



Approval and review: Health and Safety and Risk Management Policy

This policy is the responsibility of Julian Alsop

This policy was approved by Julian Alsop on 9th May 2024

This policy is due for review by June 2025

This Health and Safety and Risk Management Policy Covers the following addresses.

MIAG @ 15 St Georges Road 3rd Floor Cheltenham GL50 3DT

MIAG @The Beeches, Broomhill Road, Brislington, Bristol BS4 5RG

MIAG @The Farm

The Hawthorns, Backwell Hill Backwell, Bristol BS48 3EJ

MIAG@ Failands, Wraxhall Nearest Post code is BS48 1PF



Purpose:

It is the policy of MIAG to ensure, so far as reasonably practicable, the health, safety and welfare of its employees whilst they are at work, as well as others who may be affected by MIAG undertakings and to comply with the Health and Safety at Work Act 1974, The Workplace (Health, Safety and Welfare) Regulations 1992 and all other related and relevant legislation, as appropriate.

CONTENTS

General Policy This Health and Safety Policy contains a plan detailing how we manage our health and safety issues. The policy sets out our commitment to manage risks and provide good standards of health and safety and to meet our legal duties. Health and safety are an integral part of how we do business as a responsible employer, and we have put in place the necessary organisation and arrangements to achieve this. This policy has been initiated after carrying out a full appraisal of our health, safety and welfare requirements and will be reviewed periodically (at least annually).



Health and Safety General Policy Statement

MIAG recognises that it has responsibilities for the health and safety of our workforce whilst at work and others who could be affected by our work activities. We will assess the hazards and risks faced by our workforce in the course of their work and take action to control those risks to an acceptable and tolerable level. Our managers are made aware of their responsibilities and required to take all reasonable precautions to ensure the safety, health and welfare of our workforce and anyone else likely to be affected by the operation of our business. This business intends meeting its legal obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable. This will be achieved by;

- providing leadership and adequate control of identified health and safety risks.
- consulting with our employees on matters affecting their health and safety.
- providing and maintaining safe plant and equipment.
- ensuring the safe handling and use of substances.
- providing information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language.
- ensuring that all workers are competent to do their work and giving them appropriate training.
- preventing accidents and cases of work-related ill health.
- actively managing and supervising health and safety at work.
- having access to competent advice.
- aiming for continuous improvement in our health and safety performance and management through regular (at least annual) review and revision of this policy; and

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- the provision of the resource required to make this policy and our health and safety arrangements effective. We also recognise.
- our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work; and
- our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work. To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we will also remind them of their duty to take reasonable care for themselves and for others who might be affected by their activities. These duties are explained on first employment at induction and set out in an Employee Safety Handbook, given to each employee, which sets out their duties and includes our specific health and safety rules.

Date:10/05/2024

Name: Julian Alsop

Signed: _____

Position: Director



Organisation

Health and Safety Management Structure

Although Julian Alsop has overall responsibility for the implementation of this policy day to day responsibility for issues has been delegated to key personnel. The management once in place will structure within our business is shown here and the allocation of day-to-day responsibility for health and safety issues.

Health and Safety Management Responsibilities

Julian Alsop has recognised that they retain overall responsibility for health and safety matters. They also recognise that the business needs to act in respect of the key points listed here. In managing these matters emphasis is placed on recognising hazards and potential risks and then taking steps to minimise their effects on employees and others.

General

- Provide and resource an effective health and safety management system.
- Decide to consult with employees on health and safety matters.
- Arrange and maintain appropriate Employers' Liability Insurance cover.
- Ensure that health and safety implications are considered when acquiring new equipment and machinery.
- Ensure that contractors (when used) are competent and monitored during work.
- Ensure that a process is in place to identify and report hazards.
- Ensure that all employees receive appropriate health and safety training.
- Provide measures to protect the health and safety of employees working alone.

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- Monitor the health and safety performance of the organisation

Occupational Health

- Ensure that adequate procedures are in place to identify and address occupational health risks.
- Ensure that the measures required to reduce and control employees' exposure to occupational health risks are in place and used.
- Implement measures to reduce stress within the workplace.

Accidents, Incidents and First Aid

- Record accidents and incidents.
- Complete accident and incident investigations identify causes and measures for prevention.
 - Ensure that applicable injuries, diseases, and dangerous occurrences are reported to the Enforcing Authority.
- Ensure that adequate first aid arrangements are in place.

Fire and Emergency Arrangements Ensure that;

- Adequate arrangements are in place to deal with fire safety at our premises or at our member's premises.
- Employees are aware of the fire and evacuation arrangements and other emergency procedures.
- Ensure emergency equipment is provided, tested and maintained appropriately.
- Ensure adequate Fire Risk Assessments are completed.



Risk Assessment Ensure that;

- Risk assessments are complete and Safe Systems of Work are produced for all activities that pose a significant risk of harm.
- Risk assessments are documented.
- The outcomes of risk assessments are carefully explained to the workforce.

Premises

- Provide a suitable and safe working environment for employees with adequate welfare facilities.
- Ensure that the fixed electrical installation is adequately installed and maintained.
- Introduce and maintain measures to control and manage the risks from asbestos.
- Ensure good housekeeping standards are instigated and maintained. Provide suitable and enough maintenance of the facilities provided within the workplace. Equipment Ensure that;
- All equipment provided by the organisation is suitable and properly used.
- All work equipment is adequately maintained and safe.
- Portable electrical appliances are adequately maintained, inspected and tested.
- Appropriate hand tools are provided and maintained.
- Any Personal Protective Equipment (PPE) provided gives suitable protection, is used and that employees are given information, instruction, and training on its use.

Substances Ensure that;

- All substances are used safely.
- All substances are appropriately stored.

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MANAGING SAFETY AND HEALTH AT WORK

We recognise the business benefits that can accrue from the effective management of safety and health at work. To obtain these benefits for our company we have recognised the need for an effective management system and have taken steps to put such a system in place.

We have done this by

- Nominating an individual member of the senior management to take responsibility for managing safety and health at work.
- Providing adequate resources
- Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents, and dangerous occurrences.
- Reporting reportable accidents within the statutory timescales.
- Providing and recording relevant training.
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice. The person nominated with responsibility for overseeing this organisation's arrangements for managing safety and health at work is identified within the Health and Safety Policy.

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MANAGING SAFETY AND HEALTH AT WORK

Action Plan

In order to meet our legal obligations to manage safety and health at work we need to;

1. Identify a person to take responsibility for managing health and safety in our business activities.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Plan our management of health and safety at work, set up and maintain systems that will deliver a satisfactory health and safety performance.
6. Explain to our workers, Supervisors and Managers the nature of our arrangements for managing health and safety at work.
 7. Ensure that all our workers are aware of the need to make concerns about health and safety at work known and report accidents, incidents and cases of work-related ill health to their Managers.
 8. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

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ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

We encourage our employees to report all personal injury accidents, near miss incidents (dangerous occurrences) and ill-health that happen in the course of their work so that we can investigate the causes, learn from experience and improve our management of health and safety. We also use the information to help us meet our obligations under the Legislation requiring accidents to be reported to the Enforcing Authority.

We do this by;

- Nominating an individual member of staff to be responsible for investigating, recording and reporting accidents, incidents and cases of work-related ill-health.
- Having accident, incident and work-related ill-health reporting procedures.
- Recording and analysing all reportable accidents, minor accidents, near-miss incidents (dangerous occurrences) and work-related ill-health.
- Reporting reportable accidents, dangerous occurrences and work-related ill-health within the statutory timescales (information is in our Guidance Notes).
- Developing and implementing investigation protocols and policies.
- Providing and recording relevant training.
- Ensuring that those carrying out investigations are competent.
- Routinely reviewing the outcome of investigations and the operation of our reporting system.

The personnel responsible for reporting accidents, dangerous occurrences and work-related ill-health are identified within our Health and Safety Policy.



ACCIDENT, INCIDENT, ILL-HEALTH REPORTING AND INVESTIGATION

Action Plan

In order to meet our legal obligations to manage effectively the health and safety of our workforce and report accidents, incidents and cases of work-related ill health to the Enforcing Authority we need to;

1. Identify people to be responsible for investigating the cause of injuries, incidents and ill-health and to manage our reporting arrangements.
2. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to carry out investigations and operate the system effectively.
3. Provide suitable training for those who don't.
4. Create the systems and make sure all members of our workforce, including managers and supervisors are aware of and understand them.
5. Provide an accident book, implement the procedures, and ensure that they are followed in practice.
6. When investigating consider;
 - a. the time and date of the event, the prevailing weather conditions and local lighting.
 - b. what was happening or what the injured person and any witnesses were doing.
 - c. risk assessments or safe systems of work for the task being carried out and details of relevant training given to the injured party and others involved.
 - d. obtaining witness statements, where possible.
 - e. making a sketch of the accident area, include accurate measurements, if appropriate.
 - f. taking photographs of the site; record any unusual or causal features present.
 - g. making observational notes on the potential causation, noting features, equipment defects or work practice that may have contributed to the eventual outcome.
 - h. the underlying, as well as the immediate, causes of the event.

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7. Keep a written record of investigations.

8. Review the causes of the events that have occurred to consider whether similar events could be prevented by the introduction of reasonably practicable control measures.

9. Monitor and review the operation of this procedure from time to time to check that the investigation and reporting procedures are understood, are being followed in practice and that lessons learned are being put into practice.

WORKPLACE HEALTH AND SAFETY CONSULTATION

To set up a system for consulting with our workforce on health and safety at work matters we need to;

1. Ensure that the people nominated with responsibility for these arrangements have the knowledge and experience to operate the system effectively.

2. Provide suitable training for those who don't.

3. Create the system and make sure it is known to all members of our workforce.

4. Consider as part of the system; a. recognising and involving representatives of the workforce from all levels.

b. permitting employee representatives to have time off to attend relevant health and safety training.

c. provide training for employee representatives if necessary or beneficial to the process.

d. scheduling health and safety as an agenda item for Consultation meetings.

e. implementing and undertaking 'one to one' consultation sessions with individual employees.

f. formally recording the outcomes of all consultation meetings and retaining these records.

g. making the outcomes of consultation meetings available to all those employees affected by them.



5. Explain these arrangements to our workforce. Ensure they are understood.
6. Implement the procedure and ensure that it is followed in practice.
7. Monitor and review the operation of this procedure from time to time to check that our workforce is consulted about health and safety matters that affect them whilst at work.

RISK ASSESSMENT AND HAZARD REPORTING

We have a duty to assess the significant risks arising out of our business activities and for specific areas of concern. We have a duty to implement the findings of these risk assessments to ensure the safety, health and welfare of our employees and others who may be affected by our work activity. To support this process and our management of health and safety we encourage our employees to report all hazards observed in the course of their work, so that potential risks can be identified, and the appropriate action taken.

We do this by:

- Nominating senior staff members to oversee our risk assessment process and hazard reporting procedure.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Developing risk assessments procedures, Safe Systems of Work and measures to effectively control the work activities within our work premises.
- Explaining the results of risk assessments to our workforce.
- Implementing the findings of the risk assessments, procedures, strategies, Safe Systems of Work and control measures.
- Implementing hazard reporting procedures and explaining them to our workforce.
- Recording and analysing hazards when they occur and investigating corrective and preventive measures.

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- Employees and others following our procedures, control measures and Safe Systems of Work.
- Regular review of existing risk assessments and identifying the need for additional assessments.
- Providing and recording relevant training.
- Routinely reviewing the operation of our systems. The personnel responsible for the above measures are identified within the Health and Safety Policy. We use the experience from operating these arrangements to make improvements to our safety, health and welfare management system.

RISK ASSESSMENT AND HAZARD REPORTING

Action Plan

For our risk assessment process to be sufficiently robust to protect the health, safety and welfare of our employees and those affected by our work activity we need to;

1. Nominate a senior manager to take responsibility for identifying hazards and managing and co-ordinating risk assessment.
2. Appoint and train enough numbers of staff in the process of risk assessment.
3. Systematically identify the hazards to which our workforce and others are exposed.
4. Provide a means for the workforce to identify and report hazards or potential hazards to their managers.
5. Consider the risks from those hazards, however recognised, identifying people at risk.
6. Evaluate the risks and decide if further precautions are required.
7. In significant cases, record our findings.
8. Implement those findings.
9. Involve Managers and workers in identifying hazards and carrying out risk assessments.
10. Explain the results of risk assessments to any affected staff and detail any new precautions or systems of work they need to follow.
11. Review risk assessments on a regular basis, commensurate to the risk.

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12. Review our arrangements from time to time to ensure that they are fully understood and operating correctly.

OCCUPATIONAL HEALTH & HEALTH SURVEILLANCE

We have a duty to ensure the health and wellbeing of our employees who may be affected by the incidence of ill health arising from their work activities. We shall implement systematic, regular and appropriate procedures to detect early signs of work-related ill health among employees exposed to certain health risks; and acting on the results.

We do this by;

- Nominating senior staff members to coordinate and manage health surveillance screening programmes.
- Developing and implementing strategies, procedures etc.
- Ensuring that the development of the strategies and procedures relating to health surveillance are undertaken by competent, trained personnel.
- Ensuring that Managers, employees and others follow our procedures and rules.
- Providing and recording relevant training.
- Recording Health Surveillance.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we coordinate health surveillance. The personnel responsible for the above measures are identified within the Health and Safety Policy

OCCUPATIONAL HEALTH & HEALTH SURVEILLANCE

Action Plan

Plan To set up a health surveillance system we need to

1. Consider our activities and identify where and when workers may be exposed to health risks.
2. Risk assess that work, identifying if any exposure is above the limit value or the action value set by law.

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3. Where exposure is above the exposure limit take immediate steps to reduce exposure to below the limit value.

4. Consider issues including:

a. Are any groups or individual workers at particular risk?

b. Health Surveillance is normally required for exposure to

i. Chemical hazards - dusts, fumes, solvents, liquids or gases.

ii. Biological hazards - bacteria, viruses, animals, plants and food stuffs.

iii. Physical hazards - musculoskeletal injuries, noise, vibration, extreme heat and cold.

iv. Stress - excessive workloads and tasks which affect their emotions.

v. Asbestos, lead, work in compressed air. c. What is the level of surveillance required?

A 'responsible person' looking for a clear reaction where someone is working with something that could harm their health, e.g. for dermatitis, checking for skin damage on hands where solvents are being used.

ii. A 'qualified' person asking employees about symptoms of ill health or inspecting or examining individuals for signs of ill health, e.g. conducting a hearing test, or a lung function test.

iii. Medical surveillance by a doctor, which can include clinical examinations to look for a reaction from exposure to some chemicals.

d. Keeping confidential individual health records where required

e. Are baseline health assessments required when a person takes up or changes job?

5. Explain these arrangements to our workforce. Ensure they are understood.

6. Provide training where required and information for staff nominated with responsibility.

7. Implement the procedure and ensure that it is followed in practice.

8. Report cases of whole-body vibration which result in a worker being unfit for work and which are confirmed by a medical practitioner to the Enforcing Authority.

9. Monitor and review the operation of this procedure from time to time making changes identified as necessary.

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LONE WORKING

Our company has a duty to ensure the safety, health and welfare of our workforce whilst at work. That duty extends to employees who travel while their work and those who work away from our core premises.

We do this by:

- Nominating senior staff members to consider the health, safety and welfare of lone workers.
- Identifying situations where lone working is required which affect our employees.
- Assessing the risks to members of our workforce who are or may become lone workers.
- Developing and implementing control measures and procedures to ensure their health and safety whilst at work.
- Providing enough funding support to enable the development and implementation of procedures, risk assessments and control measures.
- Ensuring that procedures and control measures are in place for lone working situations. • Ensuring that identified equipment needs are met and training on their use is given.
- Ensuring that the content of the procedures and risk assessments are made available to all staff.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from lone working. The personnel responsible for the above measures are identified within the Health and Safety Policy



LONE WORKING

Action Plan

To protect the health, safety and welfare of our workers who work alone, whether it is because they are a mobile worker, because they work away from our core operating site or for other reasons, we need to;

1. Identify who among our workforce is or is potentially a lone worker.
2. Assess the risks to those identified as lone workers.
3. Identify the control measures already in place and any additional measures that may be required.
4. Consider, as part of our assessment, issues such as
 - a. Where they work.
 - b. Are they at risk because they handle cash?
 - c. Are they at risk because they are work at a remote and hazardous installation?
 - d. Are they at greater risk in the winter months?
 - e. Are they at risk from a violent client or a member of the client's family?
 - f. Are they likely to cut corners because they are not under direct supervision?
 - g. Are they at risk because of health issues?
 - h. Are they at risk because a significant part of their day is spent driving?
 - i. Are they at risk because they work exceptional hours?
 - j. Are they at risk because they do not have access to welfare or first aid facilities?
 - k. Mobile phone signals.
5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.



6. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure from time to time and whenever an employee reports an accident or case of ill health attributable to working alone, make changes to the procedure identified as necessary or beneficial.

HEALTH AND SAFETY TRAINING

We have a duty to protect the health, safety and welfare of our employees whilst they are at work and others who might be affected by our work activities. Among other specific arrangements we need to be sure that our workforce is trained to recognise hazards and risks and what they need to do to eliminate, reduce and avoid risk

We do this by:

- Nominating senior staff members to manage Health and Safety training.
- Making an assessment of the risks to our workforce and others from an inadequately trained workforce.
- Developing and implementing training policies, programmes and arrangements.
 - Ensuring that the management of the policy, programmes and arrangements are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees are adequately trained for the variety of tasks which they may be required to do.
 - Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage our Health and Safety training programmes.

The personnel responsible for above measures are identified within the Health and Safety Policy.

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HEALTH AND SAFETY TRAINING

Action Checklist

In developing and implementing training policies, programmes and arrangements we need to:

1. Assess our work activity to identify where and when workers or the public may be exposed to hazards and risks.
2. Where we identify hazards we need to consider the associated risks and the ability of staff to control them and then to identify whether their knowledge of and training about control measures is adequate.
3. Identify any jobs that require workers to have received specific health and safety training.
4. Identify the systems already in place to provide training and any additional measures that may be required.
5. Consider procedures and practices including;
 - a. Plant and machinery.
 - b. Chemical and chemical processes.
 - c. Works transport.
 - d. Working at height.
 - e. Lifting machines and equipment.
 - f. Electrical safety.
 - g. Mundane work.
 - h. Occasional work activities.
 - i. Training needs analyses for individuals.
6. Involve the workforce in making these assessments of our needs.

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7. Develop procedures, programmes and practices tailored to our workplace.
8. Explain these arrangements to the workforce, their Supervisors and Managers. Ensure they are understood and provide further training where necessary.
9. Implement the procedures and ensure that they are followed in practice.
10. Monitor and review the operation of the procedures from time to time making changes identified as necessary or beneficial.

HEALTH AND SAFETY OF STUDENTS AND VISITORS

We have a duty to ensure the health and safety of members of the public who come into our workplace

We do this by:

- Nominating senior staff members to identify and risk assess the workplace hazards which pose risk to students and visitors.
- Making an assessment of the risks to students and visitors.
- Providing a students and visitors' sign in book to track students and visitors present in our premises.
- Developing student and visitor procedures and control measures.
- Implementing student and visitor procedures and control measures.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Regularly inspecting the premises to identify any new processes, personnel or changes to the building's structure that could pose new risk to students and visitors.
- Ensuring employees and others adhere to the contents of procedures, control measures and Safe Systems of Work.
- Providing relevant information and training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks to students and visitors.



HEALTH AND SAFETY OF STUDENT AND VISITORS

Action Plan

To protect students and visitors to our workplace we need to

1. Assess our work activity to identify where and when the public may be exposed to hazard and risk.
2. Identify risks that students and visitors might face when at our workplace.
3. Where risks to the health and safety of students and visitors is identified or reported, assess those risks to identify where control measures are required.
4. Identify any control measures already in place and any additional measures that may be required.
5. Consider among other issues;
 - a. Where students and visitors go, when they go there, why they go there and what they do when they get there.
 - b. Floor coverings
 - c. Slippery floors
 - d. Chemical hazards
 - e. Electrical hazards
 - f. Condition of stairs etc
 - g. Machinery hazards.
 - h. Workplace transport.
6. Involve the workforce in making these assessments; use their experience.

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7. Develop procedures, programmes and practices for ensuring student and visitor safety that are tailored to our workplace.

8. Explain these arrangements to the workforce, their Supervisors and Managers. Ensure they are understood and provide further training where necessary.

9. Implement the procedure and ensure that it is followed in practice.

10. Monitor and review the operation of this procedure from time to time and whenever a visitor suffers a work-related injury, making changes to the procedure identified as necessary or beneficial.

PERSONAL PROTECTIVE EQUIPMENT

Where the protection of the health, safety and welfare of our workforce and others who may be affected by our work activity can only be achieved by the issue of personal protective equipment we have a duty to provide such equipment as is necessary.

We do this by

- Nominating senior staff members to coordinate the management of work related health and safety issues.
- Reviewing our arrangements and procedures for the management of hazards and risk to identify where existing controls are not sufficient to protect workers or others from the risk of ill health.
- Identifying where personal protective equipment (PPE) are required to reduce risk to an acceptable level or provide further protection.
- Assessing the suitability and adequacy of the PPE supplied for use.
- Explaining the need for and the correct use of PPE to the workforce.
- Making sure that Managers and Supervisors know why and when PPE is required.
- Managers and Supervisors ensuring employees and others wear PPE in designated areas.
- Providing facilities for storage, cleaning, maintenance and replacement of PPE.
- Providing and recording relevant training.
- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to continuously improve and reduce the incidence of work-related ill health.

The personnel responsible for monitoring and implementing the use and issue of personal protective equipment are identified within the Health and Safety Policy

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PERSONAL PROTECTIVE EQUIPMENT

Action Plan

To protect the health, safety and welfare of our workforce and others who may be affected by our work activity by the issue of personal protective equipment we need to;

1. Assess our work activities to identify where and when workers or others may be exposed to risks to health that are not adequately controlled at source.
2. Where risks are identified - carry out an assessment of the risks to our workers and others.
3. Involve the workforce in these assessments.
4. Identify the control measures already in place and any additional measures that may be required before the use of PPE is adopted. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
5. Remember that the issue of PPE should only be considered when we are unable to control the hazard and risk by other reasonably practicable means.
6. Consider among other issues:
 - a. Elimination of the hazard.
 - b. Control of the hazard, extraction, dilution, dampening etc.
 - c. Adequacy of PPE.
 - d. Fitting of PPE to the individual user.
 - e. Storage facilities.
 - f. Arrangements for cleaning, repair and replacement.
 - g. Training for correct use, cleaning etc. Supervisors and users.
 - h. Supervising use.
 - i. Signs for area where the use of PPE is required.

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j. Records of training, issue and replacement.

7. Develop procedures, programmes and practices tailored to our workplace.

8. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.

9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.

10. Implement the procedure and ensure that it is followed in practice.

11. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health caused by inadequate or failure to use PPE, making changes to the procedure identified as necessary or beneficial.

EMPLOYING AGENCY AND TEMPORARY STAFF

We have a duty to ensure the health, safety and welfare of agency and temporary staff who are employed on our premises

We do this by:

- Nominating senior staff members to liaise with recruitment agencies and coordinate the selection process of suitable, competent agency staff and temps.
- Identifying any specific risks to these temporary or agency staff whilst they are employed on our premises.
- Developing and implementing procedures and control measures necessary to protect the health and safety of temporary and agency to effectively control the risk posed.
- Assessing the abilities and health and safety of agency or temporary staff at work in the job for which we employ them.
- Ensuring that any assessment of these people is carried out by competent, trained personnel.
- Ensuring that all workers including the agency or temporary workers are aware of the procedures and measures in the event of an emergency.
- Ensuring that agency staff and temporary workers comply with our specific company rules.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks to agency and

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temporary workers. The personnel responsible for the above measures are identified within the Health and Safety Policy.

EMPLOYING AGENCY AND TEMPORARY STAFF

Action Plan

To protect the health, safety and welfare of agency and temporary staff which we employ we need to

1. Liaise with the agency and set out our specific requirements including the nature of work for which agency workers are required and any specific training requirements or qualifications for agency workers.
2. Assess our work activity to identify where and when agency or temporary workers may be at risk.
3. Where risks are identified make an assessment of those risks identifying control measures that should be in place.
4. Identify the control measures already in place and the additional measures that may be required.
5. Consider among other issues;
 - a. detailed job descriptions for the employment agencies.
 - b. skill levels required.
 - c. language issues.
 - d. cultural differences.
 - e. training (job specific and induction)
 - f. supervision.
 - g. provision of personal protective equipment
6. Involve the workforce in making these assessments.
7. Develop procedures, programmes and practices tailored to our workplace.

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8. Explain these arrangements to the workforce, their Supervisors and Managers. Ensure they are understood and provide further training where necessary.

9. Implement the procedure and ensure that it is followed in practice.

10. Monitor and review the operation of this procedure from time to time and whenever an agency or temporary worker suffers injury or work-related ill-health, making changes to the procedure identified as necessary or beneficial.

SAFE SYSTEMS OF WORK

We have a duty to ensure our workforce are provided with clear instructions and training when undertaking potentially hazardous tasks that pose significant risks.

We do this by:

- Nominating senior staff members to oversee and implement Safe Systems of Work.
- Identifying where Safe Systems of Work are required.
- Developing Safe Systems of Work to effectively control the work activities within our work premises.
- Communicating the Safe Systems of Work to applicable employees.
- Ensuring that Safe Systems of Work are created by competent, trained personnel.
- Providing training on the Safe System to the workforce.
- Regular checks to ensure that the Systems are being followed.
- Reviewing our systems.

The personnel responsible for the above measures are identified within the Health and Safety Policy. We use the experience from operating these arrangements to make improvements to our safety, health and welfare management system

SAFE SYSTEMS OF WORK

Action Plan

To ensure that adequate Safe Systems of Work are in place for employees to follow we need to;

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1. Appoint and train sufficient numbers of staff in the creation of the Safe System of Work.
2. Systematically identify the areas where a Safe System of Work may be required.
3. Assess the task and identify the hazards.
4. Define the safe method of undertaking the task.
5. Document the Safe System of Work and ideally display it at the work site where the work takes place.
6. Implement the System and ensure employees understand it. Provide training where necessary.
7. When developing and implementing Safe Systems of Work we should involve Managers and workers in the task being assessed.
8. Review Safe Systems of Work on a regular basis or when situations change.

EQUALITY, DISABILITY DISCRIMINATION AND COMPLIANCE

We recognise the benefits that will accrue from planned and carefully considered arrangements regarding the equal treatment of all people and health, safety and welfare issues. To obtain these benefits we have recognised the need for an effective management system and have taken steps to be able to successfully manage disability in the workplace.

We have done this by

- Nominating an individual member of the senior management who will coordinate actions required to meet the requirements of disadvantaged and vulnerable persons
- Providing adequate resources either financial or human to be able to reasonable adjustments to our workplace(s)
- Allowing employees to nominate safety representatives who will coordinate issues arising from their colleagues in respect of health, safety and welfare.
- Providing adequate resources • Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.

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- Providing and recording relevant training
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice. The person nominated with responsibility for overseeing this organisation's arrangements for compliance with statutory requirements in this respect is identified within the Health and Safety Policy.

EQUALITY, DISABILITY DISCRIMINATION AND COMPLIANCE

Action Plan

In order to meet our legal obligations to avoid disability discrimination to employees we need to;

1. Identify a person who will coordinate actions required to meet the requirements of legislation that requires us to treat all people equally.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

We recognise the benefits that will accrue from the provision of effective information regarding health safety and welfare activities to our employees. To obtain these benefits we have recognised the need for an effective management system and have taken steps to provide adequate information to employees and others.

We have done this by;

- Allowing employees to nominate safety representatives who will coordinate issues arising from their colleagues in respect of health, safety and welfare.
- Providing adequate resources

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- Providing such health and safety information, instruction, and training for all workers as is necessary for them to be able to work without risk to their health or safety or welfare so far as is reasonably practicable.
- Recording and analysing all reportable accidents, minor accidents, near miss incidents and dangerous occurrences.
- Providing and recording relevant training
- Routinely reviewing the operation of our reporting system.
- Having access to competent health and safety advice. The person nominated with responsibility for overseeing this organisation's arrangements for provision of information to employees is identified within the Health and Safety Policy.

HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

Action Plan

In order to meet our legal obligations to provide adequate health and safety information to employees we need to

1. Identify a person to take responsibility for ensuring that adequate information is provided to employees.
2. Ensure that the responsible person understands their duties and responsibilities.
3. Provide adequate training for that person.
4. Give that person the authority required and the resource necessary for them to fulfil their role.
5. Identify the most effective methods by which information will be circulated to the employees.
6. Display the required health and safety 'What you should know' poster and complete the information on the poster.
7. Provide information to our employees in regard to their responsibilities and essential safety rules.
8. Explain to our workers, supervisors and managers the nature of our arrangements for managing health, safety and welfare.

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9. Ensure that our workers are aware of the need to make concerns about health and safety known and report accidents, incidents and cases of work-related ill health to their Managers. 1

10. Review our arrangements from time to time to ensure that they are fully understood and are operating correctly.

FIRE SAFETY – ARRANGEMENTS AND PROCEDURES

We have a legal duty to implement and maintain a fire safety programme to ensure employees have a full understanding of the evacuation procedures for the premises where they are working. We have put in place arrangements to meet these responsibilities and to identify and reduce the risks associated with fire and emergency situations.

Our arrangements consist of

- Nominating a 'responsible person' to coordinate fire and emergency arrangements and take responsibility to ensure employees undertake induction training when working on client sites, part of which will be emergency evacuation.
- Identifying fire risks and potential emergency situations and who may be affected.
- Assessing the level of risk and recording the information in Risk Assessments.
- Implementing procedures and control measures to mitigate the risks posed. • Developing Safe Systems of Work to reduce the potential incidence of fire and emergency situations.
- Delivering training on the Risk Assessment and on the use of any firefighting equipment provided.
- Reviewing our system.

The personnel responsible for fire and emergency arrangements are identified within the Health and Safety Policy. We use the experience of operating these systems to make improvements to our safety, health and welfare management system.



FIRE SAFETY - ARRANGEMENTS AND PROCEDURES

Action Plan

To protect workers and others from the risk of fire we need to develop a comprehensive fire safety programme. We need to

1. Nominate and train a person to be our competent and Responsible Person for fire safety matters.
2. Seek confirmation that there is an up to date fire risk assessment in respect of our clients' premises and processes.
3. Seek confirmation that sufficient and suitable fire alarm systems, means of escape, firefighting equipment, emergency lighting and emergency signs are provided.
4. Make sure that clients explain to our workers the emergency procedures for safe and speedy evacuation to a place of relative safety in the event of a fire or other emergency.
5. Consider;
 - a. Fire prevention. Storage of flammables, waste disposal, open flames etc.
 - b. Potential sources of ignition including use of flammable substances and process related fire hazards.
 - c. Maintenance of fire alarms, smoke detectors, automatic door closers.
 - d. Maintenance of fire doors and escape routes.
 - e. Emergency procedures – fire wardens, fire and evacuation drills and safe assembly points.
 - f. Maintenance of fire extinguishers and fire fighting equipment.
 - g. Liaison with fire service and assisting the fire service in the event of a fire.
 - h. Providing and maintaining fire safety signs and notices.
 - i. Record keeping.
 - j. Safe means of shutting down electric, gas and fuel supplies.

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6. Explain these Arrangements and Procedures to our Managers, Supervisors, workforce. Ensure they are understood.

7. Provide training where required and information for staff nominated with responsibilities.
8. Implement the Programme and ensure that it is followed in practice.

9. Monitor and review the operation of all aspects of the Fire Safety Programme at least twice a year and whenever a fire related incident happens, making changes to the fire risk assessment, arrangements and procedures identified as necessary or beneficial

Advice and guidance on the development of a Fire Safety Programme can be found in the fire safety section of the health and safety management system

FIRST AID

We have a duty to provide suitable first aid arrangements for our staff whilst at work and students and visitors who may be affected by our activities. We have taken steps to provide first aid arrangements that meet this requirement.

We do this by:

- Nominating a Senior Manager to identify our needs and ensure continuing arrangements for first aid provision.
- Assessing the reasonable level of first aid provision required for our business at our workplace and for travelling staff.
- Recruiting sufficient members of staff to undertake first aid training as a first aider or appointed person, as appropriate.
- Arranging approved training for those people and keeping records of their training.
- Providing adequate numbers of trained personnel to be available at all times during business hours.
- Providing and maintaining sufficient quantities of first aid equipment and consumables.
- Displaying names and locations of first aid trained personnel or appointed persons in prominent positions throughout the premises.
- Routinely reviewing our first aid arrangements for suitability and ensuring that where we have trained first aiders qualifications are up to date.

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FIRST AID

Action Plan

1. Assess our business activity to identify the level of first aid provision that will be necessary.
2. Consider issues, by completing a first aid needs risk assessment, including;
 - a. The likely severity of foreseeable work-related accidents.
 - b. The number of people likely to be in the workplace.
 - c. The nature of health and safety risks at the workplace.
 - d. The location and accessibility of the workplace.
 - e. Whether the need is for trained first aiders or appointed persons.
3. Keep a written record of our assessment and conclusions.
4. Explain our assessment and conclusions to our workforce.
5. Identify workers to be trained and take responsibility for administering first aid.
6. Provide approved training for appointed first aiders.
7. Keep records of this training and ensure qualifications are kept up to date.
8. Make sure our arrangements are understood and the responsible people known to all workers, Supervisors and Managers.
9. Provide suitable facilities and consumables for delivering first aid at our workplace.
10. Monitor and review from time to time the operation of this procedure in the light of experience making changes to our system identified as necessary or beneficial.



WELFARE, STAFF AMENITIES, REST ROOMS and the WORKING ENVIRONMENT

We are obliged to make and maintain arrangements for welfare and the provision of a safe and healthy working environment for our workforce whilst they are at work. This includes a duty to provide restrooms where work is arduous or conducted in a hostile environment.

We do this by

- Nominating senior staff members to oversee our provision and maintenance of welfare facilities and a safe working environment.
- Maintaining our workplace including buildings and fixtures in good order and according to required standards.
- Providing welfare facilities that are fit for purpose and include adequate hot, cold and drinking water, sanitary conveniences, hand washing facilities, facilities for meal breaks, sufficient light, heat and ventilation.
- Implementing housekeeping, cleaning and maintenance regimes.
- Providing and recording relevant instruction and training.
- Regular monitoring and review of our arrangements and facilities to ensure that they remain sufficient and are adequately maintained.

The personnel responsible for these measures are identified of our Health and Safety Policy.

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WELFARE, STAFF AMENITIES, REST ROOMS and the WORKING ENVIRONMENT

To ensure that we make the proper and necessary arrangements for welfare and to provide a safe working environment for our workforce we need to;

1. Consider the arrangements we have in place to provide for the welfare of our workforce whilst at work and to provide a safe working environment.
2. Assess the specific welfare arrangements, including rest rooms and catering areas that we have provided against both minimum legal requirements and what might reasonably be expected by law; particularly where work may be arduous or in a hostile environment.
3. Consider among other relevant issues;
 - a. our worksite, the condition of the buildings;
 - b. temperature, ventilation and lighting in the workplace;
 - c. the use of chemical, biological and radiological substances;
 - d. the condition of floors, walls and ceilings;
 - e. traffic routes;
 - f. sanitary and washing facilities;
 - g. clothing accommodation, changing rooms and rest rooms;
 - h. drinking water and the means for making hot drinks and heating food;
 - i. workers in isolated locations;
 - j. the needs of nursing and expectant mothers;
 - k. the heating and cleaning of rest rooms and welfare facilities.
4. Involve workers in these considerations and in the development and maintenance of facilities and arrangements based on these considerations.
5. Keep a written record of significant assessments, actions identified and taken.



6. Provide information and any necessary training to employees, Managers and any staff nominated with responsibility to ensure that our arrangements and provisions are understood.

7. Monitor welfare arrangements and facilities to ensure that they remain enough, are maintained in a good clean condition and are fit for purpose.

ACCESS, EGRESS, STAIRS AND FLOORS

We have a duty to protect the health, safety and welfare of our workforce while at work and others who come onto our premises from the risk of injury due to badly maintained access and exit routes, stairs and floors.

We do this by

- Nominating senior staff members to be responsible for monitoring and reducing incidents occurring as a result of incidents involving access and egress facilities, including stairs and floors etc.
- Making an assessment of the risks from incidents involving access and egress facilities, including stairs and floors etc.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to slips, trips and falls are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage these risks. The personnel responsible for the above measures are identified within the Health and Safety Policy.

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ACCESS, EGRESS, STAIRS AND FLOORS

Action Plan

To protect the health, safety and welfare of our workforce while at work and others who come onto our premises from the risk of injury due to slips, trips and falls we need to;

1. Consider the nature of our premises and the way we work to identify areas where badly designed or maintained access and exit routes, stairs and floors could create access and egress problems or otherwise obstruct movement leading to employees and others slipping, tripping or falling.
2. Identify the control measures already in place and any additional measures that may be required.
3. Consider issues including;
 - a. Steep stairs, handrails.
 - b. Ramps
 - c. Changes in floor levels
 - d. Potholes in floors and yard areas.
 - e. Blind corners
 - f. Wet and slippery floors
 - g. Highly polished floors
 - h. Trailing cables.
 - i. Rubbish.
4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
5. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
6. Explain our system and arrangements to the workforce. Ensure they are understood and provide further training where necessary.

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7. Implement the procedure and ensure that it is followed in practice. 8. Monitor and review the operation of this procedure from time to time and after any incident involving access, egress, stairs or floors, making changes to the procedure identified as necessary or beneficial.

WORKPLACE SIGNS

Where it is appropriate, we have a legal duty to display safety signs to warn our workers and others of hazards that may be present in our workplace.

We do this by:

- Nominating senior staff members to consider and identify where we need to use safety signs.
- Identifying and implementing procedures for the purchase and installation of signs.
- Ensuring that signage is adequate for its purpose and it is maintained and checked.
- Ensuring that assessments of our requirements are made by competent, trained personnel.
- Ensuring that workplace signs are adhered to.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the use of safety signs. The personnel responsible for the above measures are identified within the Health and Safety Policy.

To protect the health, safety and welfare of our employees and others from the hazards and risks present in our workplace we need to use safety signs as a way of warning personnel that those hazards exist. We need to;

1. Identify where on our worksite hazards exist that need to be marked with warning signs.
2. Identify signs already in place and any additional signs that may be required.
3. Consider, as part of our assessment, issues such as;
 - a. Where prohibition signs should be used.
 - b. Where signs should be used as a caution.
 - c. Where signs should be used to require positive action.

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- d. Where signs are required to indicate a mandatory action.
- e. Whether signs are made, coloured and displayed according to legal requirements.
- f. Replacement of damaged signs – now and in the future
4. Involve our workforce in developing these arrangements and systems.
5. Keep a written record of assessments and decisions made.
6. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain decisions to the workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure and the provision of signs from time to time.

PREMISES

We have a duty to protect our employees and others from the hazards and risks posed by entering our premises and to ensure that our facilities are provided and maintained to an acceptable standard.

We do this by:

- Nominating senior staff members to reduce the risks posed by work in or by use of our facilities.
- Making an assessment of the risks arising from working on our premises to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to our premises are undertaken by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks posed. The

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personnel responsible for the above measures are identified within the Health and Safety Policy.

PREMISES

Action Checklist

To protect workers and others from the risks associated with our premises we should have;

1. Completed out a general risk assessment of the facility identifying any hazards that the premises may pose to our employees and students.
2. Considered
 - a. Workspace – ensuring employees can carry out their tasks without obstruction.
 - b. Sanitary conveniences and washing facilities – must be available within proximity to the workforce and determined by the number of employees and students.
 - c. Windows and doors – ensuring these do not pose an obstruction or vision problem.
 - d. Rest areas - provision for employees to be able to eat and drink away from working areas.
3. Provided clean sanitary facilities, a supply of drinking water and rest areas for staff appropriate to the numbers of employees in our workplaces.
4. Ensured that a fire risk assessment has been made and recorded,
5. Arranged for routine testing of the fire alarm system and emergency lighting; ensuring that this is documented.
6. Identified any asbestos present in the premises and maintain an asbestos register; seeking remediation treatment where necessary.
7. Ensured all our insurance liability policies are current and suitable for the premises.
8. Ensured glazing in high risk areas is of a safety material or protected against breakage.
9. Considered pedestrian segregation from vehicles, with clearly identified walkways as a means of ensuring pedestrian safety.
10. Implemented a suitable housekeeping regime that reduces the likelihood of slip, trip and fall hazards occurring on our premises.



OCCUPATIONAL ROAD SAFETY

We have a duty to continue to manage, so far as we can, the health, safety and welfare of our workforce when they are away from our premises and travelling in the course of their work.

We do this by:

- Nominating senior staff members to identify and manage the potential hazards to our workforce when driving in the course of our business.
- Assessing the risks to our workforce from driving in the course of our business.
- Developing and implementing policies and procedures.
- Ensuring that the vehicles are suitable and sufficient for their intended use and that they are maintained at their specified service intervals or when faults are identified.
- Ensuring that all vehicles are properly insured, taxed and Ministry of Transport tested, prior to road use.
- Ensuring that any risk assessments are undertaken by competent and trained personnel.
- Employees and Supervisors following our policies and procedures.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks associated with occupational road use.

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WATER HAZARDS

Action Checklist

To protect workers from the risks posed from water hazards we should have:

1. Assessed our work activity to identify where and when workers may be exposed to harm from water hazards.
2. Identified the control measures already in place and any additional measures that may be required.
3. Considered among other issues;
 - a. Are warning signs required to alert employees, students and visitors and others of the presence of water hazards?
 - b. Would fencing or barriers around deep water areas help to prevent people from gaining access to these areas?
 - c. Does Legionella present a risk and require a statutory water treatment, testing and inspection regime at periodic intervals?
 - d. Is rescue equipment such as life belts or rings required and provided at suitable locations?
 - e. Are any other preventive measures required, such as inflatable life jackets, two-man working?
 - f. Are there suitable emergency procedures established and are staff trained on how to follow and apply them?
 - g. Is there a risk of infection from biological hazards associated with ponds etc. or waste materials and contamination?
4. Kept a written record of significant risk assessments and the control measures and systems of work adopted.
5. Records of the issue and receipt of any PPE.



6. Made sure that Managers and Supervisors understand the procedures and arrangements. Considered whether they needed any training.
7. Explained our system and arrangements to the workforce, ensured they are understood and provided further training where necessary.
8. Reported any incidence of a reportable injury or disease to the Enforcing Authorities.
9. Arranged to monitor and review the operation of this procedure from time to time and whenever an employee is harmed as a result of working near water hazards, making changes to the procedure identified as necessary or beneficial.

SAFETY IN FOOD PREPARATION ENVIRONMENTS

We have a duty to protect our employees and others from the hazards associated with the preparation of food.

We do this by:

- Nominating senior staff members to manage and reduce the risks created by work in food environments.
- Assessing the risks from working in food environments to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the policies, procedures, Safe Systems of Work and control measures relating to safety in food premises are managed by competent, trained personnel.
- Implementing housekeeping, cleaning and maintenance regimes.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from working in food environments.

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SAFETY IN FOOD PREPARATION ENVIRONMENTS

Action Checklist

To protect workers and others from the risks of working in a food environment we need to;

1. Make an assessment of the risks from all activities associated with the preparation of food and ensure that adequate control measures are put in place and communicated to our workforce.
2. Involve our workforce in making these assessments.
3. Identify the control measures already in place and any additional measures that may be required. Refer to guidance published by trade bodies, manufacturers' information, BS, IS and CEN Standards.
4. Consider among other issues;
 - a. Slips, trips and falls.
 - b. Manual handling - avoid workers carrying heavy materials.
 - c. Lighting - provide adequate lighting.
 - d. Ventilation - provide mechanical ventilation for ovens, grills and fryers.
 - e. COSHH assessments for all hazardous substances used - ensure they have been approved for use in food premises.
 - f. Machinery guarding.
 - g. Maintenance of gas and electrical equipment.
 - h. Inspect and maintain knives, machinery, electrical equipment, and storage containers in good condition.
 - i. Personal protective equipment.
5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.



6. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
7. Explain our system and arrangements to our workforce. Ensure they are understood and provide further training where necessary.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure periodically and after any incidents, making changes identified as necessary.

STRESS IN THE WORKPLACE

We recognise that we have a duty to take action to reduce and where reasonably practicable to eliminate ill health which is caused by work related stress.

We do this by;

- Nominating senior staff members to consider and manage the issue of work related stress.
- Developing and implementing a policy for identifying and managing work related stress. • Involving our workforce in the development of this policy and our procedures.
- Providing information about the policy to all workers.
- Training Managers and Supervisors to recognise symptoms of work related stress.
- Ensuring that the policy is adopted and followed. • Ensuring employees know what to do if they suspect they, or a colleague, are suffering from stress.
- Providing counselling or occupational health services and support.
- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to make improvements to the way we manage ill health caused by work related stress. The personnel responsible for monitoring and implementing the above policy are identified in the Responsibility Table of our Health and Safety Policy.

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STRESS IN THE WORKPLACE

Action Checklist

To protect our workforce from ill health caused by work related stress we need to;

1. Assess our work activities to identify where and when workers or others may experience unacceptable levels of work related stress.
2. Prepare a stress policy and plan of action when a worker is identified as suffering ill health on account of work related stress.
3. Involve the workforce in developing the policy and plan of action.
4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice.
5. Consider among other issues
 - a. The outward signs of stress;
 - i. emotional. Fatigue, anxiety, poor motivation in general.
 - ii. cognitive. Making mistakes, having accidents.
 - iii. behavioural. Deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism, excessive smoking or drinking, overeating etc.
 - iv. physiological, Increased complaints about health - headaches, dizziness etc.
 - b. Stress risks assessments.
 - c. Support to an employee who is experiencing stress whether work related or not e.g. following a bereavement or separation.
 - d. The effect of new or changed roles without adequate training.
 - e. The effect of poor communication during times of change
 - f. Excessive workloads, long working hours, unsocial hours.
 - g. Working alone
 - h. Employees having to cover for the poor performance or attendance of colleagues.
 - i. Do employees have developmental opportunities.
 - j. Bullying and harassment by Managers, Supervisors and colleagues.

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6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the policy and procedure. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the policy and procedure and ensure that it is followed in practice.
10. Monitor and review the operation of the policy and procedure from time to time and following any case of ill health caused by work related stress, making changes to the procedure identified as necessary or beneficial.

AGGRESSION AND VIOLENCE

We recognise that we have a duty to take action to reduce so far as is reasonably practicable the risk of aggression and violence to our workforce whilst at work which arise from clients and/or the nature of our work.

We do this by:

- Nominating senior staff members to consider and manage the issue of aggression and violence at work.
- Developing and implementing a policy for identifying and managing work where there are risks of aggression and violence.
 - Involving our workforce in the development of this policy and our procedures.
 - Providing information about the policy to all workers.
 - Training Managers and Supervisors to recognise work activities and locations where there are higher than normal risks of work related violence and aggression.
 - Ensuring that the policy is adopted and followed.
- Ensuring employees know what to do if they suspect they, or a colleague, are under threat of violence or aggression at work.
- Providing counselling or occupational health services and support.

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- Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to make improvements to the way we manage the risk of injury or ill health caused by work violence and aggression

AGGRESSION AND VIOLENCE

Action Checklist

To protect our workforce from injury or ill health caused by violence and aggression at work we need to;

- 1. Assess our work activities to identify where workers may be subjected to violence or aggression from clients or other people as a result of their work activities.**
- 2. Prepare a policy and plan of action to deal with aggression and violence at work.**
- 3. Involve the workforce in developing the policy and plan of action.**
- 4. Identify any control measures already in place and the additional measures or actions that may be required. Refer to published trade guidance and advice. Take advice from the Police.**
- 5. Consider among other issues;**
 - a. Recognising where and why workers may be at risk.
 - b. Systems to allow the reporting of aggression and threats of violence at work.
 - c. Handling incidents – calling the police.
 - d. Security screens and alarms.
 - e. Workplace layout – make it difficult for aggressors to reach workers.
 - f. Lone working and security for workers off site.
 - g. Training workers to identify the early signs of aggressive behaviours and conflict management techniques.
 - h. Counselling.
 - i. Special arrangements for dealing with clients and people known to be aggressive or a risk to staff.

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6. Develop procedures, programmes and practices tailored to our workplace.
7. Record details of our assessment, the controls in force and additional measures planned.
8. Make sure that Managers and Supervisors understand the policy and procedure. Consider whether they need any training.
9. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
10. Implement the policy and procedures and ensure that it is followed in practice.
11. Monitor and review the operation of the policy and procedure from time to time and following any case of injury or ill health caused by aggression or violence at work, making changes to the procedure identified as necessary or beneficial.

DRUGS AND MEDICATION

We have a duty to ensure the health and safety of our employees and others from the way that we dispense and store drugs safely within our workplace.

We do this by;

- Nominating senior staff members to consider and manage the safe provision, use and storage of drugs.
- Assessing the risk to our workforce and others generally and more specifically to individual clients.
- Developing and implementing control measures, procedures and Safe Systems of Work.
- Ensuring that the dispensing of drugs is adequately controlled and in accordance with any more specific legislation.
- Providing secure storage facilities for drugs and medication.
- Ensuring that risk assessments are undertaken by competent, trained personnel.
- Employees and others adhering to procedures, control measures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to continuously improve the way we manage health and safety risks associated with our business.

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DRUGS AND MEDICATION

Action Plan

To ensure the safety of our employees and others from the hazards and risks of drug dispensing and other operations we need to;

1. Assess our work activity to identify where and when workers or others may be exposed to the hazard.
2. Where hazards are identified carry out an assessment of the risks to our workers and others.
3. Involve the workforce in these assessments and in the identification of the appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to professional, National Health Service and Care Quality Commission guidance.
5. Consider among other issues;
 - a. Procedures for the receipt, recording, storage, handling, administration and disposal of medicines,
 - b. Storing medicines in a lockable cupboard, access restricted to designated employees.
 - c. Medicines not in secure storage should not be left unattended.
 - d. Maintaining records of all medicines received, administered and leaving the premises.
 - e. Keeping records of current medication for each resident, patient or client (including those self-administering).
 - f. Medicines administered only by the appropriate trained staff member who watches the service user take the medicine and the procedure witnessed by a second qualified member of staff.
 - g. Administration and disposal of Controlled Drugs recorded in a controlled drugs register
6. Develop procedures, programmes and practices tailored to our workplace.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.

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8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.

9. Implement the procedure and ensure that it is followed in practice.

10. Monitor and review the operation of this procedure from time to time and following any incident involving drugs or medication, making changes to the procedure identified as necessary or beneficial.

SWIMMING POOLS

We have a duty to protect our employees from the hazards and risks which may arise from the provision, use and maintenance of swimming pools.

We do this by:

- Nominating senior staff members to manage and reduce the risks associated with swimming pools.
- Making a risk assessment of the risks arising from swimming pools to our workforce and others.
- Developing and implementing control measures, policies and Safe Systems of Work.
- Ensuring that the policies, procedures, Safe Systems of Work and control measures relating to swimming pools are managed by competent, trained personnel.
- Providing and using personal protective equipment.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from swimming pools.

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GYM EQUIPMENT

We have a duty to protect our employees and others from the risks posed by the provision and use of gymnasium equipment.

We do this by:

- Nominating senior staff members to manage and reduce the risks posed by gymnasium equipment.
- Making a risk assessment of the risks to our workforce and others from the use of gymnasium equipment.
- Developing and implementing control measures, policies, and Safe Systems of Work.
- Ensuring that the policies, procedures, Safe Systems of Work and control measures relating to safe equipment are managed by competent, trained personnel.
- Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from gymnasium equipment.

GYM EQUIPMENT

Action Plan

To protect workers and others from the risks created by the provision and use of gymnasium equipment we need to;

1. Consider our activities and identify where and when workers and others may be exposed to risks from gymnasium equipment.
2. Assess the risks to our workforce and others from the use of the equipment, identifying control measures already in place and any additional measures that may be required to avoid risk. Refer to manufacturers' guidance, trade guidance and British, European or Irish Standards etc.
3. Consider:
 - a. The position and layout of equipment.
 - b. Access to equipment.

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- c. Secure racks for weights and accessories.
- d. Purchasing standards.
 - e. Ventilation and air conditioning systems.
 - f. Providing access to a drinking water supply.
 - g. Slips and trips on wet floors in showers and changing rooms.
 - h. Assessment of user fitness levels.
 - i. New user induction.
 - j. Warning and information signs.
 - k. Inspection and maintenance of equipment.
4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
5. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
6. Explain our system and arrangements to our workforce. Ensure they are understood and provide further training where necessary.
7. Ensure there are adequate numbers of staff trained in the operation of plant, equipment and water treatment.
8. Implement the procedure and ensure that it is followed in practice.
9. Monitor and review the operation of this procedure periodically and after any incidents, making changes identified as necessary

WORK WITH CHILDREN

We have a duty to protect our workforce and others from the risks created during work with children.

We do this by;

- Nominating senior staff members to identify hazards and risks and manage work with children safety.
- Assessing the risks created by work with children.

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- Developing and implementing control measures, procedures and Safe Systems of Work. • Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to work with children are undertaken by competent, trained personnel.
- Providing and using safe play equipment and where required personal protective equipment.
- Ensuring that risk assessments are completed by competent, trained personnel.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks associated with work with children.

WORK WITH CHILDREN

Action Plan

To protect children and our workers from the hazards of work with children we need to:

1. Assess the work involved and identify areas where children and others could be harmed.
2. Identify the control measures already in place and any additional measures that may be required.
3. Consider
 - a. Play equipment – is it suitable and regularly maintained?
 - b. Facilities (toilets etc.) – are they safe, clean and well-maintained?
 - c. Biological hazards from contact with bodily fluids or children with infectious conditions.
 - d. Accidents and illness in children – procedures for dealing with this, contacting parents, emergency assistance etc.
 - e. Any food consumed – is it safely stored?
 - f. Potential for verbal or physical abuse from parents and guardians and children.
 - g. Preparation of food – is it carried out safely?
 - h. Hazards involved in maintenance and cleaning.
4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.

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5. Make sure that relevant Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
6. Implement the procedure and ensure it is followed in practice.
7. Monitor and review the operation of this procedure from time to time and whenever an incident occurs, make changes to the procedure identified as necessary or beneficial.

EDUCATIONAL VISITS

We have a duty to protect our workforce and others from the risks created on educational visits.

We do this by;

- Nominating senior staff members to identify hazards and risks and manage the safety of educational visits.
- Assessing the risks created by educational visits.
- Developing and implementing control measures, procedures and Safe Systems of Work.
- Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to educational visits is undertaken by competent, trained personnel.
- Ensuring any educational and play equipment on sites visited is safe to use.
- Ensuring that risk assessments are completed by competent, trained personnel.
- Providing and recording relevant training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks associated with educational visits.

EDUCATIONAL VISITS

Action Plan

To protect children and our workers from the hazards of educational visits we need to:

1. Assess the proposed visit and identify areas where children and others could be harmed.
2. Identify the control measures already in place and any additional measures that may be required.

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3. Consider;

a. Issues regarding parental permission and approval of the visit from the Local Education Authority (where applicable).

b. Safety rules for children to adhere to on visit site (agreed in liaison with site staff).

c. Safety of travel arrangements to and from the proposed site.

d. Number of accompanying staff in ratio to number of children attending – are staff numbers sufficient?

e. Possibility of contracting infectious diseases on proposed site.

f. Ground and weather conditions which may possibly be encountered.

g. Risks of water-based activities.

h. Possibility of contact with electrical equipment and different forms of machinery.

i. Possibility of contact with hazardous substances, e.g. pesticides and animals.

j. Overseas visits will require more in-depth consideration

4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.

5. Make sure that relevant senior members of staff understand the procedures and arrangements. Consider whether they need any training.

6. Implement the procedure and ensure it is followed in practice.

7. Monitor and review the operation of this procedure from time to time and whenever an incident occurs, make changes to the procedure identified as necessary or beneficial.

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SCHOOLS AND NURSERIES

Action Plan

To protect children and our workers from the hazards encountered in schools and nurseries we need to:

1. Assess the work involved and identify areas where children and others could be harmed.
2. Identify the control measures already in place and any additional measures that may be required.
3. Consider;
 - a. Security of premises (CCTV, access and egress, pick-up and drop-off arrangements).
 - b. Facilities used – are they clean, safe and well-maintained?
 - c. Possibility of verbal and physical abuse from children and parents.
 - d. Equipment used (computers, sports equipment etc.) – is it maintained, safe and regularly tested where necessary?
 - e. Contact with hazardous substances such as cleaning materials, chemicals in scientific lessons etc.
 - f. Hazards regarding exposure to contagious illnesses suffered by children.
 - g. Accident / injury procedures (contacting parents, emergency services etc.)
 - h. Biological hazards from bodily fluid contact (e.g. during an accident).
4. Keep a written record of significant risk assessments and the control measures and systems of work adopted.
5. Make sure relevant senior members of staff understand the procedures and arrangements. Consider whether they need any training.
6. Implement the procedure and ensure it is followed in practice.
7. Monitor and review the operation of this procedure from time to time and whenever an incident occurs, make changes to the procedure identified as necessary or beneficial.



CONTRACTOR CONTROL AND MANAGEMENT

To enhance the safety of our workforce and others, we implement effective methods to reduce the risks presented using contractors and subcontractors.

We ascertain the competence of contractors and subcontractors and ensure our employees and others are adequately protected from the risks posed by situations where these groups are engaged and put systems into place to achieve this.

We do this by:

- Nominating senior staff members to coordinate and plan the selection of suitable, competent contractors or subcontractors.
- Requesting and reviewing the suitability and adequacy of the health and safety documentation submitted by the contractor or subcontractor.
- Checking the competence of contractors and subcontractors.
- Requesting a 'method statement' for the work.
- Ensuring that contractors and subcontractors adhere to their method statement and safety documentation.
- Ensuring that the contractors or subcontractors are aware of the procedures and risk assessments for any of our work processes that may affect them.
- Ensuring that contractors and subcontractors comply with our site specific company rules (Safety Records).
- Ensuring that any equipment used is inspected and tested at frequencies defined within current legislation and evidence of this can be supplied (Safety Records).
- Reviewing our own and contractors' systems.

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CONTRACTOR CONTROL AND MANAGEMENT

Action Checklist

To ensure the safety of our employees and others when we have contractors working on our premises, we need to be sure of their ability to control of health and safety from their work. We need to;

1. Assess the hazards and risks to our workforce that may be created by contractors working on our premises.
2. Assess the hazards and risks to the contractors from their presence on our premises.
3. Involve the workforce and the contractors in these assessments and in the identification of appropriate control measures.
4. Identify the control measures already in place and any additional measures that may be required. Refer to manufacturers' guidance, trade guidance, published Standards, etc.
5. Consider among other issues;
 - a. What will the contractor be doing? Where will they be doing it and when?
 - b. Does this put any of our staff at risk? Will our processes put the contractor or their staff at risk?
 - c. Should the contractor work only when our workforce is not present?
 - d. What knowledge do we have of the contractor's ability to manage health and safety?
 - e. Do we need to ask them to complete a pre-contract questionnaire or a method statement for the work?
 - f. Will they provide their own equipment - do they expect to use any of ours?
 - g. Will any plant they bring on site present risk to our workforce?
 - h. Does the place where the contractors will be working need to be fenced off to protect them from our work activities or vice versa?
 - i. Are their workers trained and competent?
 - j. Will the contractor's workers understand our rules, instructions and signs?
 - k. How well the contractor manages staff working on our site.



6. Develop procedures, programmes and practices for the times when contractors are working on our premises.
7. Make sure that Managers and Supervisors understand the procedures and arrangements. Consider whether they need any training.
8. Explain these arrangements to the workforce. Ensure they are understood and provide further training where necessary.
9. Implement the procedure and ensure that it is followed in practice.
10. Monitor and review the operation of this procedure from time to time and following any incident, injury or case of ill health, making changes to the procedure identified as necessary or beneficial.