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Health, Safety and Welfare Policy & Procedures

1. Policy Statement

The purpose of this Health, Safety and Welfare policy (HSW) is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our young people, employees and all others affected by our activities, and as such to provide such information, training and supervision as they need for this purpose. This policy is prepared and published under the requirements of Health & Safety At Work Act 1974 (HASAWA) which places a statutory duty on all employers to ensure, the safety, health and Welfare of all its employees at work and other people who may be affected by their activities, e.g. users, volunteers, members of the public.

The Senior Management Team, and ultimately the CEO of TECH GEEK UK LTD, have the overall responsibility for HSW matters and for ensuring that HSW legislation is complied with, also accepts its responsibility for the HSW of other people who may be affected by our activities, including contractors and users of our building:

- To monitor and report accidents, record accident statistics, carry out accident investigations and take actions to rectify risks and hazards, both reactively and proactively (to reduce accidents and injuries);
- Carry out comprehensive fire risk assessments, general and generic risk assessments (these will be monitored, recorded and reviewed as applicable and/or when changes occur);
- Where necessary take advice and assistance from external specialists and consultants to ensure best practice. The Senior Management Team will also ensure that this policy is implemented and the way in which it has operated will be reviewed annually or early if and when required.

This policy replaces all other versions and now incorporates:

- Regulations in respect of Display Screen Equipment,
- Accident/Incident Reporting Procedures, and,
- How to deal with a 'Critical Incident'

2. Responsibilities and Arrangements for Health & Safety

2.1 Management Responsibilities

The definitive authority to execute this policy is delegated to the managers of the respective programmes to supervise its routine implementation. The allocation of duties for safety matters and the particular arrangements are set out in the pages that follow. In particular, the management will ensure that:

- all activities conducted within TECH GEEK UK LTD premises comply with the occupational HSW policy and relevant legislations, the Electricity at Work Regulations (1989); Health and Safety (First Aid) Regulations; and the Health and Safety (Display Screen Equipment) Regulations 1992;
- as far as is reasonably practicable, the HSW of employees, learners and visitors will not be compromised, by taking all reasonable precautions to provide and maintain, so far as is practicable, an environment that is safe and without risks to health;
- a periodical risk assessment exercise is undertaken and the results written up and made available to all employees, identified risk/hazards are urgently addressed and made safe (& recorded), and a monitoring system of maintenance of premises/equipment is clearly identified and up to date;
- employees receive sufficient information, training and supervision on Health and Safety matters, and that line managers are aware of their responsibilities to their staff and volunteers

2.2. Employees and Service Users Responsibilities

TECH GEEK UK LTD will ensure that employees and services users are aware of their individual responsibility, to exercise care in relation to themselves and those who work with them, and to:

- familiarise themselves with TECH GEEK UK LTD Health and Safety Policy and any departmental or unit safety requirements; with fire and emergency drills (including the location of emergency telephones) and escape routes;
- not intentionally or recklessly interfere with anything provided for their Health, Safety and Welfare. Serious breaches of the Health and Safety Policy and rules (e.g. misusing equipment, knowingly adopting unsafe systems of work, deliberately putting someone else's safety in danger) will be dealt with through TECH GEEK UK LTD's Disciplinary Procedure;
- take reasonable care of their own Health and Safety and that of others that may be affected by their acts or omissions; be aware of the location of first aid equipment and qualified first aiders
- ensure that all procedures used are safely carried out, and seek expert advice in any case of doubt; be aware of the arrangements for evacuating the building;
- immediately inform their line manager or the Health, Safety and Welfare (HSW) Officer (or the Fire Warden if this seems more appropriate), report accidents or incidents promptly and warn of any special or newly identified hazards in existing procedures or risks in new procedures about to be introduced.

3. Building Maintenance

3.1 Environment

TECH GEEK UK LTD is responsible for providing a safe and healthy environment for staff and service users. The HSW Officer is responsible for liaising with landlords to ensure that any repairs are carried out swiftly with the minimum of disruption. They will carry regular checks on furniture and equipment for damage, which leave sharp edges protruding or other hazards. It is also the responsibility of all staff to be vigilant and contribute to safe working environment by good housekeeping chiefly keeping gangways, fire doors, fire exits, fire alarms or fire equipment free from obstructing objects or furniture. To assist/enhance this, TECH GEEK UK LTD:

- operates a mandatory no smoking policy and will avoid unhealthy and overcrowded working conditions as per 1992 Regulations, and will consult staff on any changes in office layout.
- do all in its power to ensure reasonable temperatures in all workplaces at all times.
- take reasonable precautions in ensuring that pollution levels from levels photocopiers and printers are kept as low as possible, and ventilation is also made available to reduce emission.

3.2 Centre Programmes

- ✓ We will only use venues which are suitable for the activities being planned
- ✓ We will only provide programmes, which are relevant, and appropriate for the age, gender, abilities and needs of the young people for whom they are intended
- ✓ We will ensure that if we deliver or access adventure based activities, that appropriately qualified staff are being used at specialist Centres
- ✓ Parental consent forms will always be completed for all off-site activities for under 18s
- ✓ A standard risk assessment form will be completed for all off-site activities - A copy should be left with a member of the club staff/committee together with copies of the parental consent forms. A copy of these papers will also be taken to the off-site activity
- ✓ If transport is used for activities, only suitably qualified drivers will be used. All vehicles will be fitted with appropriate seatbelts
- ✓ We strive to provide a safe environment and therefore this policy should be taken in conjunction with our Child Protection Policy and Procedures

4. Welfare Arrangements

4.1. Undertakings by TECH GEEK UK LTD

TECH GEEK UK LTD will ensure that suitable and sufficient toilets and washing facilities will be provided for all staff by the Landlords, who are in turn responsible for abiding by the minimum requirements, in accordance with Health and Safety legislation.

TECH GEEK UK LTD provides adequate supply of drinking water for use by service users.

Learners and Employees working hours are stated in terms and conditions of employment/learners. These provide clear guidance on working hours, taking adequate breaks for meals and rest, regulation about working excessively long hours, unsociable hours and working alone.

So far as is reasonably practicable TECH GEEK UK LTD will provide (through consultation) all staff with seating in a rest area, where they may rest during normal work breaks. There will be no smoking within these areas. The premises may/may not have communal kitchen facilities, where smoking is strictly prohibited (if they have).

For the purposes of this document, “normal working hours” are from 09.00 – 17.00 Monday to Friday.

4.2. Good Housekeeping

TECH GEEK UK LTD staff should avoid manual lifting where at all possible. However, employees may occasionally be required to manually lift and handle light loads. The most likely occurrences of manual handling are:

- the receipt and storage of stationary orders
- moving paper records into archive storage
- rearranging the office furniture and equipment

Staff should use aids which are available to reduce the risk of injury, e.g. trolley. They should not put themselves at risk by attempting to lift heavy loads which could be divided into smaller quantities. The assistance of other employees should always be sought. Before handling loads any obstructions should be removed and a space cleared where the load has to be set down. Heavy items should be stored as near waist height as possible and never above shoulder height.

4.3. Personal Safety (Office Security)

- ✓ It is in the nature of TECH GEEK UK LTD's work that services users may find themselves in potentially mild but dangerous situations whilst on TECH GEEK UK LTD premises. To minimise risk Service users who are working on their own (MUST BE AT LEAST TWO) should not allow access to casual visitors who have no appointment; such callers are encouraged to make an appointment and keep all windows and doors locked.
- ✓ Staff who are going to be away on TECH GEEK UK LTD business should make it clear to other where they will be, how long for and how they can be contacted. If in the course of a trip away from the office plans change significantly, this should be communicated back to the office.
- ✓ Staff should not carry money for TECH GEEK UK LTD without being accompanied by another person. (Large amounts of cash, over and above petty cash should not be kept on TECH GEEK UK LTD premises).
- ✓ Under no circumstances should staff put themselves at risk on account of TECH GEEK UK LTD's property.

4.4. Personal Awareness

There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. The following steps are recommended to TECH GEEK UK LTD staff as being helpful. TECH GEEK UK LTD will provide awareness training on these issues when required.

Generally:

- ✓ **Trust your intuition** and listen to your feelings. If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.
- ✓ **Be prepared.** Do you know who to contact and what to do if a difficult situation arises? Find out and if there isn't anyone designated, ask for a supervisor or manager to be nominated.
- ✓ **Be observant.** Notice everything around you - exit doors, telephones, windows, and sources of help. This will make you more aware of your surroundings and help you escape if you need to.
- ✓ **Avoid** dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car.

- ✓ Make sure you have all **relevant information** with you. Have you checked to see if there is a known problem with whom you're seeing or where you're going?
- ✓ **Look confident.** "Walking tall" and being aware of your surroundings deters assailants - they prefer people who look and behave like victims.
- ✓ **Never** stay in a situation where you think you may be at risk. Don't feel you have to stay because of your work. You can see the client, arrange the visit or do the interview again. You can ask a colleague to come in or be with you. Don't be afraid to ask for help.
- ✓ **Be aware** of personal space - yours and others. Encroaching on other peoples' personal space can make them aggressive. If other people are too close to you and making you uncomfortable, ask for more space or move away.
- ✓ **Don't** get into lifts with people who make you feel uneasy. If you are in a lift and feel uncomfortable, get out and use the stairs, or wait for another lift. Make sure you know where the emergency button is and place yourself where you can reach it. Don't accept lifts in vehicles from people you have no reason to trust.
- ✓ **Try to stay calm** if someone is starting to get angry. Your body language, voice and response can help defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.
- ✓ **Offer** an angry person a range of options from which they can choose the one they prefer. They will find it difficult to stay angry. Do not be aggressive back - anger can escalate into violence.
- ✓ **Are you the best person** to deal with this situation? Going to get someone else is often helpful particularly if they can solve a problem that you can't.
- ✓ **Get on the same level** as the aggressor (If they're standing so should you). It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.
- ✓ **Keep your balance and keep your distance.** Keep yourself between an escape route and an aggressor so you can still get away. Do not touch someone who is angry and don't let your escape route be blocked.
- ✓ If the situation is dangerous, then **get away as fast as you can.** Never remain alone with an actively violent person. If you cannot get away, then scream or use the panic alarm.
- ✓ **All incidents of aggression** or violence should be reported to management and recorded.
- ✓ **Talking about fear** and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair, which can carry on long afterwards.

5. Visual Display Units and Computer Equipment (DSE)

5.1. Nature and Organisation of Work

- ✓ Jobs must be designed to allow for changes in activity,
- ✓ Appropriate seating must be available to all users,
- ✓ Staff will take regular breaks (at least 10 minutes away for every hour at the screen). Short frequent breaks are more satisfactory than occasional longer breaks.
- ✓ The screen and the keyboard should be detachable and adjustable, i.e. in height, swivel etc,
- ✓ The height of the keyboard and the height and angle of the screen will be adjustable. The keyboard will be separate from the screen.
- ✓ Direct light should not fall on the screen, and where at all possible, the screen will be at a right angle to the window. There will be adequate space on work surfaces surrounding computer.

5.2. Eyes and Eyesight Tests

- ✓ All staff are advised to have eyesight tests at regular intervals, and at any time they may be experiencing difficulties attributable to their work with VDUs.

5.3. WRULDs/RSI

Work Related Upper Limb Disorders (also known as Repetitive Strain Injury) are often associated with keyboard work. It is the intention of TECH GEEK UK LTD, by following best advice to provide VDU/keyboard equipment and furniture, which help prevent the development of these musculoskeletal disorders. Staff however should contribute to their own safety and Welfare by:

- ✓ avoiding sitting in the same position for long periods
- ✓ adjusting equipment and furniture to appropriate/comfortable positions rests from VDU work (at least 10 minutes away every hour).

5.4. Monitoring

All Staff can undertake a DSE Risk Assessment (DSE 1) to determine the immediate needs/risks involved in using DSE. This document (and its results) are handed to the HSW officer for auctioning.

Health and Safety Regulations – Use of VDU’s

The Health and Safety (Display Screen Equipment) Regulations (1992), which came into effect from January 1993 to implement an EC Directive, require employers to minimise the risks in VDU work by ensuring a safe workplace environment for employees/trainees.

The Regulations set more general objectives to ensure broadly that necessary steps are taken to reduce identified risks (Risk assessment). The requirements and responsibilities placed upon employers include:

- (1) Ensuring workstations meet minimum requirements:** The regulations cover screens, keyboards, desks, adjustable chairs, suitable lighting, the work environment and software;
- (2) Plan work with breaks/change of activities:** The regulations are not too rigid but require breaks or changes of activity. The general principle is “short and frequent breaks are better than longer, less frequent ones”; and
- (3) Provide Health and Safety training and information:** Information pertaining to the use of VDU should be made available to the user with steps to be taken to comply with the regulations, report any faults and specific needs etc.

MYTHS AND FACTS ABOUT VDU’S

VDUs have been blamed - often wrongly - for a wide range of health problems. In fact, only a small proportion of VDU users actually suffer ill health as a result of their work. Where problems do occur, they are rather caused by the way VDUs	Long spells of VDU work can lead to discomfort, especially people with bifocal spectacles, because of the emitted electromagnetic radiations even though the levels are well below the safe international recommendations’ levels.	Extensive use of the mouse may give rise to aches in the fingers, wrists, etc, popularly known as Repetitive Strain Injury (RSI). Pains and discomfort are temporary and only very few cases may become persistent or disabling. Risks can be reduced
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are being used. Problems can be avoided by good job design and the way VDU & workstation is used.

Sensitivity to flickering lights and striped patterns may trigger epileptic fits to photo-sensitive people.

by frequently taking hands off the mouse allowing arms to rest and hang straight down.

MYTHS AND FACTS ABOUT VDU's – Good Practice

During induction or in the course of the training, information related to safe use of VDU shall be made available including practical steps the user must take to make full use of the equipment. The following are some of the steps in need of close consideration:

Getting comfortable

- ☛ Adjust the chair & VDU to the most comfortable position. Forearms should be approximately horizontal and eyes at top of VDU height.
- ☛ Try different arrangements of keyboard, screen, mouse and documents to find the best combination.
- ☛ Arrange the desk and VDU to avoid glare of bright reflection.
- ☛ Avoid excess pressure from the edge of your seat on the backs of your legs and knees. A footrest may be helpful for smaller users.

Reading the screen and Keying in

- ☛ Adjust the brightness and contrast controls on the screen to suit lighting conditions. Make sure the screen surface is clean.
- ☛ Choose options giving text that is large enough to read easily on your screen.
- ☛ Avoid red text on a blue background (or vice-versa).
- ☛ Individual characters on the screen should be sharply focused and not flicker or move. The VDU may need servicing or adjustment.

Keying in, Posture and Breaks

- ☛ Adjust your keyboard to get a good keying position. A space in front of the keyboard is helpful for resting the hands and wrists.
- ☛ Keep your wrists straight when keying. Keep a soft touch on the keys and don't overstretch your fingers.
- ☛ Change posture as often as practicable.
- ☛ Make sure there is space under your desk to move your legs freely. Plan work to have frequent short rest breaks rather than fewer long ones.

Fire Safety and Precautions

6.1. Fire Safety

The Senior Management Team or their nominee(s) are responsible for ensuring that all new staff, learners and visitors are made aware of the contents of this document. All learners/trainees must be made aware of the emergency procedures at the start of each new training session and induction. Whenever the fire alarms sound the situation must be treated as an emergency except at the time of a pre-announced alarm test or planned maintenance. All staff and learners, if in the building or fire zone must leave the building by the recommended escape route. Evacuation procedure (Fire Drills) is displayed in all training rooms.

- ✓ It is not only the responsibility of the HSW Officer, but of all staff to be aware of fire hazards, to know the location of fire exits, fire alarm points & extinguishers and the assembly point; fire drill instructions. These will be part of an induction process of all new learners, staff and volunteers.
- ✓ The Health and Safety Notice (Fire Drills) shall be read and understood by all staff, volunteers, trainees, assessors and consultants working on behalf of TECH GEEK UK LTD and be brought to the attention of all participants and contractors attend training or working on TECH GEEK UK LTD premises.
- ✓ All Fire Officers will be instructed on the use of extinguishers and other firefighting equipment.
- ✓ Access to escape doors, extinguishers and other firefighting equipment must not be obstructed.
- ✓ All routes and equipment must be accessible to all building occupants, regardless of any disability.
- ✓ Any leakage of a flammable material must at once be reported and action taken to remove the danger. No smoking is permitted anywhere in the premises at all times.

The Health and Safety officer is responsible for fire drills, reporting on any areas of concern and identify any failings. For example, alarm audibility, obstructed escape routes, congestion, poor signage, any problems with opening final exit doors and any difficulties experienced by people with disabilities. It is also their responsibility to record details of all fire drills, including time and date of the exercise, the time taken to achieve a full evacuation, any encountered problems, and the action taken to rectify such problems. The log book (FS 1) will be made available for inspection.

6.2. Fire Drills

- ✓ TECH GEEK UK LTD will have at least one Fire Officer in each of its buildings; deputies where appropriate, and a Chief Fire Officer from TECH GEEK UK LTD. They shall meet for a minimum of thrice yearly, and it is their responsibility to arrange fire drills and practices and to ensure that these are carried out. The Fire Officers have the power to remove obstructions from fire exits.
- ✓ Each building will have a Fire Risk Assessment (FS 2)
- ✓ The Fire Officers shall also meet after each fire drill, to review the success or otherwise of the drill, and to make recommendations for improved practices
- ✓ Unannounced fire drills will take place on a regular basis, and at not less than three monthly intervals. These must be timed and recorded and the outcome reported (FS 3).
- ✓ All staff, including volunteers must be made fully familiar with the escape routes, location of firefighting equipment and assembly points in the building. All visitors should be made aware of the above also, notices should be placed in all meeting rooms, offices etc.
- ✓ The Fire Extinguishers will be tested regularly, in rotation, and this is recorded on form FS 4.
- ✓ Fire Alarms will be checked, for maintenance purposes, on a regular basis.

- ✓ Fire Officers should be trained in and be aware of the specific needs of workers and visitors who are deaf, are wheelchair users, or have any other physical or sensory disability, and make special arrangements as appropriate for their safety from the building. For evacuation emergency procedure, please refer to Fire Drills.

6.3. Persons with Restricted Mobility and Wheelchair Users

The following advice is contrary to the emergency instructions given to able-bodied persons. These emergency instructions do not increase the risk to wheelchair users or other persons with restricted mobility. They are aimed to reduce the risk of injury while the emergency evacuation procedures are in progress.

- ✓ Persons with restricted mobility should make their way to a fire-protected staircase or other protected area and wait until the main body of people has passed. If possible they should wait with people who can help them to exit the building. Others should be discouraged from taking persons with restricted mobility onto the stairs until safe to do so.
- ✓ When the alarm sounds wheelchair users should request assistance from any available person to the nearest fire exit door. They will be assisted by a nominated person if other than TECH GEEK UK LTD Health Safety and Welfare officer for every step in the fire drills to safety.

6.4. Universal Hygiene Controls

- ✓ All areas must be kept clean and tidy.
- ✓ All floors must be swept regularly and washed when necessary (where appropriate).
- ✓ Toilets must be washed regularly and further washed when needed (where appropriate).
- ✓ If practicable all washbasins should be provided with hot water, soap, clean paper towels and/or hand dryers. If this is not the case, then this must be reported to the TECH GEEK UK LTD HSW Officer or directly to the landlord.
- ✓ Bins must be provided for disposal of sanitary towels or tampons and a contract maintained to have these regularly emptied and sanitised (reporting procedures as above).
- ✓ There will be a vending machine for sanitary products in one toilet (reporting procedures as above).
- ✓ Staff are never expected to dispose of litter outside the building,
- ✓ Care must be taken by staff using cleaning agents, and instructions issued with such agents must be followed. (See also Section 11 - COSHH)



Fire Drills

WHAT TO DO IF YOU DISCOVER A FIRE

- 1. Report it immediately to a member of the staff who will take all necessary action.**
- 2. Do not attempt any action yourself.**

WHAT TO DO IF THE FIRE ALARM SOUNDS

- 1. Leave the building by the nearest exit immediately.**
- 2. Do not run.**
- 3. Do not stop to collect personal belongings.**
- 4. Report to a member of staff “YOUR NAME” on the register once you are at the MEETING POINT – the car park located at the front of the building (near the Crystal).**
- 5. Follow the instructions given to you when you report.**
- 6. Do not re-enter the building until you are told by a staff member that it is safe to do so.**

VERY IMPORTANT

You must always book in and out of the building at all times so that the register is correct in the case of any emergency.

**In the interest of your safety and the safety of others
you must report only yourself.**



First Aid

7.1 Overview

This section of the Policy covers the arrangements that are in place to make sure that appropriate first aid provision is available throughout TECH GEEK UK LTD premises. TECH GEEK UK LTD acknowledges its legal duty to make arrangements for the provision of first aid and undertakes to provide adequate and appropriate first aid equipment and facilities to employees, students and visitors if they are injured or become ill at work; and to ensure that there is a number of suitable persons available to provide first-aid if employees students and visitors are injured or become ill at work. In such circumstances the First Aider will provide treatment of minor injuries which would otherwise receive no treatment or which do not need treatment by a medical practitioner or nurse; or in cases where a person will need help from a medical practitioner or nurse, treatment for the purpose of preserving life and minimising the consequences of injury and illness until such help is obtained is also administered.

7.2 Health and Safety and First Aid Assistance

The HSW Officer will assist in assessing the Health and Safety risks to TECH GEEK UK LTD's employees and in devising/applying measures to improve the HSW at work. They are responsible for the investigating and reporting potential hazards and dangerous occurrences. The nominated **HSW Officers and First Aiders**, both competent, adequately trained able to render emergency first aid to employees in the case of injury or illness at work.

HSW Officer:

First Aider:

First Aid Box located at: Reception Office (Room G40) on Ground Floor

Fire Marshals:

Assembly point: In Front of The Building

- ✓ All new employees will be inducted and the location of first aid equipment and the identity of the appointed person will be revealed to them.
- ✓ The first aid box is kept in the main office (G40) and is marked on a regulation notice (white lettering on green background). The notice will also state the names of the current employees trained to provide emergency first aid.



7.3 Role of First Aider

TECH GEEK UK LTD will ensure a trained/competent - Appointed Person - First Aider is on-site at all times. Appointed Persons must ensure that:

- ✓ the first aid box is regularly restocked (in compliance with the HSE Code of Practice and Guidance Notes)
- ✓ a report on all first aid cases (accidents/incidents), treated, on or off site, must be recorded in the Accident Book, which will be kept securely with the first aid box in the main office.
- ✓ procedure for calling an ambulance is clearly displayed and staff are made aware of it;
- ✓ at least **one** competent first aider able to administer First Aid provision must be available at all times at TECH GEEK UK LTD premises.

7.4 Accident and Emergencies

It is the responsibility of all employees to report all incidents which did or nearly resulted in personal injury, either to themselves or others, to The Senior Management Team (and immediate line manager where appropriate), who may request a full report on the incident. In addition, all incidents should be recorded in the Accident Book.

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

The Senior Management Team is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to:

The Incident Contact Centre, Caerphilly Business Park, Caerphilly. CF83 3GG

Tel: 0845 300 9923

email: riddor@natbrit.com

8.1. Stress

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



8.1. Overview

TECH GEEK UK LTD aims to ensure that employees are kept safe and healthy at work, and are not subjected to excessive workloads, onerous working practices or a detrimental working environment which might, if unchecked, cause the employee stress. Stress at work is a serious issue and often leads under-performance at work, and cause major disruptions to

the organisation. TECH GEEK UK LTD will do all it can to eradicate problems relating to stress at work. In particular TECH GEEK UK LTD will ensure:

- ✓ close employee involvement, particularly during periods of change;
- ✓ staff are given the opportunity to contribute in the planning and organisation of their own jobs;
- ✓ staff have work targets that are stretching, but reasonable;
- ✓ good communications between staff and management;
- ✓ the maintenance of a supportive culture in the workplace;
- ✓ personal support and sympathy for staff with personal problems/problems at home;
- ✓ plenty of variety in work and the avoidance of working long and unsocial hours;
- ✓ all policies, working practices, conditions of employment etc, do not contradict the above statement;
- ✓ staff must become aware of the causes of stress, and ensure that they do not work in a way which could cause them to suffer an increase in stress, nor cause an increase in stress on others;
- ✓ staff must respect other members of staff, respect the individual circumstances of other members of staff,
- ✓ a supportive atmosphere is maintained and that interpersonal conflicts are avoided or dealt with sensibly;
- ✓ staff must not make unrealistic demands of other workers, by imposing impossible deadlines and/or increasing others' workloads to a level they cannot cope with;
- ✓ staff should participate with TECH GEEK UK LTD's intention to maintain a co-operative, supportive workplace environment.



8.2. Stress Audit

TECH GEEK UK LTD will carry out a stress audit to ensure that, so far as is reasonable practicable, it does not expose any employees to health–endangering working practices or an otherwise stressful environment. The audit will be periodically reviewed once yearly and revisited if appropriate. The aim is to identify and assist employees who are suffering from stress and finding it difficult to cope, by offering a confidential helpline reasonably practicable alternatives and support mechanisms.

The primary stress indicators include:

- ✓ Punctuality and Absenteeism problems
- ✓ Becoming prone to accidents
- ✓ Poor performance and Conduct issues
- ✓ Mood swings

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

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



8.3. Procedures

If an employee is suffering from stress at work, they should raise this with their line manager at the first opportunity. The line manager shall investigate and carry out a risk assessment to ensure that excessive demands are not being made and start with adjusting the workload to remedy the situation - or a transfer to other duties if practicable.

TECH GEEK UK LTD may seek a medical opinion particularly if the symptoms manifested indicate a substance misuse and/or the manager fears that continued employment is damaging the employee's health.

Termination of employment may be appropriate if, having established the cause of the problem and considered all reasonable options or adjustments, continued employment is damaging or likely to damage further the employee's mental well-being.

9. Drugs

9.1. Policy Statement

It is a regulation of TECH GEEK UK LTD that all service users rigidly adhere to the terms of conditions of their employment/enrolment, as violations of such strict regulation will constitute a gross misconduct and may lead to immediate termination of enrolment or employment.

The central aim of TECH GEEK UK LTD's policy on controlled drugs is to balance respect for the privacy and freedom of individual staff/students with the imperatives of compliance with the law and maintenance of a safe, productive and legal environment in the best interests of all staff, students and service users. Staff and students worried about issues arising from the use and misuse of drugs are encouraged to seek advice from the Health, Safety and Welfare Officer or the CEO where support and counselling can be requested/ provided.

**Misuse – the term that includes the use, possession, trade, distribution, selling, offering for sale, and purchase) of substances known as 'controlled drugs' (commonly known are cannabis, cocaine, and heroin*

9.2. Health, Safety & Other considerations

Irrespective of legal considerations, the ability of a member of staff to carry out their duties, or a student adequately and safely to pursue their studies, while under the influence of drugs, may be significantly impaired. If, in the course of their work or studies an individual is believed to be putting themselves or others at risk by behaviour which may be due to the use or misuse of drugs, that individual will be asked to report directly to their line manager who will then inform a member of the Senior Management Team. The member of the Senior Management Team may then relieve the member of staff from their duties, or remove the student from their programme of studies until there is satisfactory evidence that they are no longer a danger. In extreme cases, this may mean a direct removal/expulsion from the place of work or study.



Although it is not TECH GEEK UK LTD's business to interfere in matters of personal concern, except where these matters involve a breach of the misconduct regulations, TECH GEEK UK LTD will nevertheless encourage staff/student to seek advice about available resources for getting help if such problems become apparent. Staff and fellow students should encourage anyone whom they have reason to believe has a drug problem to seek professional assistance. Abnormal conduct or erratic behaviour or a significant unaccountable deterioration in academic performance may indicate a drug problem.

9.3. Reporting Offences

The disciplinary procedures of TECH GEEK UK LTD require that where any member of staff of TECH GEEK UK LTD or any student believes that an offence against TECH GEEK UK LTD regulations has been committed, they should notify the CEO (or his deputy) in writing. This could be direct witness of drug misuse or the physical symptoms or manifestations of impairment due to such drug misuse, while on TECH GEEK UK LTD premises or TECH GEEK UK LTD business, or in circumstances which have the potential to damage the reputation of TECH GEEK UK LTD; or a report of drug misuse provided by a reliable and credible source or other evidence that a member of staff or a student has engaged in such drug misuse.

However which way a member of TECH GEEK UK LTD student Welfare staff has been approached and an acknowledgement of drug misuse has been made with a request for support and advice, such staff member's responsibilities in respect of client confidentiality will normally obviate the requirement to report the matter to the CEO.

Any member of staff or student who has, or fears they may have a drug problem is encouraged to seek professional assistance and advice as soon as possible. Their own GP may often be the most appropriate source of such advice. In all cases, TECH GEEK UK LTD's misconduct regulations must not be compromised and the requirements and provisions of the law will be upheld by TECH GEEK UK LTD.



10. Procedure for Immediate Action After an Incident/Accident

10.1. Identification of Health & Safety Hazards & Problems

TECH GEEK UK LTD requires managers to approach Health, Safety and Welfare in a systematic way, by identifying hazards and problems, planning improvements, taking executive action and monitoring results so that the majority of HSW needs will be met from locally held budgets as part of day-to-day management, although many Health and Safety problems can be rectified at little additional cost. The premises shall be risk assessed annually for fitness for purpose. The technique to be adopted for such examinations will be the 'Safety Audit'. The Audit requires review of: standards laid down in the policy and relevant regulations; departmental guidelines; staff instructions and attitudes; contingency plans; recording and provision of information about accidents and hazards.

The responsibility for ensuring that audit activity is carried out as part of this policy rests with the Chief Executive Officer and will be carried out by the HSW Officer. The HSW Officer shall be responsible monitoring and reporting, maintaining and coordinating effective Health and Safety policies and training needs/controls across TECH GEEK UK LTD premises (strict no smoking). Although the Audit remains a management responsibility, managers are required as part of this policy to seek the involvement of the HSW Officer in the conduct of the Audit and to check, at least quarterly, all portable equipment, including electrical appliances, in their area, so as to ensure that all problems are immediately dealt with, potential hazards reported and eliminated in order to maintain a safe working environment.

TECH GEEK UK LTD undertakes to honour its obligations and endeavours to take all reasonable steps:

1. To observe and implement relevant statutory requirements and promote workplace safety by education, information and instruction.
2. To develop risk management programs as part of TECH GEEK UK LTD culture and ensure that all training equipment are maintained in safe condition and are regularly monitored.
3. To ensure that adequate instruction is given to employees and learners in safe working procedures and that they are informed of any hazard to their health that is known to be associated with their training.
4. To maintain, investigate & implement relevant recommendations on reported incident/accident recorded in the Accident Book and where appropriate and take necessary actions to reduce further risks.
5. To establish fire evacuation procedures in the event of fire/emergencies and ensure those procedures are appropriately tested and post clearly visible signs and notices as required.



10.2. Procedure

When accidents occur (accidents including major injuries, dangerous occurrences, minor injuries, other incidents, near misses, and occupationally acquired diseases), the person(s) present at the scene should immediately get assistance and take the following actions:

- (1) In the case of minor injuries, seek the assistance of the nearest First-Aid Officer to help any person injured or
- (2) In the case of major injuries, immediately call the emergency services (Police, Ambulance, or Fire) by dialling 999;
- (3) Seek to render safe any equipment causing or likely to cause further injuries IF AND WHEN SAFE to do so.

All emergency call-outs must be reported promptly to the nearest available senior member of the team, so that they can inform building security of the imminent arrival of the emergency services.

10.3. Accident/Incident Reporting

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995 require certain categories of injury, disease or dangerous occurrence to be reported to the Health and Safety Executive (HSE) within specified times of their occurrence.

The HSW Officer will routinely investigate all accidents/incidents even where minor injuries or less serious incidents are involved and decide on whether to make a statutory report to the HSE. The HSW Officer will definitely make a report to the HSE if an employee, after an injury at work, is absent from work or unfit to carry out their normal duties at work for more than three consecutive days. In this case, the report must be made in writing within 10 days of the accident.

Further information may sometimes become available after an Accident/Incident Report Form has been submitted (e.g. an employee may be subsequently unfit for work for more than three consecutive days, or a seemingly minor injury may later require medical treatment). Full and prompt completion of an Accident/Incident Report Form is essential so that TECH GEEK UK LTD can make any necessary statutory reports to the HSE, effectively monitor and review accident trends and take remedial action where necessary. Reports must be made to HSW Officer and forwarded to the CEO within 3 days of the event. This reporting procedure must be carried out promptly since it may be necessary under certain circumstances to:

- ✓ Report the matter to the statutory enforcing authorities and initiate either formal or informal investigations/enquiries.
- ✓ Record the details for legal and compensation cases.
- ✓ The requirement to report an accident/incident applies equally to all service users and visitors to TECH GEEK UK LTD.
- ✓ All incidents/accidents, however minor, such as near misses or any dangerous occurrence that may have the potential for something serious must be recorded and reported.



- ✓ Accidents which arise out of or in connection with work and which result in the injured person being taken to hospital for treatment must be reported to HSE in the same way.

10.4. Records, Statistics & Monitoring

TECH GEEK UK LTD will operate systems for recording; investigating all injuries, accidents and potential hazards; analysis and presentation of information about accidents, hazard situations and untoward occurrences to ensuring that all risks within the workplace are identified and where practicable removed or controlled.

Performance will be measured through both internal and external audit systems. The purposes of key performance measurement are to:

- (1) determine whether Health and Safety development plans have been achieved
- (2) check that risk controls have been implemented and are effective
- (3) examine Health and Safety management system failures, including accidents and incidents and RIDDOR reportable incidents.
- (4) promote training, effective supervision and implement plans and risk controls.
- (5) provide information that can be used to review and, where necessary, improve aspects of the Health and Safety management system. Provide feedback to all parties.

10.5 Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR)

These Regulations came into force on 1 April 1996. From that date it was a legal requirement to report certain accidents, diseases and specified dangerous occurrences to the Health & Safety Executive.

1. An accident at work is notifiable if as a result of that accident the dies or suffers any of certain specified injuries or conditions, or results in the injured person being unable to work for more than three consecutive days excluding the day of the accident, but including the weekend and public holidays.
2. Major injuries and conditions that make an incident notifiable and reportable:
 - ✓ Any fracture, other than to the fingers, thumbs or toes.
 - ✓ Any amputation
 - ✓ Dislocation of the shoulder, hip knee or spine.
 - ✓ The loss of sight (whether temporary or permanent).
 - ✓ A chemical or hot metal burn to the eye or any penetrating injury to the eye.
 - ✓ Any injury resulting from an electric shock or electrical burn (including any electrical burn caused by arcing or arcing products) leading to loss unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours.



- ✓ Loss of consciousness caused by asphyxia or by exposure to a harmful substance or biological agent.
 - ✓ Either of the following conditions which result from the absorption of any substance by inhalation, ingestion or through the skin.
 - ✓ Acute illness resulting from exposure to a pathogen or infected material.

 - ✓ Any other injury that results in the person injured being admitted immediately into hospital for more than 24 hours.
3. A reportable disease is one of the 47 defined in schedule 3 part 1 of the Regulations that will need to be reported to the Health & Safety Executive when linked to specified types of work and diagnosed by a registered medical practitioner.
4. A Dangerous Occurrence is defined as:
- a) The collapse of, the overturning of, or the failure of any load-bearing part of any lift, hoist, crane, derrick, fork lift truck mobile powered access platform, etc., having an overall height of more than 7 metres.
 - b) Explosion, collapse or bursting of any closed vessel operating above or below atmospheric pressure, which might have been liable to cause the death of, or any of the specified injuries or conditions to, any person, or which resulted in the stoppage of the plant involved for more than 24 hours.
 - c) Electrical short circuit or overload attended by fire or explosion which resulted in the stoppage of the plant involved for more than 24 hours and which might have been liable to cause the death of, or any of the specified injuries or conditions to, any person.

 - d) An explosion or fire resulting in the stoppage of plant or suspension of normal work for more than 24 hours, where such explosion or fire was due to the ignition of process materials, waste, by-products or finished products.
 - e) The sudden, uncontrolled release of one tonne or more of highly flammable liquid, flammable gas or flammable liquid above its boiling point from any system or plant or pipeline.
 - f) A collapse or part collapse of any scaffold more than 5 metres high and where scaffold is slung or suspended, a collapse that causes the working platform or cradle to fall more than 5 metres.
 - g) An unintended collapse or partial collapse of any building or structure under construction, reconstruction, alteration or demolition, or of any false-work involving a fall of more than 5 tonnes of material, or of any floor or wall of any building being used as a safe place of work.
 - h) The uncontrolled or accidental release or the escape of any substance or pathogen from any apparatus, equipment, pipe-work, storage vessel or tank which might have been liable to cause the death of, or any of the specified injuries or condition to, any person.
 - i) Any unintentional ignition or explosion of explosives.
 - j) Failure of any freight container or any load-bearing part whilst it is being raised, lowered or suspended.



- k) The bursting, explosion or collapse of a pipeline or the unintentional ignition of anything in a pipeline, or of anything that has just issued from a pipeline.
- l) Any incident in which a road tanker, tank container or other vehicle conveying a dangerous substance by road overturns or suffers serious damage to the tank, package or container in which the dangerous substance is being conveyed or in which there is an uncontrolled release or escape or a fire which involved the dangerous substance.
- m) Any incident where breathing apparatus while being used malfunctions in such a way as to be likely either to deprive the wearer of oxygen or to expose the wearer to a contaminated atmosphere, to the extent of posing a danger to his health.
- n) Any incident in which plant or equipment comes into contact with an insulated overhead electric lines in excess of 200 volts, or causes an electrical discharge from such lines by coming into close proximity to them.



10.6 Critical Incidents

Overall responsibility for analysing critical incidents lies with the CEO.

- ✓ Ensuring that this policy is carried out within the day to day running of TECH GEEK UK LTD is the responsibility of the Quality Manager
- ✓ All staff have a responsibility to work closely with the above named people to identify errors, retrieve the situation and to design systems that reduce the risk of recurrence

10.6 General Arrangements

10.6.1 Reporting

1. Once a problem is identified it should be referred up the management hierarchy, in most cases to CEO level.
2. The Manager of the department will be responsible for the investigation and will report to the CEO

10.6.2 Investigation

1. Why should an investigation be carried out?
2. The incident: what is the nature of the problem?
3. What was the error/oversight that led to the incident?
4. Who was responsible?
5. If criminal activity is suspected this should be raised with the CEO immediately and reported to the Police.
6. What action can be taken to address the problem? (SMART action plan required).
7. How do we avoid similar incidents in the future.
8. The investigation should take no more than 3 days. If more time is needed a progress report will be submitted to the CEO every 3 days.

10.6.3 Conclusions and action

1. Where required we will report the incident and our findings to contract holders, government bodies and other stakeholders.
2. All remedial actions will be put in place at the earliest opportunity.
3. Apologies or compensation will be issued pending legal advice.