employees are required to adhere to the terms of this policy at all times.

27.8 Anyone who wishes to report an incident of smoking in the workplace should speak to their line manager in the first instance

27.9 Employees who are found to be smoking in the workplace in contravention of this policy will be subject to disciplinary action in accordance with our disciplinary procedure. A breach of this policy will be treated as a serious disciplinary offence, particularly where either the employee refuses to comply with the instruction to immediately refrain from smoking or they are a repeat offender.

27.10 Where smoking constitutes a health and safety hazard, such behaviour will be treated as gross misconduct and could render the employee liable to summary dismissal.

27.11 If a client, customer, contractor, agency worker or supplier does not comply with this policy, they will be warned that they are committing an offence, requested to immediately refrain from smoking and, if they refuse, they will be asked to leave, or will be ejected from, the premises.

27.12 Those who do not comply with the smoking ban are also liable to a fixed penalty fine and possible criminal prosecution and they expose our company to similar action.

Help to stop smoking

27.13 Support for smokers who want to stop smoking can be obtained from the NHS Stop Smoking Service on 0800 169 0169 or at <https://www.nhs.uk/live-well/quit-smoking/nhs-stop-smoking-services-help-you-quit/> or from your local GP's surgery.

28. Training

28.1 All employees are expected to undertake mandatory Health & Safety training at employment commencement and subsequent refresher training in accordance with statutory and industry training guidelines.

28.2 Additional job specific training, e.g. for work equipment or other activity where a new risk exists will be provided to staff as appropriate.

28.3 The [FHSSC](#) is responsible for monitoring of training activities/compliance.

29. Vehicles / Driving

29.1 Some work activities do require staff driving for work purposes

29.2 It is the personal responsibility of drivers to:

- ✓ Ensure that their vehicle is roadworthy, correctly taxed and insured (which must include business use).
- ✓ Notify the Company of anything that could affect their driving ability, e.g. health condition, or injuries, use of prescribed medication.

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- ✓ Notify the Company of any accidents / incidents that occurred whilst driving on company business.

29.3 Company policy is that mobile phones are not used whilst driving. If a call needs to be taken, the vehicle must be stationary with the ignition switched off.

29.4 Lanyards should not be worn whilst driving in order to prevent injury if airbags are deployed.

29.5 Learners should not be transported in staff vehicles under any circumstances. This is due to the fact that not all “business insurance” covers the transportation of learners and different insurance agents can interpret the same insurance policy in a different way, providing no guarantee that transportation of learners is covered, even if this has been explicitly discussed at the time of taking out the policy.

30. Welfare / Working Environment

30.1 We take measures to ensure, as far as is reasonably practicable, that the working environment is a safe and healthy one. Provisions are made to comply with the Workplace (Health, Safety and Welfare) Regulations. This includes (not exhaustive); access to adequate sanitary and washing facilities, access to drinking water, sufficient lighting to ensure safe working conditions and heating workplaces to a reasonable temperature.

31. Wellbeing

31.1 We recognise that mental health is just as important as physical health, and we are committed to building and maintaining a workplace environment and culture that supports mental health and wellbeing. There are several different aspects of health and wellbeing. We aim to provide a healthy and balanced workplace which supports each of these aspects.

Mental Wellbeing

31.2 Mental wellbeing concerns your feelings and any health conditions which are not physical in nature. How you feel has a significant impact on your wellbeing. Mental health issues, such as stress, anxiety and depression, can dramatically impact your working life and your ability to work effectively.

31.3 If your work affects your mental health, then you should raise this with your line manager. They will offer support to manage the issue, or point you in the right

direction. For example, if you feel that your workload is unmanageable and is negatively impacting your mental wellbeing, then we can review your workload to ensure that adequate support is in place for you.

31.4 A healthy work-life balance is important. We encourage you to approach us informally with any requests you may have for flexibility, whether short-term or long-term, to support your mental wellbeing. We also have a Flexible Working Policy for formal requests

31.5 We encourage you to take practical steps to safeguard your mental wellbeing at work on a day-to-day basis, for example, by taking regular breaks during the working day

31.6 Use your annual leave entitlement effectively to help to maintain a healthy work-life balance. Do not work whilst you are on annual leave.

31.7 Employees should also consider using the Employee Assistance Programme (EAP) in Each Person, referring themselves to Able Futures or talking with our Mental Health First Aiders (who can be identified on our Breathe HR directory)

Emotional Wellbeing

31.8 Emotional wellbeing is an aspect of mental wellbeing which focuses on how you feel about the workplace. Do you feel supported by your colleagues and managers? Do you have a clear understanding of the expectations placed on you? Do you feel supported in your workplace development and career progression?

31.9 We will ensure you are clear about the expectations placed on you in your job role by providing a full job description and regular one-to-one discussions with your line manager regarding your performance.

31.10 We will discuss your career aspirations with you so that you feel happy and fulfilled in the role you are doing and the direction of your career. We have in place a clear appraisal process which encourages discussion between us in relation to current performance and future work plans

31.11 We encourage you to let us know if you experience emotional difficulties associated with your work so that we can provide you with support. You should raise issues with your line manager in the first instance.

Physical Wellbeing

31.12 Physical wellbeing relates to your body's physical health. This includes things such as diet, exercise, injuries and physical health conditions.

31.13 We will support your physical wellbeing in the workplace in several ways. We have health and safety procedures in place to minimise any risks to physical health posed by the working environment itself as you'll have seen throughout this policy.

31.14 It is important to stay hydrated during your working day. We provide drinking water on site, and some sites also have water coolers which we encourage you to use. NHS guidance recommends drinking a minimum of 1.2 litres of water per day

31.15 You can make a difference to your physical wellbeing by making good health choices: healthy eating, undertaking regular physical exercise, refraining from smoking and avoiding excessive alcohol consumption.

31.16 We encourage you to take breaks away from your work area during the day. Consider taking a short walk during your lunch break – outside if possible. If you experience difficulty taking an exercise break and this affects your wellbeing, you should raise this with your line manager. They will offer support to allow you to take reasonable time out where possible.

Social Wellbeing

31.17 The employment relationship is an interactive one. You work alongside colleagues. The workplace should be a place of collaboration and not isolation. Social wellbeing is focused on promoting healthy interactions in the workplace, preventing isolation and encouraging respect among colleagues.

31.18 We have a zero-tolerance policy on bullying and harassment in the workplace. (See our Bullying & Harassment Policy for further information). If you have difficulties with workplace relationships, then this can be a source of stress and unhappiness at work, impacting your emotional and mental wellbeing. We urge you to reach out to your line manager for support with any issues you may experience. You can also utilise our Grievance Policy to ensure that workplace issues are handled and resolved appropriately.

31.19 If you work for us in a home-based role or a role which involves field-based working, then it is important to us that you do not feel isolated from the workplace. Isolation can be damaging to social wellbeing. We encourage you to use virtual communication tools, such as Teams, to keep in touch with colleagues remotely, which may include setting up virtual lunches and tea breaks to catch up and take a break from your work. We will aim to hold regular catch ups with you, in person meetings where appropriate and will encourage you to attend social events which may include staff conferences and staff parties.

31.20 You can support the emotional wellbeing of your colleagues by reviewing our other policies (including but not limited to “Harassment and Bullying” and “Equal Opportunities”) to check that your own social behaviours are in line with our expectations of you.

31.21 If your role is site based, we encourage you to make an effort to make time during your working day for social interaction with your colleagues. This could mean taking a tea break with a colleague or taking the time to ask them a non-work related question. This is likely to improve your social wellbeing and that of others

Return to work following absence

31.22 If you are absent from work because of ill health, then we will support you on your return to work, in line with our Absence Management Policy. If we believe that we will be assisted by medical input, then we may ask for your consent to get a report from your doctor, occupational health or a doctor nominated by us. Options such as a phased return or adjusted duties will be considered as part of any return-to-work process. We want to facilitate a positive, healthy and effective return to work.

Further Support

31.23 For further support please see:

- EAP feature on Each Person
- www.able-futures.co.uk
- www.mind.org.uk
- www.samaritans.org

32. Work at Height

32.1 In general, we do not work at height as part of our normal working activities. Where we may have to work at height, e.g. accessing items on shelving, we will provide, and employees will be expected to use, appropriate equipment, e.g. step stool, stepladder.

32.2 All significant high-risk work at height activities, are conducted by external contractors who are required to provide to the [FHSSC](#) evidence of competence, risk assessments/method statements prior to work activity.

33. Work Equipment

33.1 Our work equipment is largely made up of electrical office equipment, e.g. computers, printers, photocopier, etc, and kitchen equipment used during teaching activities. In some centres we also offer gym equipment.

33.2 We ensure that all work equipment is maintained in an efficient state, efficient working order and in good repair. Maintenance, inspections and examinations are carried out by the [FHSSC](#) and recorded as appropriate for each piece of equipment.

33.3 Employees are provided with adequate information and training to enable them to use work equipment safely.

33.4 Employees are encouraged to make a daily visual inspection of work equipment prior to use. In cases where work equipment may be damaged, employees are required to remove the work equipment from service, and to notify their manager and the [FHSSC](#).

34. Administration Of This Policy

34.1 The [SMHS](#) is responsible of the administration of this policy. If you have any feedback, please contact chris.daniels@eatthatfrog.ac.uk

34.2 This policy is reviewed annually.

34.3 Note: When saving the final draft of this document, ensure that you Ctrl+A to select all, then click F9 to update the contents and all links within the document.

Date	Version	Details of the change	Agreed by
Sep 2024	24.09	Combined policy from the previous individual policies: - Alcohol and Substance Misuse - Animals in Centre - Display Screen Equipment - H&S Policy Statement - H&S Policy - Lockdown - Lone Working - Smoking - Wellbeing Alongside a draft of the combined policies from our H&S advisor and draft policies from our HR advisor Enlighten HR This includes: - Contents page – with emergency paragraphs highlighted for quick reference - Paragraph 1 - Newly written H&S Policy Statement, including our equal opportunities statement. - Paragraph 2 – updated all responsibilities based on the responsibilities included in each of the individual policies previously and tried to	Board

		link responsibilities to the relevant paragraph of this policy in order for everyone to understand what they need to do and why. Paragraph 2.2 and 2.3 – Added SMHS and split the responsibilities between FHSSC and SMHS. Added RIDDOR reporting to SMHS. Removed Centre Senior Coordinators as this role no longer exists Paragraph 2.4 – Split between all managers and additional responsibilities for centre managers. Included lockdown process in centre manager responsibilities. Moved centre site checks to the FHSSC including monthly check of first aid boxes. Added that all managers should do at least termly audits of their staff's risk assessments Paragraph 2.7 – Added a new section on HR team's responsibilities as there are a number of items which require a joined up approach between H&S and HR. Paragraph 2.8 – Added Vpass sign in to responsibilities of all employees Paragraph 3.2 – Added DRS ABC as a reminder to first aiders Paragraph 3 – condensed the reporting and investigation procedure so this is clearer. Paragraph 5 – Whole chapter on alcohol, drugs and substance abuse updated to Enlighten HR template. This encapsulates and expands on the old policy we had. Kept 5.33 external support links from old policy, 5.31 regarding involvement of police if necessary and 5.18 regarding substances used for work. On advice from the H&S advisor, we have softened the Enlighten policy (which is designed for all different kinds of employers including those working with dangerous machinery). We've done this by e.g. removing random drug / alcohol testing of employees, as in our sector of work this isn't appropriate if there is no suspicion. Also softened by removing	
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		duplication of what happens if you refuse to take a test to bring it more in line with the tone of our old policy which was better suited to our sector. Paragraph 6 – Adapted from our existing Animals in Centre Policy. Removed the need for SLT permission, but kept FHSSC permission. Paragraph 7, 8, 9, 11, 12, 13, 15, 16, 17, 18, 22, 23, 24, 25, 26, 28, 29, 30, 32, 33– are new from the H&S advisor and help paint the scope of what is involved in H&S, covering asbestos, communication and consultation, contractors, electrical safety, first aid, fire & emergency, hazardous substances, health surveillance, homeworking, legionella, manual handling, monitoring, PPE, New and Expectant Mothers, Risk Assessments (including clarity over who is responsible for what), Training, Vehicles / Driving, Welfare / Working Environment, Working at Height, Work Equipment Paragraph 10 re display screen equipment has been taken from the Enlighten HR template called “Eyecare policy and procedure”. 10.10 – changed from a free pair of glass from the £49 range to being from the £50 range or a £50 contribution towards an upgrade to other frame ranges where the user pays the difference Paragraph 14/19/20 – adapted from our existing lockdown policy. Removed the run hide tell guidance as this could be seen to contradict with the lockdown process. Removed the “Fire & Security Responsible Person” as this is no longer defined in the current staff structure. Slimmed down the procedures and put in a separate chapter so they are easier to read in an emergency situation. Colour coded the do’s and don’ts. Separated out the Government Emergency Alerts as this is not specifically linked to lockdowns and linked to the latest advice rather	
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	than detailing it in this policy. Removed paragraph on partial lockdowns as the procedures are largely the same and the process naturally needs to flex slightly to the trigger of the lockdown. Paragraph 21 – Lone working – updated to Enlighten HR template. Large sections of the Enlighten Policy relate to other areas of H&S already covered in this document outside of Lone Working, so these have been removed. Responsibilities matched to staff in our structure. Added from previous policy that if lone working is to proceed, first aid, fire evacuation and locking doors should be considered as part of the risk assessment. High risk work such as working from height should not be done during lone working. Paragraph 27 – Adapted from Enlighten HR’s Smoke Free Policy, but recognising the designated smoking areas. E cigarettes can be used in designated smoking areas, rather than having to be used offsite. Support for smokers section of this policy now signposts people. Smoking break can now only be taken during the lunchtime break as per previous SLT agreement. Paragraph 31 – Adapted from Enlighten HR’s Wellbeing policy and updated from our previous standalone Wellbeing Policy. From Enlighten HR policy we have removed the overview and the wellbeing principles, but kept the majority of the rest, removing only bits which weren’t applicable to our business. From the previous policy we have changed the responsibility from the director of safeguarding to incorporate into the combined H&S policy, we have removed the point around manager training on mental health as it wasn’t being implemented in reality and realising that we can’t be experts in everything, but we have added clear signposting for employees who are struggling with mental health, which should better assist them. We’ve made the policy	
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Health & Safety Policy



		bigger than just focussing on stress to cover more elements of mental health. Largely kept the external links from the previous wellbeing policy	
Nov 25	25.11	3.3 – Updated reporting of incidents to the new forms on the portal (previously Safety Culture) 10.4 – Updated how to access DSE form as this has moved slightly on the portal 12.3 – Updated reporting of First Aid Monthly Checks to the new forms on the portal (previously Safety Culture) 17.2 – linked to 10.4 re how to access DSE survey 18.1 – Added the ACoP L8 recommended distribution temperatures for the hot and cold taps, rather than just the hot water storage temperature to more clearly show that the monitoring process is in line with the policy and the guidance. 27.2 – fixed typo, no change in meaning 29.5 – added the new rule (from June 26) about learners not being transported in staff vehicles under any circumstances. 31.6 – replaced “holiday” with “annual leave” as per the annual leave policy	
Next review Sep 2026			

Signed: *C. Daniels*

Signed by: Chris Daniels – Senior Manager – Finance, Facilities, H&S and HR