

# HEALTH & SAFETY POLICY

Company Operations

Animal Days Out C.I.C. trading as ADO Services

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To Be Reviewed Under Change Control by February 2022

This document is provided and supported by Avensure Ltd.

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## 1 Health & Safety Policy Overview

It is the policy of ADO, all its brands and services to comply fully with the requirements of **European Community Law, the Health & Safety at Work Act 1974**, the **Management of the Health and Safety at Work Act 1999** and all other relevant statutory provisions. We also recognise the reference for schools referring to the **Department for Education (2016)** guidelines for heads and educators.

This policy will be revised annually in consultation with staff, directors, management committee, students and parents-carers of our services, using version and change control practises, to ensure our approach to the promotion of good health and safety is maintained.

The policy is also sanctioned by our Legal team, who are Health and Safety specialists.

The Health and Safety Policy is valid for the following services:

### ALL SERVICES

This policy outlines the commitment of ADO inclusive of locations at **Education and Therapy Centre (Poets Corner)** , **Head Office** and any other locations that may be utilised , to meeting our legal duties and providing, as far as is reasonably practicable, the required standard or above for the Health, Safety and Welfare of the company and the people affected by our business activities.

It outlines details of:

- Our organisation;
- The Health and Safety structure of our organisation;
- Responsibilities within the company for implementing our management system;
- Responsibilities of Personnel outside the company;
- Safety arrangements and procedures;
- Arrangements for auditing, monitoring and reviewing the Health and Safety systems.

We have examined the way in which we carry out our business activities in line with the responsibilities placed on the company by the Health and Safety at Work Act 1974 (HASWA), established industry standards, nationally issued guidance and codes of practice.

ADO will exceed their standards for Health, Safety and Welfare within the work environment by engaging our employees through delegating responsibilities to managers, leaders and educators and any other personnel that have been given suitable and sufficient information, instructions, training and supervision.

All employees working for ADO understand their responsibilities for Health and Safety. Compliance and performance will be measured during management appraisals, personal

development plans and company audits, this will be documented and kept on file with the management team.

We support a 'don't walk by' culture and encourage everyone to be an ambassador of safety for the company. We will continue to monitor and review our business activities to ensure we maintain and improve the Health and Safety of the Company.

Competent Health and Safety advice is provided by **Avensure Ltd** to support our responsible personnel. Specialist advice and services will also be sought if required, and we will consult with our employees as deemed necessary.

For more in depth or specific information, please contact the Chief Operating Officer who is the overall Responsible Person in charge of Health and Safety

The policy will be reviewed on an annual basis or more frequently if required, to ensure that it is current and reflective of our arrangements and legal requirements. The Health and Safety Policy Statement will be displayed in a prominent position.

## 2. Health and Safety Policy Statement

ADO is committed to, and accept our moral and legal duties for ensuring, so far as is reasonably practicable, the Health, Safety, Welfare and Wellbeing for all our employees within the work environment.

We take safety seriously and we will set clear action plans to continually improve our performance. Everybody in the company must 'play their part' so if you see something that is unsafe, 'don't walk by', take appropriate action.

### **In particular we will:**

- Provide adequate control of the Health and Safety risks arising from our work activities;
- Consult with our employees on matters affecting their Health and Safety;
- Provide and maintain safe plant and equipment;
- Ensure safe handling, storage and use of substances;
- Provide information, instruction and supervision for employees;
- Ensure all employees are competent to do their tasks, and give them adequate training;
- Ensure sufficient resources are provided to meet the needs of the Health and Safety Policy;
- Prevent accidents and cases of work-related ill health;

- Maintain safe and healthy working conditions;
- Review and revise this policy as necessary at regular intervals.

To assist us in complying with our legal duties, all employees are required to cooperate with ADO, to ensure that they promote a positive safety culture and that their acts or omissions do not cause harm to themselves or others. Any dangerous activity will be subject to disciplinary action for breach of the company rules.

ADO also recognise our duty of care to ensure that the Health and Safety of visitors, contractors and the general public is not affected as a result of coming into contact with our premises and activities. These persons will be given the relevant information and instruction prior to visiting the premises or working with us and ensure that their activities are controlled and monitored in such a way as to identify health and safety failings early, so as not to cause harm to our employees or themselves.

### 3. Environmental Policy Statement

ADO recognises the need to control environmental issues through a planned, systematic approach through an Environmental Management System (EMS), by reducing our global environmental burden. We aim to look at our direct effect on the surrounding environment, the disturbance that our work activities have on the people in the surrounding vicinity and the wider effect of our activities on global resources.

ADO's aim to suitably control the environmental effects of our work activities by protecting and improving the environment through good management and adopting best practice wherever possible. This includes a commitment to develop a culture of continual environmental improvement and wherever possible, adopting greener alternatives.

#### **We will:**

- Assess the environmental impact of business operations and continuously seek to improve environmental efficiencies of our operations, including buildings and work practices;
- Raise staff awareness through the provision of suitable information and training on environmental issues and encouraging participation in environmental matters;
- Comply fully with relevant environmental legislation, codes of practice and regulations;
- Commit the necessary financial resources to fulfil the environmental policy;
- Endeavour to use sustainable materials and products that are reusable or can be recycled in order to minimise waste;
- Reduce energy consumption, and where possible, work with suppliers who themselves have sound environmental policies;

- Where necessary, ensure that all waste (including hazardous) is transported and disposed of in an environmentally acceptable manner, in accordance with statutory duty of care requirements.

We will regularly monitor performance and compliance with the Environmental Policy and carry out an annual review of its content and amend where necessary. ADO will communicate the Environmental Policy to all employees and sub-contractors, to ensure that we work together to reduce our environmental burden. Upon request, it will also be available to customers and the general public.

## 4. ADO Organisation

ADO recognises our legal duties to safeguard the Health, Safety and Welfare of all the people our business affects, as well as the environment. The Chief Operating Officer has overall responsibility for this task. We have looked at how our workplace operates as well as the factors that may affect our operations. We shall continue to monitor, review and act on our findings in our commitment to continuous improvement of our Health and Safety procedures.

### 4.1 General Responsibilities

#### **As part of our responsibilities we will:**

- The directors and management team will actively encourage and demonstrate by example, a commitment to promoting a positive Health and Safety culture;
- Fully involve all staff in our Health and Safety procedures and consult at all levels to ensure good two-way communication;
- Ensure adequate cover for Employers' Liability Insurance is in place and display the certificate in our workplace;
- Ensure that the Health & Safety Policy and Welfare Management System is kept up to date;
- Review the Health, Safety and Welfare Management System on a regular basis or if there is a need to address any issues, at any time;
- Establish good reporting procedures and maintain a record of significant findings, in addition to the legal requirements to record and monitor our procedures;
- Provide and liaise with an appointed Health and Safety Representative and have access to Health and Safety advice, in order to ensure we work within the current legislation;
- Make sure that the risk management systems are in place and effective. We will consider these in identifying risks, evaluating their potential consequences and determine an effective method of eliminating or controlling personnel, and where the risks cannot be eliminated, action will be taken to minimise the impact;

- Make sure that the whole of the Health and Safety requirements of the company are addressed and that individuals are aware of their own responsibilities;
- Ensure that this policy will be supported by supplementary written procedures, arrangements and guidance;
- Ensure that any work sub-contracted by our company shall, in all cases, be suitably planned and those commissioned for the work are vetted for competence, in order to ascertain that it can be demonstrated the work meets statutory requirements, and the contractors are competent to undertake the work safely. Where necessary, as part of this, Contractors will be required to provide suitable risk assessments and method statements;
- Provide the necessary support and assistance (interpreters, appropriate signage, etc.), should we employ or utilise the services of anyone who is non-English speaking;
- Employees have a legal duty to take reasonable care for the Health and Safety of themselves and other persons who may be affected by their acts or omissions and to fully engage in the environmental policy.

## 4.2 Organisational Chart

To understand the key responsibilities and overall structure of the company please review the Company Organisation Charts which can be found on the main ADO website within the 'Who We Are' menu <http://www.adoservices.co.uk/index.php/who-we-are/who-s-who-at-ado-org-chart.html>

## 5 Key Staff Responsibilities

### 5.1 Chief Operating Officer

The Chief Operating Officer has overall responsibility under the Health and Safety at Work Act 1974 for health and safety matters within the Company and in particular will:

- Take an active role around health and safety matters by promoting a positive work culture and acting promptly where deficiencies are identified;
- Ensure that resources are widely available for the successful implementation of the Health and Safety Policy;
- Delegate responsibilities to appointed, competent persons who will manage the Health, Safety and welfare arrangements within the company;
- Ensure agendas for meetings incorporate Health and Safety matters, to ensure that the policy requirements detailed above, are fulfilled;

- Regularly review the Health and Safety standards and practices within the company and ensure that at least annually or more frequently, this Health and Safety policy is reviewed and reflects any relevant changes (business activities or legislation and guidance);
- Take an active role within the investigation procedure for serious accidents, incidents and cases of ill health. We will ensure that serious incidents are reported in accordance with RIDDOR, and will seek assistance from Avensure where necessary;
- The Chief Operating Officer has the ultimate responsibility for ensuring that all contractors carrying out maintenance and or construction work on the premises, are passed through the selection process, whereby we will require evidence of their competence and other supporting documentation (risk assessments, method statements, Health and Safety policy, accident reporting procedure, etc.).

The person identified as the overall responsible person for overseeing the day-to-day activities and maintaining high standards of Health and Safety within the ADO Education Outdoor Centre at Poets Corner is the Senior Manager-Head with secondary responsibility with the Land Support Supervisor. At the Head Office the overall responsibility is with the Chief Operating Officer.

**They will:**

- During meetings, inform the Chief Operating Officer of any Health and Safety issues or concerns that have the potential to affect the company, our employees or others who may come into our company;
- Following meetings, they will consult with employees and any other relevant persons on Health and Safety matters through team meetings, memos, toolbox talks or on the noticeboards;
- Consider arrangements if or when purchasing materials and equipment outside the EU to ensure that the relevant Product Safety Legislation and Labelling requirements are complied with thorough manufacturer instructions, maintenance schedule and Safety Data Sheets;
- Ensure that the premises are maintained in a safe and sound condition by carrying out or, outsourcing testing, inspection and maintenance as applicable. This may include:
  - Fixed electrical installations;
  - Portable Appliance testing;
  - Fire alarm tests;
  - Facilitate Fire evacuation drill;
  - Fire extinguishing media checks;
  - Emergency lighting checks;
  - Carry out a first aid needs assessment;
  - Housekeeping;

- Combustible waste;
- Access and Egress to premises.

Make suitable arrangements for supervision and monitoring of employees (and sub-contractors) so far as is reasonable, taking into consideration the level of risk from the work activities and the competence within the workforce;

- Ensure so far as is reasonably practicable, work equipment and PPE (Personal Protective Equipment) is supplied to employees, and any other persons who enter our workplace and may be affected by our activities. These will be assessed for suitability and where necessary, maintained;
- Ensure that our external Health and Safety advisory service, Avensure, and any other specialist advisors as required, are informed of:
  - ✓ Any dangerous occurrence, incident or work-related illness which caused or had the potential to cause serious injury or ill health;
  - ✓ Any proposed changes to the business (premises location, activities or management structure);
  - ✓ Any potential new hazards brought to attention that may need to be assessed within the current risk assessments;
  - ✓ Any notification of health and safety failings from enforcing authorities through correspondence or visits;
- Where further assistance is required the Chief Operating Officer will contact Avensure or a specialist advisor, to ensure that the relevant risk assessments for ADO are suitable and sufficient and communicated appropriately to all employees (and sub-contractors).

## 5.2 Responsibilities for Line Managers, Supervisors, Senior Educators

All key staff are required to:

- Read and understand the ADO Health and Safety Policy and comply with the arrangements identified in this document;
- Understand the importance of a positive Health and Safety culture by leading by example and enforcing health and safety rules;
- Co-operate with ADO to fulfil our various statutory requirements;
- Ensure compliance of the company's requirements under health, safety and environmental legislation.
- Monitoring on a daily basis that high standards of housekeeping are maintained, with gangways and exits remaining clear and unobstructed, and kitchens or toilets are in a clean condition;
- Ensure that the no smoking policy is strictly applied;



- Ensure that risk assessments are acted upon and that the results are shared with employees undertaking those activities;
- Report to the Chief Operating Officer any health and safety concerns, which they are not able to resolve.

### 5.3 Responsibilities of All Employees

All employees have legal duties under the Health and Safety at Work Act 1974. These duties are:

- To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work;
- To co-operate with the management to enable the employer to carry out legal duties or any requirements as may be imposed;
- Not to intentionally or recklessly interfere with, or misuse any item provided in the interest of Health, Safety and Welfare.

In order to fulfil these duties, employees at ADO will:

- Upon receiving of any health and safety information, familiarise themselves with the procedures relating to their work activities;
- Abide by the requirements set out in the Policy and Risk Assessments and raise any issues with their Manager;
- When working with company vehicles, machinery or equipment, materials or substances, ensure that they are used in accordance with the manufacturers guidance and follow the information, instruction and training provided by ADO. This includes:
  - ✓ Following the Safe System of Work and not misusing equipment or machinery
  - ✓ Not to knowingly use defective equipment and report immediately to the superior if any defects are found
  - ✓ Wearing suitable PPE that has been provided, and ensure maintenance is carried out including reporting loss or damage.
- Report any colleagues who are not complying with the safety arrangements to their manager. This includes safety concerns, accidents or near misses;
- Not to work under the influence of alcohol or drugs.

**All employees of ADO are aware that any activity carried out which places colleagues or others in danger, or those who breach their legal requirements under health and safety legislation is a criminal offence and following further investigation, action may be taken against the individual by the company or an Enforcing Authority.**

## 4. Arrangements

### 4.1 Risk Assessment and Risk Management

ADO recognises that we have a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that all significant risks arising from work activities are adequately managed.

ADO will endeavour to comply with the relevant legal requirements, as contained within the relevant legislation, other applicable legislation and guidance notes issued by the Health and Safety Executive.

For a complete list of our **Risk Assessments** and our **Risk Assessment Schedule Policy**, please view them within the [ADO Library](#).

In particular, the following rules and procedures will be applied in relation to these areas or work activities:

ADO will institute a programme of hazard identification and risk assessment of all its activities in order to eliminate, reduce or control, so far as is reasonably practicable, any harm or danger to employees or other affected persons.

- All risk assessments will be fully documented and recorded;
- All risk assessments will be reviewed annually (or sooner if an accident should occur or there is a change in the work process);
- All Risk Assessments will be monitored on a regular basis at a frequency determined by, and stated within, the assessment;
- All relevant employees or other persons will be informed of the significant findings of risk assessments that relate to their work activities or otherwise affect them.

#### 4.11 Definitions

**Hazard** - something that has the potential to cause harm.

**Risk** - is the likelihood of the harm being realised. The risk, therefore, reflects both the likelihood that harm will occur and its severity. It will generally be recorded as insignificant, low, medium or high.

#### 4.12 Control Measures

Where work activities, items or areas with significant risks are identified, the risk assessment will contain details of the measures that must be applied or actions that must be taken in order to eliminate, reduce or control the risks in question and therefore allow the activity etc. to be carried out safely.

These required measures or actions are referred to as `control measures`.

The following principles will be applied to adopting control measures:

- Avoiding the risks altogether;
- Evaluating the risks which cannot be avoided;
- Combating risks at source;
- Adapting the work to the individual;
- Adapting to technical progress;
- Replacing the dangerous with the non-dangerous or less dangerous;
- Developing a coherent overall prevention policy;
- Giving collective protective measures priority over individual protective measures;
- Giving appropriate instructions to employees.

#### **4.13 Review and Revision**

The risk assessments must be kept up-to-date and be reviewed and modified, where necessary. If changes take place which mean that the current risk assessment is no longer valid or that it can be improved, the assessment must be reviewed. In all cases, risk assessments will be reviewed on a regular annual basis.

All significant findings of risk assessments and subsequent monitoring must be recorded.

The records must include:

- The significant hazards identified in the assessment - those which might pose serious risk to workers or others who might be affected by the work activity if they were not properly controlled;
- The levels of risk associated with the hazards;
- The existing or required control measures;
- The people who may be affected by the risks or hazards, including any groups of employees who are at special risk;
- Decisions taken as a result of the assessment.

The person responsible for Risk Assessment and Management is the Chief Operating Officer. The main person for the day to day responsibility is the Senior Manager-Head.

#### **4.2 Safe Systems of Work and Working Procedures**

ADO recognises that we have a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that safe systems of work and/or safe working procedures are developed, understood and followed.

In particular, the considerations that will be applied in relation to the preparation and development of safe systems of work and safe working procedures will include:

- The work or tasks being carried out;
- The associated potential hazards;
- Any existing instructions or procedures;
- Who is doing the work;
- The skills and abilities of the people;
- The level of control and supervision required;
- The tools or equipment that are required;
- The personal protective equipment required;
- The associated training requirements;
- Any isolation or locking-off requirements;
- Any permit to work requirements;
- Other activities being carried out;
- Communication requirements;
- Emergency planning;
- Handover procedures upon completion;
- Monitoring requirements;
- Review and updating requirements.

The following rules and procedures will be followed in relation to this area:

- All safe systems of work and safe working procedures will be developed by the relevant manager or supervisor in conjunction with the Chief Operating Officer;
- All safe systems of work and safe working procedures will be brought to the attention of all employees and other persons that they affect;
- Regular monitoring of compliance with, and the effectiveness of, all safe systems of work and safe working procedures will be carried out;
- All safe systems of work and safe working procedures will be reviewed and amended, where necessary, on an annual basis or when significant changes in the activities or other matters to which they relate occur;
- All safe systems of work and safe working procedures will be reviewed and amended, where necessary, following an accident or incident arising from the related activities, or when the results of monitoring reveals problems of compliance or effectiveness.

The person responsible for our Safe Systems of Work arrangements is the Chief Operating Officer.

### 4.3 Information, Instruction and Training

The need for effective communication between all parties in the workplace is recognised by ADO.

To enable them to carry out their work activities, ADO will ensure that its employees are provided with adequate information and suitable instructions.

Information and instruction will be provided in a form which takes account of any language difficulties or disabilities.

Information relevant to the safety of all will be communicated where the workplace is shared.

- ADO will not require any employee to perform any work activity or task unless he or she has received suitable and adequate information, instruction and training, or is working under the supervision of a trained and competent employee;
- ADO acknowledges the importance of providing information, instruction and training to all new staff as soon as is practicable after commencement of employment;
- ADO recognises that instruction and training may also be necessary for existing employees to act as a reminder and to accommodate any changes in their work practices or Environment;
- ADO accepts the responsibility of ensuring that all temporary employees are also given basic health and safety information, instruction and training appropriate to their work activities and environment;
- The training needs for all employees (or groups of employees) and their related work activities will be evaluated, and the results of the evaluation will form the basis of a training matrix;
- Training need's assessments will be reviewed periodically, and the training matrix updated as required;
- Records will be kept of all training provided to employees and any relevant outcomes.

At all workplaces where employees are located, all relevant safety information will be provided. This will include:

- HSE law poster
- Fire safety instructions
- Names of Fire Wardens and First Aiders
- Employer's Liability Insurance Certificate
- Health and Safety Policy
- Environmental Policy
- Other safety instructions relevant to that workplace

The persons with overall responsibility for overseeing Information, Instruction and Training are the Directors and Management Team.

#### 4.4 Consultation

ADO recognises that communication is a two-way process.

The Senior Manager-Head or an appropriate supervisor will call regular meetings in which all onsite employees will be briefed as to what is required of them on a day-to-day basis and also, should an emergency arise, what steps should be taken.

At such meetings, in addition to the technical aspect of the work activities, safety will be discussed, and controls developed and handled on an equal level of priority with other elements of the business meeting.

Details of these meetings and discussions will be documented.

The consultation will involve not only giving information to employees but also listening to and taking account of what employees say before any Health and Safety decisions are made.

In order to communicate effectively, we will ensure that employees understand the meaning and purpose of the policy, vision, values and beliefs, which underline it.

Designated Managerial or Supervisory staff (as applicable) will establish lines of communication with other organisations or persons that may be affected by ADO activities. This may be through the use of signage, verbally, in writing or a combination of these methods.

Likewise, Managerial or Supervisory staff (as applicable) shall expect that other organisations or persons will communicate health & safety or organisational issues that may affect ADO staff welfare & Health and Safety.

The person responsible for overseeing our consultation arrangements is the Chief Operating Officer, supported by the Senior Manager-Head and Office Manager.

#### 4.5 Incident and Accident Reporting and Investigation

ADO recognises that it has a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that all accidents and incidents are reported and investigated.

In particular, the following rules and procedures will be applied in relation to this area by ADO and its employees: All employees are required to report all incidents or accidents to their line manager by completing an **Incident Form**.

For these purposes, an incident or accident is defined as any unplanned event which may give rise to injury, ill health, property or plant damage or any other potential loss, including near misses. All incidents and accidents involving injury must be recorded in the **Accident Book** and on an **Incident Form**. This record can be made by the relevant first aider, injured person or another suitable person e.g. manager, colleague or another appointed person.

The completed Incident Form must be forwarded to the Head Office Manager for further analysis, investigation, communication to other parties or in case of the requirement of escalation;

- All incidents or accidents must be investigated by the appropriate line manager and recorded on the **Incident Form**;
- If the accident or incident is reportable under RIDDOR the required notification procedures as detailed below must be followed by the nominated person/s within then;
- Where an incident or accident investigation reveals matters that are required to be implemented in order to prevent a recurrence, the required action must be taken immediately by the line manager and escalated accordingly;
- Where an investigation reveals that immediate action is required to prevent a recurrence, but circumstances dictate that it is not possible or feasible, any required interim measures to ensure the safety of the persons affected must be taken (e.g. disconnection of equipment).

The person responsible for overseeing our Incident and Accident Reporting and Investigation arrangements is the Head Office Manager, supported by the Chief Operating Officer. At the Preschool Administration Office, the day-today responsibility is with the Office Manager. At the ADO Mini-Explorers Preschool it's with the Operations Manager supported by the Welfare Manager.

## 5 Fire Safety and Other Emergencies

ADO will endeavour to control the associated risks and to comply with the legal requirements relating to fire safety and other emergencies, as contained within the relevant Legislation.

The **Fire Safety and Emergency Procedure** provides the correct procedures in the event of a fire hazard. **Fire Safety and Emergency Procedure** is also linked to the **Fire Risk Assessment** document and the **ADO Buildings Plan** document. These documents can be viewed within the [ADO Library](#).

The following rules and procedures will be applied in relation to this area and associated work activities:

- The company will take such general fire precautions as will ensure, so far as is reasonably practicable, the safety of all employees and other persons that may be affected by its activities;
- Risk assessments will be completed for all premises occupied by the Company for the purpose of identifying the general fire precautions required to be implemented;
- The significant findings of the assessments and details of any groups of persons identified as being especially at risk will be recorded and brought to the attention of relevant employees and other affected persons;
- All relevant risk assessments will be subject to periodic monitoring at a frequency prescribed by the assessment;
- All relevant risk assessments will be subject to periodic review at a frequency prescribed by the assessment or when they are no longer valid or significant changes have occurred;
- Where dangerous substances may be present in or on premises, the risk assessment will take account of any relevant special hazards with a view to eliminating or reducing the risks so far as is reasonably practicable;
- All premises will be equipped with appropriate fire-fighting equipment and with fire detectors and alarms where considered to be necessary, as determined by the risk assessment;
- All non-automatic fire-fighting equipment will be easily accessible, simple to use, and their location will be indicated by signs.
- Suitable and sufficient emergency routes and exits in order for employees and any other persons to evacuate as quickly as possible;
- All emergency routes and exits will lead to a place of safety and will be indicated by signs;
- All emergency exits and the routes to emergency exits from premises must be kept clear at all times. All emergency exit doors will open in the direction of escape and allow easy and immediate opening. All emergency exit doors must remain unlocked and unfastened at all required times;
- All emergency exits and routes requiring illumination will be provided with suitable emergency lighting;
- All fire alarms will be maintained in efficient working order, good repair, serviced at required intervals and tested at regular intervals, as determined by the risk assessment. A suitable record of such tests will be kept and maintained;
- Fire drills or emergency evacuations will take place at required intervals. A suitable record of such drills shall be kept and maintained;
- All employees will be provided with suitable and sufficient instruction and training on the appropriate precautions and actions required to be taken by them in case of fire or other emergencies. This training will be provided at induction and repeated periodically and or when required;
- All visitors to company premises, including contractors, will be provided with suitable information and will be required to record their details in a register, including times of arrival and leaving.



ADO will appoint one or more suitable `Competent Persons` for every premise, who will be responsible for ensuring that all preventative and protective measures for fire and other emergencies are in place. All such appointees will be provided with adequate information, training and other resources in order to carry out his/her role and duties effectively.

ADO will appoint a sufficient number of fire marshals at every premise in order to implement and manage the emergency evacuation procedures. Duties of fire marshals will be as detailed below.

The company will prepare and publish a Fire and Emergency Plan for all company premises as detailed below.

## 5.1 Fire and Emergency Plan

The Fire and Emergency Plan can be found in a separate document for each ADO location within the ADO library, ensuring that a plan for The Head Office and Poets Corner is succinct, accurate and easy to follow for staff members.

The person responsible for overseeing our Emergency arrangements and appointing fire wardens is the Chief Operating Officer.

## 6. First Aid

ADO recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the provision of adequate numbers of trained first aiders and adequate first aid equipment and facilities.

In particular, the following rules and procedures will be applied in relation to this area:

- The Company will ensure that adequate and appropriate equipment, facilities and personnel are provided at all workplaces to enable first aid to be given to employees and other persons if they are injured or become ill at work;
- The level of provision of first aid facilities at each workplace will be determined by an assessment of the particular circumstances and risks involved;
- When carrying out an assessment to determine the level of provision of first aid facilities the factors that will be considered will include:
  - ✓ Any significant risks present as identified within a risk assessment;
  - ✓ Any specific risks present e.g. hazardous substances, dangerous machinery;
  - ✓ Areas where different levels of risk have been identified;
  - ✓ Records of accidents or ill health;
  - ✓ Numbers of employees;
  - ✓ Employees with special problems or disabilities;
  - ✓ Special site location issues;
  - ✓ Shift work or out-of-hours working;
  - ✓ Employees who travel or work alone;

- ✓ Employees on sites occupied by other employers;
  - ✓ Work experience trainees;
  - ✓ Access by members of the public.
- 
- Suitable and sufficient first aid boxes will be provided in all workplaces and work situations;
  - All first aid boxes will be stocked in accordance with the outcomes of the first aid assessment; Where no significant risks or other factors are revealed by the assessment, boxes will contain a minimum stock of the items recommended by HSE guidance;
  - First aid boxes will be located in conveniently accessible positions in workplaces and these locations will be clearly marked;
  - The company will ensure the appointment of suitable and adequate appointed persons and first aiders for every workplace;
  - The numbers of appointed persons and first aiders in each workplace will be determined by the first aid risk assessment and in accordance with HSE guidance;
  - A list of current first aiders and appointed persons will be displayed on all company notice boards or otherwise brought to the attention of employees;
  - All appointed persons and first aiders will receive suitable and sufficient training in accordance with HSE guidance and will receive appropriate refresher training as and when required;
  - The duties of appointed persons and first aiders will be as indicated below.

### **6.1 Duties of First Aiders**

- Ensure the first aid facilities are available and boxes are stocked according to the issued instructions;
- To maintain records in all of the cases that they treat;
- To inform their line managers of any matter relating to the provision of first aid that they deem necessary;
- To carry out the duties of an Appointed Person as appropriate;
- To maintain a current first aid certificate;

### **6.2 Duties of Appointed Persons**

- To take charge of situations where someone is injured or falls ill;
- To ensure a first aider is summoned (if available);
- To call an ambulance and or other emergency service;
- To give any emergency first aid treatment to the level for which they have been trained;
- Maintain the First box and replenish as necessary.

- In the case of serious illness or infectious diseases, ADO, due to the nature of our business, provide a separate policy with specific procedures within the [ADO Library](#) named **Illness and Infectious Disease Policy**. Similarly, the **Administering Medicines Policy** addresses a procedure to deal with children, young people and adults in our care and may require medication during their stay with us.

The persons responsible for overseeing our First Aid arrangements are The Office Manager, supported by the Senior Manager-Head. Day-to-day support will be with all staff qualified in Paediatric First Aid.

## 7. Manual Handling

The main injuries associated with manual handling include:

- Musculoskeletal disorders (MSDs) e.g. back strain, slipped discs;
- Hernias;
- Lacerations, crushing of hands or fingers;
- Repetitive strain injuries e.g. tenosynovitis;
- Bruised or broken toes or feet;
- Various sprains and strains.

The following rules and procedures will be applied in relation to this area and associated work activities:

- ADO will, wherever possible or feasible, avoid the need for potentially hazardous manual handling by providing mechanical means or other working systems;
- Where it is not possible or feasible to avoid potentially hazardous manual handling, suitable and sufficient risk assessments of the tasks involved will be carried out, with a view to reducing the risk of injury by the implementation of control measures;
- All manual handling assessments will be designed to look at all of the following areas:
  - ✓ The tasks involved;
  - ✓ The individual capacities required
  - ✓ The loads involved;
  - ✓ The working environment involved;
  - ✓ Other factors (PPE).
- Suitable records will be kept of all manual handling assessments, which will be brought to the attention of all relevant employees.
- Suitable and sufficient instruction, training and supervision will be provided in the correct handling and lifting techniques to all employees involved in manual handling tasks.
- Suitable and sufficient required personal protective equipment will be provided to all employees involved in manual handling.
- Employees will not be required to lift or move any loads that are beyond their individual capabilities.
- Employees will be encouraged to seek assistance when lifting or moving loads from other employees when required.

- The selection of persons to carry out manual handling or lifting tasks will be based on the training given, age, physique etc.

The person responsible for overseeing our manual handling arrangements is the Senior Manager-Head

## **8. Slips, Trips and Falls**

ADO will ensure that areas and operations which involve a high risk of slip, trip and fall accidents will be eliminated, so far as is reasonably practicable.

ADO will designate a senior member of staff to oversee and implement the necessary control measures.

ADO will look in detail at the design of work areas and traffic routes and ensure regular maintenance.

Risk assessments, processes, methods and controls will be developed, implemented and clearly communicated to all involved. All risk assessments must consider the hazards that could result in slips and trips and, where identified, measures must be taken to eliminate, reduce or control the risks involved. When carrying out risk assessments, account must be given to access of areas by members of the public and possible vulnerable groups (e.g. older people and disabled).

ADO will ensure there are periodic visits and monitoring of work areas and traffic routes by the Responsible Person and carry out checks on site so as to ensure that the applicable controls are maintained.

ADO will ensure that our staff are kept safe by identifying the risks and providing the necessary training for which the appropriate records will be kept.

Other measures that ADO will include:

- Selecting floor surfaces must include consideration of the slip resistant qualities and general suitability to the areas in question and the activities or processes carried out;
- Spillage procedures must ensure the rapid clean-up of any spillages or contamination by designated personnel without further endangering employees and other persons. Where floors are greasy a suitable cleaning agent must be used;
- Warning signs and barriers must be erected during the removal of spillages;
- Levels of lighting must be provided and maintained in all areas and walkways;
- Suitable footwear will be provided for employees, taking into account the conditions, the work and the individual, where necessary;
- Trailing leads must be avoided in all working areas and walkways;
- All accidents and incidents involving slips and trips must be recorded and investigated fully, with consideration being given to the underlying causes and required improvements to prevent a recurrence. Employees must report all spillages

immediately to their Line Manager or Supervisor together with any building defects or other problems that are causing floors to be wet, slippery or uneven.

The person responsible for overseeing our slips, trips and falls policy is the Chief Operating Officer

## 9. Stress

The likelihood of an employee having or contributing to an accident, becoming a hazard to himself or herself as well as to others, may significantly be increased by an employee who is severely stressed.

ADO will review the impact of stress at work and acknowledges they have a responsibility to control the health, safety and welfare of its employees. The HSE's management standards for stress shall be applied in order to manage stress in the workplace.

Primary sources of stress at work are covered by these:

**Demands** - workload, work patterns and the work environment

**Control** – how much say the employee has in the way they do their work

**Support** – the encouragement, sponsorship and resources provided by the employer, management and fellow employees

**Relationships** – includes promoting positive working, the avoidance of conflict and dealing with unacceptable behaviour

**Role** – whether the employee understands their role and conflicting roles are avoided

Change – how change is managed and communicated.

The symptoms of stress in individuals and in groups should be looked for by management and supervisory staff who should have a good awareness of this. Additionally, any employee strongly suspecting a fellow employee or themselves are being affected by stress must refer this to the appropriate Line Manager who will arrange for the person to be assessed or monitored.

ADO employee's work performance and workload will regularly be reviewed under this policy during their 6 weekly Personal Development Plan (PDP). Every chance to air views and grievances at these reviews will be offered.

As a company specialising in therapeutic assistance and intervention, employees will have access to our own trained staff or BACP trained counsellor in the event of requiring help for stress related symptoms or if they have raised issues with their line manager.

In addition Animal Days Out C.I.C. has a separate policy within the ADO Employees Handbook for stress related symptoms included bereavement, sickness and absence.

The person responsible for overseeing our Stress Policy is the Senior Therapist.

## 10. Display Screen Equipment

Cases of Musculoskeletal Disorders (see separate section within this Policy) and eye problems have been linked to the use of Display Screen Equipment (DSE).

The main health problems associated with the use of display screen equipment include:

- Aches and pains in the hands, wrists, arms, neck, shoulders or back;
- Eyestrain or similar visual problems;
- Headaches;
- Stress and fatigue;
- Skin irritation or rashes.

ADO will identify all “Users” in accordance with current legislation – those employees who use DSE for a significant part of their working day (usually in excess of 1 hour).

For all “Users”, a suitable assessment of the risk will be carried out. As far as is reasonably practicable, any risks identified will be reduced.

Adequate training and information in the correct set up and use of DSE will be received by all “Users” on a regular basis.

ADO will make a contribution to the basic price of spectacles provided specifically for the use of DSE and eye tests will be provided upon request.

Any user who works at home or away from the Company’s premises will receive adequate information on the correct set up and use of DSE. This information should enable the person to complete their own DSE risk assessment, which once done, must be returned to their Managerial or supervisory staff (as applicable).

Any risks identified will be reduced to as low as is reasonably practicable.

The person responsible for overseeing our DSE arrangements is The Office Manager.

## 11 Personal Protective Equipment (PPE)

ADO recognises PPE will be selected following a risk assessment identifying its need. The use of PPE is part of ADO’s strategy to control risk.

PPE shall be provided free of charge, to all personnel requiring it to carry out their allocated tasks. The selection will be based on the PPE’s ability to afford the best protection.

It will be ensured, by ADO, that suitable and adequate quantities of PPE are available at all workplaces and used appropriately.

Personnel shall report any loss or damage of PPE. Employees will utilise issued PPE fully and correctly.

PPE will be personally issued to the individual.

Other considerations include:

- ADO acknowledges that, as a means of hazard elimination, the use of PPE is the last consideration;
- Where it has been established that PPE is the only means, or is required to supplement other control measures, ADO will ensure that adequate supplies of suitable PPE are available and maintained;
- Each department will maintain a list of all tasks requiring PPE and specify the standard of the PPE required;
- Registers of PPE will be kept, including details of any inspection, maintenance or replacement requirements and relevant records;
- Where appropriate, all PPE will conform to the applicable British Standard, and or the relevant `Certificates of Approval` issued by the Health and Safety Executive, or will be required to have the appropriate CE marking;
- Where required, suitable and sufficient storage accommodation will be provided for PPE when not in use;
- All employees required to wear PPE will receive suitable and adequate information, instruction and training in its use, maintenance, cleaning and storage and the relevant risks it will avoid or limit;
- All employees required to wear PPE must use it in accordance with the training and instructions provided;
- All employees must report any defects to PPE or loss to the Land Support Supervisor.

The person with overall responsibility for overseeing our PPE arrangements is the Chief Operating Officer.

## **12 Machinery, Plant and Equipment**

ADO will ensure that:

- We take steps to eliminate any risks associated with work equipment by ensuring all equipment is assessed and any risks identified;
- If elimination is not possible we take steps to reduce these to an acceptable level. As a last resort, PPE will be provided to address any outstanding issues;
- Employees notify us of any defective or dangerous parts or occurrences;
- No equipment brought onto site will be used without having first been approved and identified as safe;
- Safe systems of work are compiled, assessed and put into practice with all associated training and information;
- Competent maintenance support is applied to all equipment and machinery including breakdowns and maintenance.

The person for overall responsibility for overseeing our Machinery, Plant and Equipment policy is the Chief Operating Officer.

### **13. Visitors To The Site**

Visitors are asked to sign in and out of our buildings as it is good practice and the register forms an essential part of the roll call during an emergency evacuation. Visitors will be under the supervision of one of our members of staff and will be provided with information via signage that will assist them in remaining safe during their visit.

Contractors undertaking work within the premises will be subject to our contractor control arrangements.

The person responsible for overseeing our Visitor arrangements is the Office Manager at the Main Administration Office. All staff at the Education and Therapy Centre (Poets Corner), supported by senior staff.

### **14. Contractors**

ADO and any appointed contractors have responsibilities under health and safety law. We will only use contractors who we have considered suitable to ensure the protection of all persons who their activities affect.

We will work with the contractors to ensure that everyone knows their roles and responsibilities in taking all necessary precautions and control measures to reduce the risks of workplace dangers where work activities are carried out.

We will identify and assess risks and implement control measures required to deal with them.

We will work with the contractor to ensure that processes, methods and controls will be clearly communicated to all involved.

We will ensure there are periodic inspections by the Responsible Person to carry out checks on site, so as to ensure that a consistently high level of technical expertise, good practice and the necessary Health and Safety controls are maintained.

We will ensure that our staff and customers are kept safe by identifying the risks and making sure that the works are separated from non-essential personnel where required.

We will request copies of the necessary training to evidence competence for the task from the Contractor.



We will consider:

- The scope of the works;
- The suitability of the contractor and their personnel;
- Responsibilities under the CDM regulations;
- The planning and design of the works;
- Certification and outside bodies such as Local Authorities;
- Who will be responsible for the work;
- The roles and responsibilities for the work and the personnel;
- What measures are required to control the risks;
- What equipment will be used;
- The methods of work;
- Emergency procedures;
- Controls in place to stop the work if there are serious health and safety concerns;
- Monitoring and reviewing work in progress;
- Investigations for near misses and accidents;
- Reporting procedures.

We recognise that the above measures are not exhaustive and will be reviewed on specific activities and projects.

The person responsible for overseeing our Contractors arrangements is the Chief Operating Officer.

## **15. Violence and Aggression In The Workplace**

ADO has strict rules and codes of conduct to ensure that all persons, work colleagues, visitors and members of the public are treated with equal respect and consideration.

We actively encourage reporting of all forms of harassment, aggression or violence in the workplace and make sure our managers and supervisors are adequately trained to recognise any signs of such issues. They will oversee and implement the necessary control measures.

Where necessary ADO will provide counselling or occupational health services support.

It is necessary to have an easy channel of communication for people to make the senior management aware of any issues regarding workplace aggression and violence.

In particular, the following rules and procedures will be applied in relation to this area and associated work activities:

An assessment of the risks relating to work related violence faced by employees must be carried out for all relevant work activities or situations;

- Management and employees at all levels will be encouraged to take work related violence seriously. It must not be accepted as “part of the job”;
- The Company will adopt suitable measures to minimise exposure of employees to work related violence;
- All employees who could be affected by work related violence must receive adequate and suitable information, instruction and training to assist them in recognising signs of aggression and situations that could result in violence and how to avoid or deal with them;
- The Company will implement and monitor a system for the reporting and investigation of any incidents of work-related violence;
- Where work related violence is due to physical violence, mental abuse or threatening behaviour by management or a fellow employee the Company will fully investigate the feasibility of taking legal and/or disciplinary proceedings against any perpetrators as appropriate;
- All employees are required and encouraged to report to their manager / supervisor any incidents of work-related violence regardless of the circumstances;
- Employees who have been victims of, or otherwise affected by, work related violence will receive all support, counselling, legal advice or other assistance from the Company as is necessary to assist them in their recovery.

The person with overall responsibility for overseeing our Violence and Aggression policy is the Chief Operating Officer.

## **16. New or Expectant Mothers**

An employee is required to notify ADO (in writing) that she is pregnant, has given birth within the previous six months, or is breastfeeding.

A certificate from a registered medical practitioner or a registered midwife showing that she is pregnant is required to be provided to ADO by the employee.

In the event that an employee notifies ADO that she is pregnant, and on return to work following birth, we will undertake a specific risk assessment of her work taking into account HSE guidance and any particular information which the employee has provided.

Reviews of the assessment at regular intervals by Managerial or Supervisory staff (as applicable) or as/when the employee requests it, will be carried out.

Suitable facilities for pregnant and breastfeeding mothers to rest while at work will be provided by ADO.

Some activities involve risks to new or expectant mothers at work e.g. use of chemicals, exposure to vibration, risk of specific infections, exposure to lead, heavy lifting, etc. As a result, additional risk control measures which are implemented on notification of pregnancy should be informed to the employee and anyone else who would need to know and be observed by all parties. These control measures will be the outcomes of a specific risk assessment for the employee, which will take into account such considerations as the impact of their pregnancy on them, the nature of the work and physiological changes during the period they are pregnant.

Recommendations arising from the assessment are implemented promptly and the assessment is reviewed every 3 months or as required.

If a new or expectant mother has a medical certificate stating that night work could adversely affect her health, we will offer alternative day time work or if such work is not available, will suspend her from work on paid leave.

The person responsible for overseeing our New or Expectant Mothers policy is the Office Manager.

## 17. Young Persons

Ensuring the safe working environment of young people, particularly those under 18, is an accepted responsibility of ADO.

ADO will undertake a risk assessment in accordance with current legislation before employing a young person.

ADO will make arrangements for the protection at work of all young persons from any risks to their health & safety which are a consequence of their lack of experience or absence of awareness of existing or potential risks, or the fact that they have not yet fully matured.

A young person will not be employed by ADO for work that:

- Involves a risk of accidents, which they are unlikely to recognise because of their lack of experience
- Training or attention to safety
- Is beyond their physical or psychological capacity
- Involves a risk to their health from extreme heat, noise or vibration;
- Exposes them to substances chronically harmful to human health, e.g. toxic or carcinogenic
- Substances, or effects likely to be passed on genetically or likely to harm any unborn child
- Exposes them to night work, which is not normally permitted between 22.00 and 06.00 but may be varied in writing to 23.00 to 07.00 hours

- Exposes them to radiation.

In the following special circumstances, the restrictions do not apply:

- As a requisite for training (e.g. NVQ, SVQ, In-House, Apprenticeships)
- Where supervision by a competent person will be provided to the young person, and
- Where reduction of the risk to the lowest level that is reasonably practicable is achieved.

ADO will obtain parent or guardian consent before employing a young person below the minimum school leaving age and provide the local authority with relevant information on the individual so that he or she can be issued with an employment permit.

The person responsible for overseeing our Young Persons policy is the Directors and Management Team.

## 18. Drugs and Alcohol Misuse

The health and safety of staff, employees and others effected by ADO's work or in ADO premises, could be adversely impacted by alcohol or drug misuse by their employees or contractors.

Therefore, alcohol and or drugs are prohibited in the workplace and whilst representing ADO as a matter of policy.

Substance abuse is divided into three main categories:

- Alcohol Dependence/Excessive Consumption;
- Taking or possession of illegal drugs;
- Solvent abuse (inhalation of glues or gases).

A report must be made to the appropriate supervisory or management representative in the event that any persons are known to be, or strongly suspected of being affected by alcohol and or drugs. Arrangements will be made for the person under the influence to be removed from the workplace.

Substance dependency is a condition where an employee's consumption of alcohol, drugs or solvents continually or repeatedly interferes with his or her health, attendance or work performance.

If any employees feel there may be an issue with any of the above in relation to themselves or colleagues, they will inform the Chief Operating Officer, using the procedures within the **Whistleblowing Policy**.

The person responsible for overseeing our Drugs and Alcohol policy is the Chief Operating officer.

## 19 Smoking At Work

With no exceptions, smoking is prohibited throughout the entire workplace. Any Company vehicles within ADO designated car parks are also inclusive of this. Employees, contractors, or visitors are covered by this policy.

To smoke or permit smoking in a smoke-free area is an offence. Should anyone be seen smoking in a smoke-free area this should be reported to their Line Manager (as applicable). On clear display at or near the entrances to smoke-free premises, public spaces and within vehicles are 'No Smoking' signs of the appropriate size and containing the information required by the relevant regulation.

The person responsible for overseeing our Smoking policy is The Chief Operating Officer.

## 20 Sun Exposure To Outdoor Workers

ADO recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that the health risks to outdoor workers associated with exposure to ultra violet (UV) radiation from the sun are adequately controlled.

The hazards and other problems associated with exposure to the sun include:

- Skin damage, including sunburn, blistering, skin ageing and skin cancer;
- Heat stress;
- Dehydration;
- Damage to the eyes due to glare;
- Increased skin sensitivity to sunlight caused by some types of medication;
- Increased skin sensitivity arising from contact with certain chemicals such as dyes, wood preservatives and coal-tar;

In particular, the following rules and procedures will be applied in relation to this area or work activity:

- In all situations where outdoor work is scheduled to be carried out during the daytime period of the summer months (i.e. April to September), a comprehensive risk assessment must be completed in order that the appropriate sun protection measures are developed and put into place;
- Employees must not be allowed to carry out any work for the company without wearing a shirt or other suitable over clothing. This rule is to be applied in order to protect the health and safety of employees and also to maintain the correct image and reputation of the company at all times;
- Suitable clothing, including long-sleeved shirts and suitable hats, must be provided for the use of all employees who regularly work outdoors during the summer period;

- Sun protection advice must be provided as a routine part of health and safety information and training to relevant employees in order to raise and maintain awareness of the associated
- health problems and recommended means of protection;
- Where employees are unable to cover parts of their skin sunscreen of at least SPF (Sun Protection Factor) 15 will be provided;
- Outdoor workers must be encouraged to take their breaks in the shade, if possible, rather than staying out in the sun;
- Where possible managers/supervisors must consider scheduling work to minimise exposure to sun, particularly during peak periods of sunshine around midday or early afternoon;
- Suitable and sufficient supplies of drinking water must be maintained for outdoor workers in order to avoid dehydration;
- Water supply points and rest areas must, where possible, be located in areas with shade;
- Outdoor workers must be encouraged to check their skin regularly for unusual spots or moles that change size, shape or colour and to seek medical advice promptly if they find anything that causes them concern.

The person responsible for overseeing our outdoor working arrangements is The Management Team.

## 21 Cold Exposure to Outdoor Workers

ADO recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that the health risks to outdoor workers associated with exposure to cold or extreme conditions are adequately controlled.

The hazards and other problems associated with exposure to the cold or extreme conditions include:

- Skin damage, including cold sores, blistering, skin ageing and numbness;
- Cold Fatigue;
- Dehydration;

In particular, the following rules and procedures will be applied in relation to this area or work activity:

- In all situations where outdoor work is scheduled to be carried out during the daytime period, a comprehensive risk assessment must be completed in order that the appropriate cold protection measures are developed and put into place;

- If cold or extreme conditions are considered a risk and the employees performance will be inhibited, considered inappropriate or dangerous to them or place service users at risk, then a decision to move to an inside session space will be arranged;
- If there is no capacity for an inside session space for the employee and their service users, a decision to cancel the session will be made and the employee will be redeployed to the head office environment;
- Employees must not be allowed to carry out any work for the company in cold weather without wearing a suitable clothing;
- Suitable clothing, includes protective layers, suitable hats, gloves, waterproof garments over the layered clothing, waterproof trousers as required, weatherproof boots and layered socks, depending on the severity of the temperature and conditions.
- Cold weather protection advice must be provided as a routine part of health and safety information and training to relevant employees in order to raise and maintain awareness of the associated health problems and recommended means of protection;
- Where employees are unable to cover parts of their skin, specifically their face or hands, then moisturiser or skin protective creams will be advised;
- Outdoor workers must be encouraged to take their breaks away from the cold inside warm areas, if possible, rather than staying out in the conditions;
- Where possible managers and supervisors must consider scheduling work to minimise exposure to extreme cold conditions and ensure sessions can be carried out in sheltered areas or zones;
- Suitable and sufficient supplies of hot drinks must be maintained for outdoor workers;
- Facilities to heat drinks and food must be provided;
- Rest areas or staff zones must, where possible, be heated;
- Managers and supervisors must recognise that if conditions worsen or change, risks must be re-assessed and action plans must be communicated to employees;
- Outdoor workers must be encouraged to check their skin regularly for unusual spots or moles that change size, shape or colour and to seek medical advice promptly if they find anything that causes them concern.

The persons responsible for overseeing our outdoor working arrangements are The Management Team.

## **22. Working At Height – Ladders and Step Ladders**

Only where the use of more suitable work equipment is not justified, will ladders be used. Factors such as risk and short duration of use or, because of existing features within the workplace, which cannot be altered, which make ladders the only possible suitable equipment, are examples of reasons for this.

Unless a risk assessment shows that this is the only reasonably practicable and final option, no work will be conducted from ladders. ADO will make every attempt to eliminate the use of ladders and step ladders as an option for working at height.

Where it is decided that ladders are the only option, only if a risk assessment shows the following, will they be used:

- That the task is low risk;
- That the operative can maintain three points of contact;
- Ladders are clearly identifiable and subject to regular inspections;
- Ladders are industrial use class 1 or EN131;
- That the task is of short duration (under 30 minutes);
- Ladders can be set at an angle not exceeding 75 degrees (1 out to 4 ratio).

To reduce the risks to a minimum, additional control measures will be introduced (if practicable). Ladder stays, stand offs or other proprietary ladders or ladder securing devices will contribute to such measures.

Persons using ladders will be familiar with the hazards associated with the use of this equipment and will have attended training in the use of ladders and any associated accessories.

Only when the risk assessment determines that their use has a low risk and is of a short duration (less than 30 minutes), and where other equipment cannot fit due to space restrictions, will step ladders be used. For work whilst the operative is on the steps, priority will be given to selecting work equipment with a working platform and some type of edge protection or rail. In the first instance, podium steps or similar design equipment will be considered.

To enable the work to be carried out from no higher than the third tread from the top, we will ensure step ladders will be of sufficient height and only used on a firm and level base.

Prior to each use and on a regular basis, all ladders and step ladders will be inspected, which shall be recorded.

The person responsible for overseeing our Ladders policy is the Chief Operating Officer.

## **23. Welfare Facilities**

Availability of suitable and sufficient welfare facilities at all workplaces for all employees, contractors and visitors will be facilitated. This should include:

- Drinking water;
- Toilet facilities;
- Washing facilities;
- Facilities for rest, preparing/eating meals, including means for boiling water.

At all facilities, a satisfactory standard will be upheld, with regard to:

- Temperature;



- Ventilation;
- Cleanliness/hygiene;
- Accessibility;
- Lighting.

The person responsible for overseeing our Welfare arrangements is The Chief Operating Officer.

## **24. Drugs and Medicines**

A separate policy is in place for the drugs and medicines administered along with the relevant legislation as previously stated in this policy. Controlled drugs and medicines are locked away in a cupboard.

The Drugs and Medicines Policy should address issues such as:

- Training and education of employees that distribute, order and store drugs and medicines;
- Safe storage of drugs and medicines;
- Risks involved with handling;
- Labelling;
- Procedures for issue;
- Procedures for auditing and accounting during distribution;
- Authorised drugs and medicines workers;
- Emergency procedures.

The policy is available to all employees, particularly those who are registered to administer drugs and medicines. The policy must be read and understood and signed to state that they fully understood the content of the policy.

The person responsible for overseeing our Drugs and Medicines policy is the Chief Operating Officer

## **25. Biological Hazards**

### **25.1 Control of Infection**

To control the risks associated with biological hazards such as viruses from blood, faeces, and urine there must be infection control policies put into place as a separate item to the Health and Safety Policy, although they should both support each other.

The Infection Control Policy must address such issues as:

- Education and training of employees in infection control issues;

- Protocols on hand washing;
- Service user isolation;
- Aseptic procedure;
- Disinfection and decontamination including domestic cleaning;
- Ill health reporting and recording;
- Monitoring, surveillance, and auditing;
- Prevention of exposure to blood borne viruses including prevention of sharps injuries and immunisation policies for employees at risk;
- Use of personal protection equipment including disposable powder free gloves;
- Generation, collection, and disposal of clinical waste;
- Legionella.

The policy must be made available and read by all employees who must sign the signature sheet to indicate that they have read and understood the policy. The policy must be reviewed annually or when any significant change occurs whichever is soonest.

The person responsible for overseeing our Biological Hazards policy is the Chief Operating Officer.

## **25.2 Hazardous Substances – COSHH (Control of Substances Hazardous to Health)**

A Hazardous Substance is any material, substance or process to be used or likely to be encountered which could be a hazard to the health of employees or others.

Risk assessment(s) related to the use of products or the creation of by-products, to identify whether those substances are hazardous to health, shall be carried out by ADO. A workplace or job specific Control of Substances Hazardous to Health (COSHH) assessment will be produced if necessary. To ensure the health and safety of personnel affected by the use of substances hazardous to health and the protection of the environment, appropriate control measures must be identified and implemented. To provide collective protection and/or personal protection, such control measures may seek to eliminate or substitute the substance.

### **25.21 General Precautions**

The following general precautions apply to the use, handling and transporting of chemicals and other hazardous substances:

- Products must never be allowed to come into contact with, for example the eyes and skin;
- Personal protective equipment and clothing must be worn, if required;
- Always observe good industrial hygiene practices;
- Do not swallow materials or use in areas where food is being consumed;

- Inhalation of chemical vapours or dust should be avoided;
- Adequate ventilation must be provided;
- Suitable respiratory protection must be worn, if required;
- Facilities for the washing and cleansing of the skin must be made available with the necessary cleaners and barrier creams;
- Store all products in ventilated areas away from extremes of temperatures;
- Clean up spillages instantly and dispose of waste using suitable containers;
- Except for transport in closed packages, materials must only be handled by authorised personnel;
- Ensure the correct equipment for handling the products is made available;
- Any person using or handling chemicals and other hazardous substances who shows symptoms which may possibly have been caused by exposure to the product should immediately be removed from the area and medical advice sought. Reference should always be made to the relevant COSHH assessment and material safety data sheet.

The person responsible for overseeing our COSHH policy is the Chief Operating Officer.

## 26 Noise

Control of Noise at Work legislation requires employers to reduce and control the exposure to noise to their employees. By assessing the risk and taking account of exposure levels set within the Regulations, this is achieved.

The main problems associated with occupational noise include:

- Noise induced hearing loss;
- Temporary and permanent threshold shift;
- Tinnitus;
- Stress;
- Injuries arising from distracted attention.

Either a daily or weekly exposure based on 8 hours is applicable under the exposure levels - dB (A) in a working day, the maximum noise (peak sound pressure) - dB (C):

### Lower Exposure Action Value

Personal Noise exposure (daily or weekly) – 80 dB (A) Peak sound – 135 dB (C). To establish potential risk and where hearing protection is required to be made available, assessment is required.

### Upper Exposure Action Value

Personal Noise exposure (daily or weekly) – 85 dB (A) Peak sound – 137 dB (C). Where this is not successfully controlled despite noise reduction (ideally through mechanical means), then control through mandatory use of appropriate hearing protection is required.

**Exposure Limit Value has additionally been set:**

Personal Noise exposure (daily or weekly) of 87 dB (A) Peak sound– 140 dB (C). Even taking account of the protection afforded by hearing protection, this must not be exceeded.

Suitable and sufficient risk assessment for all activities where it is believed that there is a risk of employees being exposed above the lower action value of 80 decibels, will be carried out by ADO.

Where it is practicable to do so, ADO will eliminate or control noise at source. ADO will provide its employees with suitable and sufficient hearing protection selected according to the noise risk to which the employees are exposed, where noise elimination or appropriate control is not considered practicable.

ADO will:

- Ensure suitable ear protection is supplied for the conditions of exposure;
- Workplace Management and Supervisors will ensure compliance with any noise levels;
- Ensure plant and equipment is selected and maintained to minimise noise levels;
- Ensure that all employees, contractors and visitors receive such information as is necessary to warn them of the risk. Furthermore, ensure that they will obey any instructions and warning notices with regard to the wearing of hearing protection in areas where a risk exists;
- Ensure adequate means of communication in noisy environments, especially if relevant alarm sounds may need to be heard.

The measures that ADO provides under the regulations should be adhered to by employees, who have a duty to comply. These measures include:

- Not to misuse or interfere with hearing protection and report any defects to the employer
- To use any controls as determined by the risk assessment
- To wear any hearing protection provided when exposed at or above the Upper Exposure Limits or where mandatory areas have been designated.

The person responsible for overseeing our Noise policy is the Chief Operating Officer.

## **27 The Control of Vibration**

Employers are required to make a suitable and sufficient assessment of the risks posed by either hand/arm and/or whole body vibration under current legislation on the Control of Vibration at Work.

In the first instance, employers must introduce control measures to eliminate the vibration at source or, where this is not reasonably practicable, reduce the vibration to as low a level as reasonably practicable.

The common early symptoms associated with exposure to vibration include:

- Tingling and numbness in the fingers;
- Loss of sense of touch;
- Loss of grip strength;
- Pain in the wrist (carpal tunnel syndrome);
- White and red colouration in the fingers (vibration white finger);
- Back pain.

### **Exposure action and limit values**

- For hand-arm vibration the exposure values, assuming an 8 hour working day, are:  
Exposure action value: 2.5 m/s<sup>2</sup> A(8) - Exposure limit value: 5.0 m/s<sup>2</sup> A(8);
- For whole-body vibration the exposure values, assuming an 8 hour working day, are:  
Exposure action value: 0.5 m/s<sup>2</sup> A(8) - Exposure limit value: 1.15 m/s<sup>2</sup> A(8).

Avoiding the risk wherever possible is the basis of the risk assessment. However, the following steps will be taken if the job cannot be done without exposure to vibration equipment:

- **Select** - Select equipment that produces the least possible vibration or by using remote control equipment, removes the operative from the source of the vibration;
- **Provision** - Consider other equipment that can be used in conjunction with the vibrating equipment that reduces the risk of injuries caused by vibration, for example foul weather protection for cold and damp;
- **Maintain** - Good maintenance can reduce vibration levels considerably; instruction in basic maintenance such as the replacement of blunt drills or chisels should be provided to all operatives;
- **Limitation** - Ensure that appropriate rest periods are taken and limits/durations are set on tasks;
- **Train** - Make operatives aware of the risks and the precautions, for example gripping tools properly;
- **Inform** - Up to date information on the vibration risks should be provided;
- **Review** - Review the use of vibrating equipment as technological advances are made available.

The person responsible for overseeing our Vibration policy is the Chief Operating Officer.

## 28 Electricity

The use of electricity in the workplace is widespread and represents a significant risk of personal injury and fire.

Unless employees hold the relevant qualifications and have been authorised, no ADO employee is to undertake electrical work on any equipment or system within the workplace.

In the event of faults or hazards related to electrical equipment or installation, this should be reported to Managerial or supervisory staff (as applicable) for action.

Electrical installations are subject to inspection, testing and where required maintenance, which ADO will ensure is carried out.

ADO ensures that any permanent or temporary (if required) electrical installations are on record and in date, managers responsible for premises will obtain certification.

As suggested by associated guidance or specified by the ADO's insurance company, in accordance with whichever is the shortest period, Periodic Portable Appliance Testing (PAT) may be carried out for all electrical equipment.

Visual inspection of any electrical equipment under their control by personnel is required and intended to identify defects, which should be reported for corrective action.

In the event of an employee having problems powering equipment through such issues as a lack of integrated plug sockets, the employee should not remedy this in isolation by using extension leads but report the situation to a Supervisor or Manager.

The person responsible for overseeing our Electricity arrangements are the Chief Operating Officer

## 29 Control of Waste Materials

All waste materials, accrued as a result of work being performed on the site, within the premises, or its boundaries will be disposed of in line with ADO legal duties.

We will designate a senior member of staff to oversee and implement the necessary control measures. Processes, methods and controls will be clearly communicated to all involved.

We shall ensure that any waste produced by our company or being created on our behalf by contractors, is placed in suitable applicable waste bins, or sealed skips, in a compound

whenever possible so as to prevent this from being accessed by vermin, or vandals, who may otherwise spread it beyond this control and cause an environmental hazard.

Hazardous wastes will be controlled and dealt with using our CoSHH systems and safe means of disposal will be utilised.

ADO have a Duty of Care certification that can be sent on request to any parties wishing to view it.

The persons responsible for overseeing our Waste arrangements is the Chief Operating Officer

### 30. Review

All ADO policies and procedures follow ITIL guidelines to ensure version control, change control and release management of any documents. As a matter of policy, documents can be updated at any time to reflect changes to ADO procedures, legal changes, OFSTED directives or any other reason to ensure the policies and procedures are accurate and correct. This involves consultation with stakeholders and approval from the directors. All policies and procedures are reviewed at the very least on an annual basis. Regular communication through newsletters, social media, text systems and through our website within the ADO Library is part of our Release Management.

### 31 References

Internal ADO References include:

**Risk Assessment Schedule Policy**  
**Fire Safety and Emergency Procedure**  
**Fire Safety Risk Assessments**  
**Health and Safety Policy Overview**  
**Published Risk Assessments**  
**Incident Form**  
**Illness and Infectious Disease Policy**  
**Administering Medicines Policy**

All these documents can be found in the ADO Library at:

**<http://www.adoservices.co.uk/index.php/alternative-provision-school/ado-library-main.html>**

Useful External References include:

**The Health and Safety At Work Act - [www.hse.gov.uk/legislation/hswa.htm](http://www.hse.gov.uk/legislation/hswa.htm)**

**The Health and Safety Work Explained - <https://www.britsafe.org/training-and-learning/find-the-right-course-for-you/health-and-safety-legislation-what-you-need-to-know/>**

**Fire Safety - <http://www.hse.gov.uk/toolbox/fire.htm>**

**Fire Safety in the Workplace - <https://www.gov.uk/workplace-fire-safety-your-responsibilities>**

## **32 Contact**

This document was produced by the ADO Operations team in partnership with Avensure Ltd. This version supersedes any previous versions and will be reviewed annually.

All correspondence with regard to this policy, or any other operational policy and procedure should be directed to the ADO Chief Operating Officer by e-mailing [gmp@adoservices.co.uk](mailto:gmp@adoservices.co.uk) or calling 0208 855 6778, requesting to speak to the Chief Operating Officer or in writing c/o Chief Operating Officer, ADO Services, Studio 8, The Engine House, 2 Veridion Way, Erith, Kent, DA18 4AL