

CENTRE OF ENGLISH STUDIES

HEALTH, SAFETY and WELFARE POLICY

MARCH 2019

CENTRE OF ENGLISH STUDIES

Mission statement

It is our aim to provide the highest level of English language instruction possible in a safe and secure environment.

Methodology

The teaching/learning approach in Centre of English Studies is designed around the four skills and is primarily communicative

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NOTICE

This manual and its contents are copyright and produced for the exclusive use of the Centre of English Studies. Copying or reproduction by any means for or by a third party is not permitted, except to provide evidence to clients, insurers, etc. of the Company's health and safety procedures.

Please note: This policy has been designed to be applicable and relevant to each location that the company operates from in England and Scotland. Any location specific requirements will need to be recorded as a specific procedure for that individual location. Each location Principal may personalise this policy without altering the content.

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RECORD OF REVIEW, AMENDMENT AND UPDATE

DATE	DETAILS OF AMENDMENT	APPROVED BY
March 2013	Creation of new policy document	Nick Clark
March 2014	Annual review of policy document. Update Accident Reporting section to reflect changes to RIDDOR Regulations from 1 st October 2013.	Nick Clark
February 2015	Annual review of policy document following audits at each location. Update Contents page adding RIDDOR to Accident Reporting section and Welfare to Workplace Safety section. Amend content of Electricity & Electrical Equipment, Fire Safety, Lone Working, Waste Management and Work at Height sections.	Nick Clark
March 2016	Annual review of policy document following audits at each location in England. Provide additional note on Contents page regarding personalisation. Update Accident Recording & Reporting section to include description of fatalities in what is reportable. Update Asbestos Management section to include Asbestos Management Plans. Provide additional guidance in Contractor Management on behaviour. Provide additional guidance to users of electrical equipment in Electricity and Electrical Equipment section. Update Areas for Review in Fire Safety section. Provide additional guidance on incident reporting in Lone Working section. Update Risk Assessment section with minor changes. Minor amendments to Waste Management section. Re-name Record of Amendments and Updates section.	Nick Clark
March 2017	Annual review of policy following audits at each location in England. Update Training section to include reference to teaching staff CPD. Update Workplace Safety & Welfare section to include maintenance of storage facilities.	Nick Clark
March 2018	Annual review of policy following audits at each location in England and Scotland. Add section covering Vehicle Safety and the use of mobile phones whilst driving. Update Contents page and page numbering accordingly. Update footer to March 2018 and add issue number.	Nick Clark
March 2019	Annual review of policy following location audits. Re-write Accident Reporting and Recording section for greater clarity and re-name. Provide additional information in Alcohol and Drug Use section. Provide additional information in First Aid and Lone Working sections. Provide additional information in Risk Assessment section on New and Expectant Mothers, Stress at Work and Suspicious Packages. Update Contents page and page numbering and page footers.	Nick Clark

Please ensure that all previous versions of this document are withdrawn from circulation.

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HEALTH AND SAFETY POLICY STATEMENT

The Director of the Centre of English Studies regards the active promotion, maintenance and improvement of health, safety and environmental standards as the means to achieving working conditions which are safe, without risk to health and comply with relevant Acts of Parliament, the Health and Safety at Work etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999 (as amended).

The Company recognises that it has a responsibility for the health and safety of employees, clients, client's representatives and others in the workplace and any other persons who may be affected by the Company's activities, whether on or off the premises or worksites or in the immediate vicinity.

The Centre of English studies, so far as is reasonable and practicable will implement the following provisions at each location:

- the provision and maintenance of equipment and systems of work that are both safe and without risk to health,
- suitable arrangements for ensuring safety and absence of risks to health in connection with the handling, storage and transport of articles or substances;
- the provision of appropriate information, instruction, supervision and training to ensure the health and safety at work of employees, students and others;
- the maintenance of the workplace in a safe and low-risk condition and the provision of safe means of access to and exit from the workplace;
- the provision and maintenance of a safe and healthy working environment with adequate welfare facilities and arrangements.

Employees are expected to actively co-operate and participate in attaining and maintaining these objectives and will receive training to ensure they are able to meet the Company's commitment to safe and healthy working.

(Signed by Principal)

(Date)

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ORGANISATION AND RESPONSIBILITIES

Director

The Director, Michael Quinn recognises the importance in providing strong leadership for the Company to ensure that the highest standards of health and safety are achieved.

The adoption of the following key principles will help in this:

- Strong and active leadership from the top, including visible, active commitment from the Director, effective downward communication systems and management structures and the integration of good health and safety management with business decisions.
- Worker involvement, including engaging all employees in the promotion and achievement of safe and healthy conditions, effective upward communication and the provision of high quality training.
- Assessment and review: identifying and managing health and safety risks, access to competent advice and acting upon that advice and monitoring, reporting and reviewing performance.

To embed these key principles in the organisation the Director will adopt the following approach:

- Plan the direction for health and safety by setting clear, realistic targets and performance standards and having health and safety as a standing agenda item of all meetings
- Provision of effective management systems to ensure, so far as is reasonably practicable, the health and safety of all employees, students and members of the public
- Monitoring and reporting on all aspects of health and safety performance within the company
- Regularly review health and safety performance to identify actions necessary to address any weaknesses

The Director recognises the benefits of good health and safety measures for all stakeholders in helping to reduce costs, improving performance and quality standards and reducing accidents and possible ill-health. This will help to ensure the creation and maintenance of a positive health and safety culture within the Company for the benefit of all.

Principal

The Principal is responsible for the day-to-day safety within the company premises under their control.

They are also responsible for the following:

- Assisting the Company Director in the effective implementation of the health, safety and welfare policy
- Monitoring the effectiveness of the health, safety and welfare arrangements at the Company premises
- Provide regular reports to the Company Director on health, safety and welfare performance
- Reporting any health, safety and welfare deficiencies to enable corrective action to be prioritised and implemented

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ORGANISATION AND RESPONSIBILITIES (continued)

Principal (continued)

- Performing regular inspections of the workplace to ensure compliance with company policy and procedures, risk assessment requirements, fire and first aid arrangements
- All accidents, incidents and cases of workplace ill health are reported, recorded and investigated, and where necessary, notification to the enforcing authority takes place
- Arrange for such information, instruction and training as is necessary for employees to perform their job role safely

Safety Representative

Each company location will identify and appoint a Safety Representative to assist the Principal in maintaining the required standards of safety and health in the workplace.

The Safety Representative will monitor standards of housekeeping, record defects to equipment and premises and in conjunction with the Principal organise repairs and maintenance activities, including statutory inspections, where required.

The Safety Representative will also be the conduit between employees and the Principal for consultation on health and safety issues.

Employees

The Centre of English Studies expects all employees to assist in the successful implementation of the Health, Safety and Welfare Policy by requiring employees to comply with the following:

- Take reasonable care of their own health and safety and that of others who may be affected by their acts and omissions at work
- Co-operate with their employer and others who may have health and safety responsibilities, to ensure that all relevant statutory obligations are complied with
- Not intentionally or recklessly interfere with or misuse, anything provided in the interests of health, safety or welfare
- Use any machinery, equipment, substance, transport equipment, means of production or safety device provided by the company, in accordance with any training or instructions given in its use
- Assist in the completion of risk assessments and implementation of controls
- Make full and proper use of any system of work provided for their use by the company
- Make full and proper use of any personal protective equipment or other facility provided for their use
- Report any hazards, defects in plant or work equipment to the Safety Representative for appropriate action

Breaches of health and safety and environmental procedures may result in disciplinary action being taken.

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ORGANISATION AND RESPONSIBILITIES (continued)

Students

All students are responsible for their own safety and that of others. Whilst attending the Centre of English Studies that are required to observe basic health and safety rules and procedures and respond to instructions given by staff, in particular those involving evacuation procedures. If students identify any health and safety issues that may affect themselves or others, they are to report the matter to the Safety Representative, the Principal or any member of staff.

Visitors and Contractors

All visitors and contractors are required to sign in at reception and to comply with the relevant provisions of this policy whilst on the premises, particularly fire safety arrangements. Failure to comply with the policy's provisions could result in exclusion from the premises, contractors' work being stopped and the possible termination of contracts.

Contractors are required to report any hazards to the Principal or Safety Representative for immediate action (see Contractor Management section).

Health and Safety Adviser (HSA)

The Health and Safety Adviser is the person responsible for providing health and safety advice to the company and reports to the UK Operations Manager and Principal based in Worthing. The HSA will advise the company on the legal and technical standards applicable to the health and safety performance of Centre of English Studies.

The Company has appointed Nick Stubbs (Tech IOSH) as Health & Safety Adviser. The HSA will carry out annual inspections of each location to identify any areas of concern and advise on improvements required to meet statutory requirements. He will also, when requested, provide training in health and safety and liaise with external bodies e.g. the Health and Safety Executive, local Environmental Health Officer or the Fire Authorities.

Consultation on Health & Safety Matters

The Health and Safety (Consultation with Employees) Regulations 1996 require employers to regularly consult with their employees on any matter concerning health and safety.

The Company is aware of the requirements of the Regulations and offers opportunities for employees to discuss health and safety issues at regular staff briefings and meetings where it will be a standing agenda item.

Employees are aware that they have unrestricted access to the Principal at any time should they wish to discuss matters of health and safety or report the matter to the Safety Representative.

The Company does not currently have a health and safety committee but has appointed a Safety Representative at each location who meets with the Principal on a six monthly basis to formally review any concerns raised by employees. Any action as a result of the meeting will be communicated to all employees.

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HEALTH AND SAFETY GRIEVANCE PROCEDURE

Occupational health and safety disputes or grievances are to be brought to the attention of the Principal for action.

The Principal, assisted by the Health & Safety Adviser if necessary, will investigate the matter and as a result the employee will be informed that:

- The danger has, so far as is reasonably practicable, been eliminated and normal work may resume,

OR

- It is not considered the matter constitutes a grave risk to health or safety and normal work must resume

OR

- It will be necessary to undertake further investigation, which may include obtaining expert opinion. In these circumstances, the employee(s) will be suspended on full pay or transferred to alternative work whilst investigation takes place.

If the matter cannot be resolved at this level, employees may submit their grievance in writing to the next level of management and may be accompanied by a colleague.

A refusal to return to normal working when there is no good reason not to do so will be dealt with under Centre of English Studies disciplinary procedures.

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CODE OF SAFE PRACTICE

As an employee of Centre of English Studies you have a responsibility to do everything you can to prevent injury to yourself, your colleagues, students or other people who may be affected by your actions or omissions at work.

You must follow the procedures which are contained in the company Health, Safety and Welfare Policy and actively promote them to colleagues, students and visitors to the company.

You must report anything that could result in personal injury or damage to property or equipment owned by the company.

You must use equipment in accordance with the training you have received and report any defects or shortcomings in protection arrangements of that equipment to the Safety Representative or the Principal.

In the event of being exposed to serious, imminent or unavoidable danger and the Principal or Safety Representative are not available, you may stop work and immediately proceed to a place of safety.

You should not permit anyone else to enter the area of the danger and you must report the matter immediately to the Principal or Safety Representative. You will not return to work until the danger has been effectively dealt with and the Principal or the Safety Representative has given approval for work to re-commence.

The Centre of English Studies will provide you with training to ensure you are competent to do the job for which you are employed. Training will also be provided, on a regular basis in basic health and safety, fire safety, manual handling and use of Display Screen Equipment.

Employees will be required to attend all such training.

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MONITORING, AUDIT and REVIEW

The continually developing field of occupational health and safety combined with the nature of the Company's work are recognised as the driving forces that require the Company to regularly review and update this document. The process of review and update will be achieved by the following:

- Updating the health and safety procedures in the light of information received during the course of the year from statutory sources (Acts, regulations, etc.), enforcement agencies (HSE, local authority, etc.), trade associations, specialist advisers and other appropriate sources.
- An annual full review of this entire document, involving the UK Operations Manager and Principal and the Company's Health and Safety Adviser. This review is normally carried out during March each year.
- Monitoring of safe working practices will take place at periodic intervals during each year. These will usually be carried out by the Safety Representative or the Company's Health and Safety Adviser.
- A formal audit of health and safety standards at each location will be carried out annually by the Health and Safety Adviser.
- The results of audits and monitoring activity will be reviewed annually during the full review of the Health and Safety policy.

All employees will be informed of amendments made to this document and to working practices or procedures as a result of monitoring, audit, review and update.

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GENERAL ARRANGEMENTS FOR POLICY IMPLEMENTATION

ACCIDENT and INCIDENT RECORDING and REPORTING (RIDDOR)

An accident is an unplanned interruption of work that either results in injury, damage, loss or all three. It can also be an unplanned interruption of work that **did not result** in injury, damage, loss or all three, **but could have**. This is often called a near miss or incident. Incidents also include threatening or violent behaviour, verbal or physical abuse and threats.

All accidents, incidents and near misses at work must be reported to the Safety Representative, First Aid trained person or Principal who will ensure the appropriate investigative and recording action is taken. If in doubt, they should seek the advice of the Health & Safety Adviser as to the appropriate action.

Whilst the reasons for reporting and recording accidents are obvious, it is equally important that 'near-misses' and incidents are reported so they can be appropriately investigated, and corrective action implemented before there is a repeat, with perhaps a more serious outcome.

Every effort should be made to complete records as soon as practical after the accident or incident, whilst the memory is still reasonably fresh. All reports must be clear, concise and factual and assumptions should not be made. Completed reports will help to identify the actions that are required to prevent reoccurrences.

It is the policy of the Centre of English Studies that all accidents at work are reported promptly, are recorded in an accident book of the approved format and where appropriate, are investigated to identify causes and prevent re-occurrence.

An accident book complying with Data Protection requirements is available at the main reception of each location. The accident book can also be used to record incidents and near misses. Once a report has been completed it should be removed and stored in a secure location for reference and analysis.

The Principal will monitor all entries into the accident book and regularly review the number of and nature of accidents that have taken place to enable changes to be made to working practices or procedures to prevent reoccurrence. Regular reports will be submitted to the Director for information.

Accident reporting to comply with RIDDOR:

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require an employer or self-employed person to report to the appropriate enforcing authority, certain work-related accidents, diseases and dangerous occurrences. A full list of what is reportable is retained at each CES location.

The Principal at each location is responsible for making the report to the HSE and notifying the Company Director. If required, will receive support and assistance from the External Health & Safety Adviser. The preferred method for reporting is now by completing one of seven forms available on-line from the HSE website, www.hse.gov.uk

In the event of a fatality or specified injury, telephone reporting is still permitted, to be followed by a completed form within 10 days. For accidents resulting in an employee being absent from work for more than 7 days, a report must be completed within 15 days from the date of the accident.

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ACCIDENT and INCIDENT RECORDING and REPORTING (RIDDOR) (continued)

Telephone reports may be made to the Incident Contact Centre on 0845 300 9923 Monday to Friday 8.30am to 5pm. An out-of-hours service is also provided, details on the HSE website.

What is reportable?

<p style="text-align: center;">Death or specified injury</p> <p>Deaths to workers and non-workers as a result of a work-related accident, including an act of non-consensual physical violence. Specified injuries include any fracture other than fingers, thumbs or toes; amputation of a limb; loss of sight; crush injuries leading to internal organ damage; serious burns; separation of skin from the head; unconsciousness caused by head injury; any other injury arising from working in an enclosed space; injuries to members of the public from a work-related accident.</p>
<p style="text-align: center;">Over-seven-day injury</p> <p>Any workplace injury resulting in an employee being absent for more than seven consecutive days must be reported. This excludes the day of the accident but includes any non-working days. This brings reporting in line with the issue of a Fitness to Work declaration by GPs.</p>
<p style="text-align: center;">Occupational Diseases</p> <p>Where there is a diagnosis on certain occupational diseases including occupational asthma, cancer, dermatitis, hand-arm vibration syndrome and cramp of the hand or forearm. A full list of notifiable diseases is available in the HSE publication L73 A guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.</p>
<p style="text-align: center;">Dangerous occurrence</p> <p>Dangerous occurrences are certain, specified near-miss events. There are now 27 categories relevant to most workplaces. Includes collapse of lifting machinery and equipment, contact with overhead power lines, accidental release of any substance that could cause harm. A full list of reportable dangerous occurrences is available in the HSE publication as detailed above.</p>

Accident investigation procedure:

Work-related accidents and incidents will be investigated, where appropriate to establish causal factors enabling control measures to be implemented preventing reoccurrence. The Principal and Safety Representative are responsible for investigating work place accidents and incidents, assisted by the Health & Safety Adviser, if required.

The level of investigation is usually related to the nature and severity of accident or incident. A paper cut in the office will usually only require a brief discussion with the injured person, whereas a broken leg resulting from a fall from a ladder would require a much more detailed analysis of the events leading up to the incident and contributory factors.

It is suggested that the following guidance be followed to enable accurate and relevant information to be obtained as soon as possible:

- Act at once - the longer it takes to investigate, the more difficult it becomes to identify causal or influencing factors.
- Prohibit or restrict access to the accident scene, where practicable.
- "Freeze" the accident scene if possible. Leave everything as it was at the time of the accident. If this is not possible, consider taking photographs, making sketches, etc.

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ACCIDENT RECORDING and REPORTING (continued)

- Record all key and relevant details – the name and occupation of the injured person, names and occupations of any witnesses, the exact place and time of the accident, the date, list any equipment or process being used at the time of the accident, try and establish if this was an authorised activity and if the person was appropriately trained.
- Interview witnesses as soon as possible, observing the following:
 - Conduct the interview in a quiet area
 - Don't allocate blame - accident investigation is NOT about blame
 - Establish the facts - what normally happens, controls, safeguards, who was in the area, etc.
 - Establish the sequence of events leading up to the accident
 - Keep the questioning relaxed, no "third-degree". You are after co-operation which will result in information
 - Probe answers to check factual detail
 - Don't lead the witness to make assumptions
 - ASSUME NOTHING.
- Understand fully the working systems in place at the time of the accident
- If facts contradict, don't ignore them, find out more
- Accidents happen very quickly so remember that witnesses may:
 - make assumptions
 - not have seen everything
 - lie or provide inaccurate or incorrect information
 - try to protect others
 - not remember everything or indeed, anything
 - try to avoid blame

So start your investigation with an open mind and keep it open throughout the investigation.

To summarise:

- Gather as much information regarding the accident as possible
- Analyse the information to identify immediate, underlying and root causes
- When looking at causal factors, try to break down into occupational, environmental, human and organisational
- Identify suitable measures to control the risk
- Produce an action plan for implementation of risk control measures with SMART objectives (Specific, Measurable, Agreed, Realistic, with Timescales)

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ALCOHOL and DRUG USE

Centre of English Studies are committed to raising awareness of the risks and dangers of alcohol and drug abuse (substance abuse) amongst both employees and students. The Company will offer support and encouragement to anyone who needs help to overcome substance dependence. This is done by recognising from the outset that substance dependence is a medical condition and should be treated as such.

This policy is intended to help those with a substance problem to be restored to health quickly, to the benefit of themselves, their colleagues and the company, and to return to an acceptable pattern of working.

Whilst support and encouragement to seek help is the keystone of this policy, the defined disciplinary process may be applied in cases where possession or abuse of substances at work or the ability to work is adversely influenced by substances is proven.

Alcohol:

The Company expects employees to behave in a reasonable manner to ensure that their consumption does not have a detrimental effect on their work. The Company will also seek to promote positive attitudes to sensible drinking by not encouraging excessive consumption of alcohol. Information will stress the potentially dangerous consequences of resuming work after taking alcohol.

It will be expected that in daily activities involving the operation of work equipment, machinery and electrical apparatus, working at height, driving vehicles and teaching or supervising students, it would not be appropriate to have consumed alcohol immediately prior to undertaking these activities.

Employees who suspect that the judgment or performance of individuals, working particularly in areas outlined above, is likely to be impaired because of alcohol consumption and thus present a risk to themselves and others should prohibit any individual concerned from undertaking their duties. The Director may wish to consider suspension until the individual is able to return to their normal duties.

Drugs:

Whereas alcohol and prescribed drug dependency both involve legally obtainable substances, possession and/or consumption of controlled substances are illegal activities. Possession or use of controlled substances on company premises during working hours are disciplinary offences and must be reported to the Director.

Employees or students who attempt to work or study under the influence of such substances will be subject to immediate suspension until they are able to return to their normal duties.

Advice and Support:

General information will be made available to all employees and students about the effects of substance abuse. Employees who consider that they may have a problem will be encouraged to seek counselling and support through external support agencies and all referrals will be treated in the strictest confidence. Information will be provided to all employees to raise their awareness in identifying potential alcohol or drug problems and to recognise the signs of alcohol or drug abuse.

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ASBESTOS MANAGEMENT

The Company recognises that, under the Control of Asbestos Regulations 2012 it has a responsibility to identify, assess and manage asbestos-containing materials, (ACMs) on its premises.

The Regulations introduce a new requirement for employers to notify the Health & Safety Executive of certain categories of non-licensed work and to keep records of all work activities. A revised guidance document A0 Asbestos Essentials Non-Licensed Work, should be referred to help in the decision making process for any tasks and activities involving asbestos materials.

The overriding principle of not disturbing any asbestos containing materials still exists. If work is likely to disturb the ACMs, precautions must be taken to minimise the risk of exposure and if necessary, arrange for the removal of the ACMs, by a licensed contractor.

The Company's procedure for managing the risks arising from the presence of any asbestos in its buildings is as follows:

- An examination is made of all available documentation and other information about the premises – plans, drawings, surveyor's reports etc. to identify any references to asbestos. Enquiries may also be made of surveyors, architects, contractors or anyone else who has a good knowledge of the premises.
- An inspection of the premises is carried out using the information above to confirm the location and condition of the asbestos materials.
- The location and condition of any suspected asbestos materials is recorded – the 'Asbestos Register'.
- An assessment is made, based upon the condition of the ACM and how likely it is to be damaged or disturbed, as to the risk of asbestos fibres being released into the air.

A plan is then devised to manage the risk from the asbestos materials – The Asbestos Management Plan. The Company considers removal of the ACM as a last resort measure, unless its condition indicates that removal is the safest option. Any removal must only be carried out by a licensed contractor. Other options the Company may consider to control the risk include sealing the ACM using a PVA solution and paint or encapsulation using other materials.

The Company will inform all contractors or anyone else who may carry out any form of building maintenance work on the premises of the location of any ACMs in the area of the work.

Any remaining asbestos will be checked on a regular basis for signs of deterioration and the results recorded in the Asbestos Register. The frequency of inspections will be stated in the Management Plan, depending on condition and location.

The Company may enlist the help of specialist advisers to assist in any of the above stages.

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CONTRACTOR MANAGEMENT

The Centre of English Studies has a policy of only employing contractors of which suitable enquiries have been made, so far as is reasonably practicable, to ascertain their competency to undertake the work required of them.

The competency of contractors will be determined by inviting them to submit information prior to commencing any work that will include details of current insurances, a copy of a current health and safety policy document, if held, relevant risk assessments and method statements for the operations to be carried out and references from recent clients regarding standards of work.

This information will be assessed by the Principal to determine a contractor's suitability and competence.

All contractors will be obliged to undertake their activities to a standard not less than that demanded by the health and safety policy of the Centre of English Studies and in accordance with all relevant legislation. Contractors will not be allowed to commence work until they have agreed the safe method of working with the Principal and have received the authority to proceed.

Plant, tools and equipment provided by the contractor, must be in good working condition and comply with current best practice and safe working certificates will be required before use is permitted. Suitable risk assessments, where required will be undertaken by the contractor and control measures confirmed before commencement of operations.

Contractors' employees will be required to report all injuries and dangerous occurrences immediately, and this will be monitored by the Company. All contractors' employees must comply with any instructions issued by the Centre of English Studies or the Health & Safety Adviser.

Suitable Welfare and First Aid facilities shall be provided by contractors for their employees, unless arrangements have been made for those employees to use the facilities of the Centre of English Studies. All contractors' personnel shall comply with all site rules specified by the Company, observe all signs and directions and wear all personal protective clothing and equipment required of them.

All contractors will be informed that any contravention or compromise of health and safety requirements by their personnel on site will not be tolerated and could result in their exclusion from the premises and consideration for further work.

Where appropriate, regular progress meetings will be held with contractors and designers where any health and safety issues will be discussed and if necessary, measures identified and implemented to maintain high standards of safety.

All Contractors and any sub-contractors must be reminded that the use of bad language and inappropriate behaviour towards students or CES employees will not be tolerated and will result in the removal from site of the individual concerned, and potentially the contractor as well.

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DISPLAY SCREEN EQUIPMENT (DSE) including Safe Use of Laptops

Display screen equipment (DSE) is a display monitor usually coupled to a computer. A user is a person who uses DSE for a significant part of their employment. A work-station is the DSE and its related accessories, furniture, telephones, etc. and includes the immediate work environment around the DSE.

The Centre of English Studies has the following duties towards the users of display screen equipment:

- To assess each work station
- To take all practicable measures to remedy faults found as a result of assessment
- To provide through information, instruction, training and supervision as is necessary to ensure the health and safety of all DSE users, including those supervisors responsible for DSE users
- To ensure users are aware of the need to change tasks during the day to prevent intensive periods of screen activity
- To ensure software is suitable for the task and easy to use
- To provide free eye tests upon request if the user believes vision problems are as a result of DSE use
- To provide free glasses where these are shown, as a result of eye testing, to be required specifically for DSE work
- To provide, through information, instruction and training details of any health risks and how to avoid them

The information provided below applies to all users of display screen equipment. All employees are required to follow the guidance provided and promptly report any issues associated with computer use to the Safety Representative or Principal for action.

Recommendations for the safe use of Display Screen Equipment:

- Adjust your chair and VDU to find the most comfortable position. Forearms should be approximately horizontal and your eyes the same height as the top of the VDU
- Ensure that you have ample space around you for documents, other equipment etc.
- Experiment with the positioning of the keyboard, screen, mouse and documents. A document holder may help to avoid awkward neck and eye movements
- Arrange the VDU to avoid glare or bright reflections on the screen. If necessary use blinds or curtains
- Ensure that you have space to move your legs freely beneath the desk
- Avoid excess pressure from the edge of your seat on the backs of your legs and knees. A footrest may be useful especially for smaller users
- Adjust the keyboard to get a good keying position. A space to the front of the keyboard can be used to rest hands and wrist when not keying
- Try to keep wrists straight when keying. Keep a soft touch on the keys and do not overstretch your fingers
- Position the mouse within easy reach so it can be used with a straight wrist. Sit upright and close to the desk so that you do not have to stretch your mouse arm

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DISPLAY SCREEN EQUIPMENT (DSE) including Safe Use of Laptops (continued)

- Support forearms on the desk and do not grip the mouse tightly
- Rest fingers lightly on the buttons and do not press hard.
- Adjust the brightness and contrast controls on the screen to suit the lighting conditions in the room.
- Ensure the screen surface is clean.
- When setting up software, choose options giving text large enough to read easily on screen when sitting in your normal comfortable working positions. Select colours that are easy on the eye.
- Individual characters on the screen should be sharply focused and should not flicker or move. If they do the VDU may need to be adjusted.

Safe Use of Laptop Computers

The Health and Safety (Display Screen Equipment) Regulations 1992 (as amended) (DSE) covers certain work with laptops and if the laptop is in habitual use for a significant part of the user's normal work, then the use of that laptop is covered by the Regulations. The Regulations do not apply where use is only occasional.

Laptop computers are not ideal for continuous use as inappropriate or incorrect use can cause health problems. The following are problems associated with the design of laptop computers:

- The screen and keyboard are fixed and cannot be adjusted separately. Thus the screen cannot be adjusted to the correct height and angle for the eyes at the same time as the keyboard being placed at the correct level for the hands and arms
- Screens are often small making the display less easy to read
- The limited movement of the screen may make it impossible to angle it to cut out glare or reflections
- As keys are placed in different positions or in awkward juxtaposition i.e. the delete and cursor keys side-by-side, irritation and stress can often result during continuous use
- Pointing and clicking devices are more difficult to control than a standard mouse
- It is often possible to attach a separate keyboard or mouse to the laptop to allow more flexibility, however, these would add to the total weight of the equipment being carried
- Users may be expected to use inappropriate workstations due to the portability of the equipment, increasing risks associated with poor posture.

The main hazards from the use of laptops are musculoskeletal disorders that can develop rapidly into chronic and disabling conditions if problems are not assessed and dealt with early.

There are two categories of musculoskeletal disorders:

- Back pain, neck pain and work related upper limb disorders (WRULDs)
- Repetitive Strain Injury (RSI) that may involve pain in fingers, hands, arms or shoulders.

DISPLAY SCREEN EQUIPMENT (DSE) including Safe Use of Laptops (continued)

Other hazards are visual fatigue, sore eyes and headaches, stress and physical fatigue. Vision disorders and headaches may be experienced if eyesight defects are not detected or corrected before screen work commences. The risks are especially high if laptops are actually used on the lap, in a vehicle, on low tables and chairs etc.

'Docking stations' are a way of avoiding many of the ergonomic disadvantages associated with portables by allowing a full size screen and/or keyboard plus mouse and other peripherals. Some resemble a full size computer with a slot for the portable to be inserted; others comprise a screen, keyboard, mouse and/or other peripherals connected to the portable by cables or wireless links.

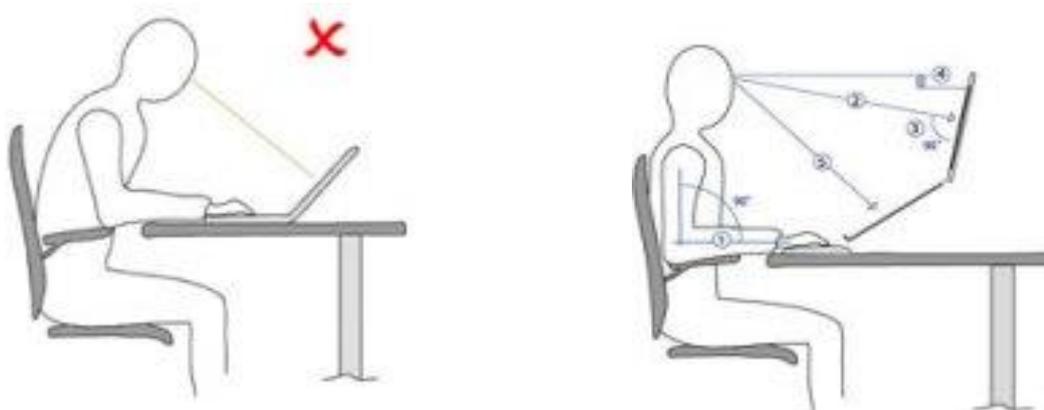
Some systems provide a full size keyboard and raiser blocks to enable the portable screen to be viewed at a more convenient height.

Safety Guidelines

The following information forms safety guidelines for using a laptop:

- When connecting the equipment to the mains ensure that all cables are not in the path of other users
- Never walk/roam around a building whilst using your laptop, or carry the equipment in its open position
- Always place your laptop on a desk, never balance on your knee or on piles of books, papers etc.

All employees should be aware of the physical problems that can result in regular poor posture as shown below:



The requirements of the DSE Regulations should be applied even more stringently to users of laptops, since the risks are potentially greater.

- Workstations must be suitable, have full size desks and fully adjustable chairs, thus allowing the user to achieve the best working position possible
- Lighting must be suitable along with the ability to reduce glare
- Work schedules must be flexible with users being allowed time for regular breaks from keyboard work

DISPLAY SCREEN EQUIPMENT (DSE) including Safe Use of Laptops (continued)

- Full eyesight test should be provided. It is important that the employee stresses to the optician that their work involves regular work on a small laptop screen with reduced possibility for distance adjustment to enable them to obtain the appropriate advice
- Laptop users should be provided with information and training about health risks and how to avoid them by ensuring good posture, taking regular breaks, doing simple exercises etc.
- Particular consideration should be given to expectant mothers who may need to be able to work in a position that does not put unnecessary pressure on the abdomen or lower back
- Procedures need to be put into place for the prompt reporting, by users, of any symptoms, such as pain or numbness, to allow remedial action to be taken before the condition worsens or becomes chronic and difficult to treat.

Safety Checks and Visual Inspection Guidelines

A visual inspection is the most important maintenance precaution, approximately 95% of faults or damage can be found simply by looking. The leads, plugs or the equipment itself can become damaged, especially if being transported, and may result in electric shocks or cause fires.

To carry out a visual inspection, after disconnection from the power, examine the equipment, cable and plug for the following signs:

- Damage to the cable covering, cuts and abrasions. Ensure that there are no loose wires
- Damage to the plug i.e. cracked casing, bent pins
- Non-standard joints, including taped joints in the cable
- The outer covering (sheath) of the cable not being gripped where it enters the plug or equipment. Ensure that the coloured insulation of internal wires are not exposed
- The equipment having been used in unsuitable conditions i.e. wet or dusty workplace
- Damage to the outer cover of the equipment or obvious loose parts or screws
- Burn marks/staining, indicating overheating

Recommendations specifically for the use of laptops:

- When using a trackball or glide pad, maintain a relaxed hand with fingers moving together. Do not screw up your fingers or hold them in the air whilst working
- Avoid twisting the body or using a laptop in cramped environments i.e. whilst travelling, as this can increase strain. Ensure comfortable working. Adjust the seat to support your back, placing the laptop on a flat surface at the correct distance and angle from you
- If travelling check the total weight to be carried.

DISPLAY SCREEN EQUIPMENT (DSE) including Safe Use of Laptops (continued)

Portable problems

There are two types of risk associated with the portability of the equipment and users having to carry the equipment around with them:

- An increased risk of back injuries and other musculoskeletal problems
- An increased risk of violent attack and theft since it is obvious to others that it is valuable equipment that can easily be snatched

Lifting and Carrying

Laptop users who have to carry their equipment around with them are at increased risk of manual handling injuries such as strains of the back, neck and shoulder. There are a wide range of computers ranging from notebooks to mini-computers, many having integral printers making them considerably heavier. The weight of the equipment, leads and carrying case may be as much as 9 kilograms.

Laptop users are also very likely to be carrying other work related items with them i.e. books, papers, files etc. The distance over which the equipment is carried may be considerable i.e. from the car park to the building, down long corridors, up several flights of stairs etc. increasing this weight/strain further.

The best way to avoid manual handling risk associated with laptops is by eliminating the need to carry, however, if this is not possible then there are several ways in which the risks can be reduced:

- When purchasing a laptop look closely at the design and weight
- Arrange for access to a printer and paper at the place the laptop is being used, thereby, reducing the overall load
- Where appropriate, copy documents onto a disk or memory stick, thereby reducing additional work related loads
- Use of carrying aids such as trolleys, rucksack bags that can be carried with the weight distributed on both shoulders or, by ensuring that shoulder straps are long enough to allow the load to be carried across the body rather than on one shoulder
- By reducing the distance that loads have to be carried, i.e. designated parking, use of ground floor level rooms
- Providing training in safe lifting and handling techniques, especially for lifting equipment into and out of vehicles.

Assaults and Violent Theft

Laptop computers are a prime target for theft; therefore, the requirement for employees to carry such equipment increases the risk of assault, particularly when travelling at night.

The attempted robbery may be opportunist or by someone who has observed the daily routine of the user and knows that they regularly carry this valuable equipment.

The theft may be attempted whilst the laptop is being carried by the individual or perhaps directly from their vehicle.

CENTRE OF ENGLISH STUDIES

DISPLAY SCREEN EQUIPMENT (DSE) including Safe Use of Laptops (continued)

Work related violence is defined by the HSE as 'any incident in which an employee is abused, threatened or assaulted in circumstances arising out of the course of his/her employment'.

Work related violence is foreseeable and some of the work situations which can put people at potential risk are:

- Inadequate advice or training
- Working alone
- Carrying or handling money or valuables

The most obvious way of preventing the risk of assault or violent theft is to eliminate the use of laptops, although substituting may be difficult, unless employees can be given access to desktop computers at differing work sites. If this is possible then risks associated with any other aspect of employee's work must still be assessed, prevented or reduced.

Reducing the Risk of Violence

Until the use of laptops can be eliminated, employers should use the above measures, working with employees to agree the most effective controls to be implemented.

Any other risks of violence arising from the work need to be assessed simultaneously by considering the following measures

:

- The location that employees will be working – car parking arrangements, lighting on external pathways, general access issues etc
- Ensuring an employee leaves an itinerary for their day which includes reporting in upon arrival at remote locations
- Arrangements for getting home late at night including reporting in procedures once they reach home at the end of their day
- Arrangements for summoning assistance in the event of an emergency by mobile phone, radio alarm or pager
- Training in the procedures for dealing with violence, to include 'not putting oneself at risk in order to protect property'
- How to report incidents, the provision of report forms and instruction on how to complete them
- Do not design tasks in such a way that lone users are expected to carry or use portables in circumstances where theft is likely
- Instruct all users to take sensible precautions such as not carrying portables in luggage with a computer manufacturer's branding; not leaving or using a portable in a parked car; and taking extra care in public places, or in other situations (or at times) where the risk of theft may be greater.

Theft of Confidential Information

The information stored on a laptop may be private and confidential and therefore should be protected with user I.D and Passwords. It is vital that this information is not attached to the laptop in any way i.e. post-it notes, sellotaped to the bottom of the case etc. If the user needs to record this information it should be kept totally separate from the equipment at all times.

DISPLAY SCREEN EQUIPMENT (DSE) including Safe Use of Laptops (continued)

Work-Related Stress

There has been an increase in the levels of stress associated with laptop use. The problems arise both from the actual use of the laptop i.e. the fear of violence or the inability to achieve a comfortable working posture and from the organisational context to which they have been introduced i.e. the places of work, the work load.

Preventative measures will be dependent on the identified causes of stress.

Examples could include:

- eliminating the need to carry or use laptops
- agreeing realistic work targets
- agreeing more flexible work deadlines
- organisation of work to allow daily task variety
- more control given to employees over their own work routine
- involving employees in decision making
- providing more training
- ensuring staffing levels are adequate
- ensuring support is available for employees
- improving communications
- setting up procedures for reporting stress

CENTRE OF ENGLISH STUDIES

ELECTRICITY AND ELECTRICAL EQUIPMENT

The Centre of English Studies will implement the following measures to safeguard all users of electrical equipment:

- The competence of all contractors to undertake any electrical work will be checked before work commences
- Electrical equipment and installations will be installed in accordance with the Institute of Electrical Engineers (IEE) Wiring Regulations and appropriate certification is provided by the installing electrical engineer
- Inspection and testing of portable equipment will be carried out as frequently as required in accordance with approved guidelines or manufacturer's instructions
- All fixed electrical installations (power and lighting circuits) will be inspected and tested as required either by regulations or manufacturer's instructions, usually every 5 years
- Any maintenance work, inspection or testing of equipment will be carried out in a safe manner using industry prescribed best practice
- Appropriate personal protective equipment will be provided, if required
- Detailed records of all electrical work will be maintained at each location

All users of electrical equipment are required to observe and implement the following guidance for their own safety:

- Faults, however minor, are reported at once to the Safety Representative. The equipment **must** not be used until the fault has been rectified or the equipment replaced
- Repairs to electrical equipment are carried out **only** by competent persons. This may include the fitting of plugs
- All cables and leads are kept tidy to minimise the risk of tripping, even under desks where footwear could become entangled, and to maintain the safety of the cable.
- The use of cable tidies and trunking is recommended for good cable management, particularly in rooms equipped with multiple computers.
- Check that cables and leads are not routed near central heating pipes or other sources of heat as this will rapidly degrade the cable insulation
- All users of electrical equipment should visually check at least weekly for any damage or defects e.g. worn cable, cracked casing
- Residual current devices (RCD) are used whenever electrical equipment is used outdoors to protect the user from electric shocks
- Long extension leads are not used unless absolutely necessary and if they are used, they must be fully unwound to prevent overheating of the wound cable
- Electrical equipment must be stored in a safe and secure location when not in use to reduce the risk of damage, theft or unauthorised use

Electric Shock - Emergency Action

High voltage current:

Contact with high voltage current is usually fatal. There will always be burns and because the shock may throw the casualty some distance, there may be fractures and other impact injuries.

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ELECTRICITY AND ELECTRICAL EQUIPMENT (continued)

High voltage electricity may 'arc' up to 18 metres and materials normally considered to be non-conductors (wood, etc.) will not provide protection.

The casualty must NOT be approached until the power source has been isolated.

Call 999 without delay for the emergency services.

If it is safe to do so, check that the casualty's airway is clear and not obstructed by the tongue, false teeth or other obstruction; they are breathing and they have a pulse. Be prepared to resuscitate them if necessary.

If the casualty is breathing, place on their side in the 'recovery' position and then treat any burns or other injuries.

Keep the casualty warm and dry to minimise the effects of shock.

Domestic current:

Do NOT attempt to touch the casualty if they are still in contact with the current. Call for the emergency services by dialling 999 without delay.

Break the contact between the power source and the casualty - switch the current off; remove the plug or as a last resort, wrench the cable free.

If the above measures are not possible, stand on dry insulating material, a rubber mat, for example. Using a non-conductive item such as a broom handle or chair, separate the casualty from the power source.

Loop rope or similar round the casualty's feet or arms and pull well away from the power source. Do NOT touch the casualty until they are well away from the power source. If there is nothing available to pull the casualty away, wear insulating gloves and pull the casualty free by using their loose, dry clothing.

If the casualty is unconscious, follow the procedure above as for high voltage current.

If the casualty is conscious, keep them warm and stay with them until trained assistance arrives

CENTRE OF ENGLISH STUDIES

FIRE SAFETY

Fire Evacuation Procedure

The Centre of English Studies has designed their fire emergency procedures to suit each individual location. However, fire evacuation procedures are universal no matter where you are working.

If you discover a fire, you must **RAISE THE ALARM** at once by operating the fire alarm from a fire call point ('break-glass') or shouting "Fire, Fire, Fire!" This will alert all occupants of the premises to the fire situation.

At each location reception staff will normally be the persons to call the Fire Brigade, but in their absence the Safety Representative or the Principal will perform this task.

TO CALL THE FIRE BRIGADE:

Dial 999.

Ask Emergency Services operator for:

'FIRE'

When the FIRE operator answers, say:

"FIRE AT CENTRE OF ENGLISH STUDIES

State the address of the premises, including postcode:

Do not replace the receiver until the operator has repeated the address. Then evacuate the premises.

Upon hearing the fire alarm evacuate the building immediately in accordance with the fire evacuation procedure. This is displayed in all teaching rooms and offices. Ensure, if safe to do so, that gas is turned off and if appropriate, doors and windows are closed and lights left on.

The Company has appointed persons to act as Fire Marshals who will oversee the safe evacuation of all personnel and will supervise the assembly point. The location of the Assembly Point is stated on the displayed Fire Action notices at each of the company premises.

All occupants of the building, including visitors and contractors must proceed calmly to the Assembly Point and report to the Fire Marshal. The teacher of each class is responsible for checking the register to ensure that all students are safe. Reception staff are responsible for collecting the signing-in book and taking to the Assembly Point and handing to the Fire Marshal who will check that all personnel and students are accounted for.

No person will leave the Assembly Point until told to do so. Under **NO** circumstances will any person re-enter the building until told by a Fire & Rescue Service Officer that it is safe to do so.

Any student with mobility problems will have an individual evacuation plan created for them and the Safety Representative is responsible for ensuring their safe evacuation in accordance with the plan. Any person hosting a meeting on the premises is responsible for providing information to delegates on fire safety procedures and ensuring their safe evacuation from the premises.

CENTRE OF ENGLISH STUDIES

FIRE SAFETY (continued)

Fire Prevention Measures

The foundation of good fire prevention is a programme of planned regular inspections and assessments of existing precautions to identify any additional measures that are required to minimise the chance of a fire starting and spreading.

The main causes of fires in commercial premises are all too often from electrical equipment, electrical wiring or smoking.

The Centre of English Studies has a duty under the Regulatory Reform (Fire Safety) Order 2005 to assess the risks to the health and safety of employees and students from any fire hazards identified in the workplace. A comprehensive fire risk assessment of each location has been carried out and this is reviewed on an annual basis. The items listed below are the main areas considered during review.

Areas for review:

- Good housekeeping: avoiding clutter and unauthorised storage in inappropriate areas, particularly under stairways or in close proximity to heat sources
- Electrical safety: inspection and testing of the electrical installation and portable equipment; repairs by a competent electrician and visual checks and fault reports by users of equipment; safe routing of cables and leads.
- Storage of flammables: all flammables stored in a secure, designated facility with only minimum stocks held; authorised use only; no sources of ignition in or close to areas where flammables are stored.
- Gas safety: regular inspection and servicing of all gas equipment
- Smoking precautions: smoking and use of e-cigarettes only permitted in designated area(s) and monitored and enforced where necessary
- Monitoring of existing control measures: are current controls still effective? Have there been any fire incidents or near misses?
- Compartmentation: all self-closing internal fire doors in good condition and operating correctly; no holes in compartment walls as a result of maintenance activities or from new cable runs.
- Fire-fighting equipment: correctly positioned, appropriately signed, visible and serviced annually.
- Fire alarms and associated equipment: regular checks to ensure correct operation, planned inspection and testing and records available on site
- Means of escape: evacuation routes signed and maintained clear from obstructions; all final exits from the building marked, easily opened and unobstructed.
- Signage: sufficient signs to direct occupants of the building to safety; clear and unambiguous and in good condition
- Instruction and training: all employees and visitors to the premises know and understand precautions to prevent fires and the evacuation procedure should a fire start.

Training:

All employees will receive regular training on fire evacuation procedures and fire safety arrangements and will be expected to participate in full fire evacuation drills. Training will include how fires start and spread and practical experience in the operation of fire extinguishers.

CENTRE OF ENGLISH STUDIES

FIRST AID

The Company recognises its responsibility to be prepared for injuries and to ensure arrangements are in place at each work location to prevent injuries and other conditions from getting worse, where practicable.

First Aid Trained Persons

The Centre of English Studies has assessed its requirement for trained first aid personnel as a minimum of two persons trained in Emergency First Aid at Work. The names of these trained persons will be displayed in the main reception at each location. The trained persons are responsible for conducting regular checks of the contents of the first aid kits and replenishing when necessary.

First Aid equipment

First aid kits are usually stocked according to the number of people working in the area. Additional hazards will require the provision of additional items. The contents of a first aid kit are now governed by British Standard BS8599-1:2011 and are as follows:

- 1 first aid guidance leaflet and 1 Contents List
- 4 Medium and 1 Large sterile dressings
- 40 individual sterile adhesive dressings – assorted sizes
- 2 sterile eye pads
- 2 triangular bandages – preferably sterile
- 6 safety pins and adhesive tape
- 20 individually wrapped sterile saline cleansing wipes
- 6 Nitrile disposable gloves and Tough Cut shears
- 2 Finger sterile dressings
- 1 Resuscitation Face shield
- Hydrogel Burn dressing

Reserve stock should be available at the centre and items that have passed their expiry date are to be discarded. Disposable gloves must be used when dealing with any bodily fluids or spillages. Portable first aid kits should also be available for employees taking students on outings or sports activities.

Procedure in the event of an injury:

1. If the First Aider is available:

- Summon the First Aider at once. They will take charge of the situation
- In the meantime, make the casualty as comfortable as possible but do not move them if broken bones are suspected
- Carry out any instructions given by the First Aider.

2. If the First Aider is not available:

- Get someone to call an ambulance AT ONCE by dialling 999
- Check that by attending to the casualty, you are not putting yourself at risk
- If the casualty is unconscious, make sure they can breathe and the tongue, false teeth, etc. do not obstruct their throat and breathing
- If the casualty is conscious, reassure them and keep talking to them
- Do not to move the casualty unless it is necessary to move them away from imminent danger

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FIRST AID (continued)

- Keep the casualty warm and covered and loosen tight or restrictive clothing
- Do NOT give them food, drink or anything to smoke
- If the casualty is bleeding, raise the wound and apply pressure to the wound with your hand or a clean dressing
- If the casualty has received a burn, cool the injury with cold running water for at least ten minutes then apply a clean dressing.

In an emergency the injured person must be accompanied to the local hospital by a member of staff noting the following:

- Only staff cars insured to cover such transportation will be used
- No individual member of staff should be alone with a student in a vehicle
- The second member of staff will be present to provide supervision for the injured student
- In less serious circumstances the local doctor, a member of staff or, if a student, the student's host family should be contacted.
- In serious cases the Principal is responsible for contacting the employee's or student's family. In the case of a student lodging with a host family, the latter must also be contacted.

Reporting and Recording

All incidents are to be reported immediately, following the prescribed accident reporting and recording procedure. If an employee or student has, because of an accident or incident, been advised to cease work and go home or obtain medical advice or treatment but refuses to do so, this fact **must** be recorded on the accident or incident report.

CENTRE OF ENGLISH STUDIES

HAZARDOUS SUBSTANCES (COSHH)

The Company is fully aware of its responsibilities under the Control of Substances Hazardous to Health Regulations 2002 (COSHH) and will implement the necessary measures required to control exposure to hazardous substances and to prevent ill-health.

The only substances used by employees are general household cleaning products. A full assessment of these substances has been completed from information provided in the safety data sheets and appropriate controls implemented.

Some CES locations use contract cleaners to keep the premises clean. The cleaners will be provided with copies of the substance assessments, unless they provide their own cleaning materials. In this case CES can request copies of the cleaning company's substance assessments.

All cleaning materials and equipment will be stored in an identified secure location to prevent unauthorised use.

All employees know and understand the safe working procedures that they must follow if they use these substances. The Safety Representative is responsible for monitoring the use of these substances and taking any required action to avoid the use of any other substances that may be hazardous.

Action when a health and safety issue is raised:

When an employee raises an issue relating to substances hazardous to health, the matter will be referred to the Safety Representative or the Principal who will take the following action:

- Ensure the substance hazard identification is correct
- Ensure the substance assessment is current and correct
- Ensure there are adequate controls in place
- Correct any observed deficiencies in the control measures, seeking advice if necessary
- Inform the employee of the result of the investigation and actions taken.

When an identified exposure is confirmed, all those affected are informed immediately. Liaison with an occupational health specialist and the employee's doctor may be necessary.

Information and training:

Information, instruction and training in the safe use of substances will be provided to employees to enable a full understanding of the hazards of the substances and the control measures necessary. Where appropriate, refresher training will also be provided.

CENTRE OF ENGLISH STUDIES

LONE WORKING

The Centre of English Studies recognises that some employees, by the nature of their job role, have to work alone for part of their normal working time. Lone working should not present any more significant risks than normal working activity and the Company will take all possible measures so that employees are not placed at unnecessary risk if they are required to work alone.

Employees who regularly visit host families are defined as lone workers but controls have been implemented to reduce risks to their safety and well-being.

These control measures include the items listed below:

- All appointments are recorded in Outlook diary showing start and expected finish times
- Other employees will be informed of the visit before it takes place
- All host families have provided detailed information and have been interviewed over the phone prior to the home visit being agreed
- Employees are to carry a fully charged mobile phone and can be contacted or make calls if required
- Employees can terminate a visit to a host family at any time if they believe their own safety is at risk
- All visits are carried out during the day, thus avoiding the need for out-of-hours and night work
- Safe access routes into and out of the host families premises will be checked by the employee before entry into the house and particular attention will be paid to broken and uneven pathways and overgrown plants, bushes and trees

Employees visiting host families will be provided with information and training to enable them to recognise the hazards and understand the risks of working alone and the requirement to observe the above safe working practices detailed above.

As observation of work in the field may be impractical, employees will be asked to provide feedback on visits to establish if current controls are adequate and if any other measures are required to reduce risks.

Employees who visit host families are required to report any incidents that occur while they are away from the company premises and record the details on an incident report form.

Incidents include the use of inappropriate language, threats or abusive behaviours or violent incidents involving members of the public. This will ensure that appropriate action can be taken to prevent future incidents from occurring and to provide appropriate support to the employee.

CENTRE OF ENGLISH STUDIES

MANUAL HANDLING

The Principal is responsible for administering, co-ordinating and evaluating the manual handling needs and training of employees. They will be assisted in this by the Safety Representative and Health & Safety Adviser, if appropriate.

The Manual Handling Operations Regulations 1992 (as amended) impose a hierarchy of measures upon the employer. In brief, these measures are as follows:

- AVOID - plan work so as to avoid manual handling if at all possible
- ASSESS - if avoidance is not possible, then assess the risks of harm occurring to employees from manual handling
- REDUCE - resulting from assessment, implement measures that reduce the risk of harm occurring to employees from manual handling.

The company has responsibility for ensuring that employees safely undertake all manual handling operations by implementing the following measures:

- All employees receive the necessary training and information. This may include re-training after a period of illness or injury
- Safe handling techniques are always observed
- Reviews of current practice are regularly carried out
- Risk assessments are undertaken and records of such assessments maintained
- That wherever possible, lifting equipment is provided and used and that all concerned are trained in the use of such equipment
- That all accidents are promptly reported and fully investigated. Procedures may need review and amendment as an outcome of such an investigation

Employees have a responsibility to ensure they undertake all manual handling operations with due regard to their own safety and that of colleagues, students, contractors or others who may be affected by their actions.

Employees must:

- Ensure they do not take part in any aspect of manual handling without receiving proper training
- Ensure they make full use of any lifting equipment, assessments or other systems of work provided by the employer
- Wear the clothing appropriate to the task
- Report at once any medical condition that may affect their ability to undertake manual handling tasks
- Report all accidents, near misses, equipment faults or failures or any other health and safety hazards encountered during the normal course of work. This includes incidents of dangerous practice among colleagues.

Dangerous practices:

The following practices must not be undertaken by any employee:

- Lifting in a stooped or twisted position
- Lifting loads on unsupported or outstretched arms
- Unaided lifting of loads that are heavy (in excess of 25kg), bulky, unwieldy, unstable (e.g. liquid in containers) or have sharp edges

MANUAL HANDLING (continued)

Training:

Training in safe manual handling techniques will be provided for all employees on a regular basis. A record of all training will be retained.

Clothing:

Clothing should allow easy, unrestricted movement. Sensible footwear, appropriate to the task, must always be worn. Personal jewellery such as rings, chains, bracelets, etc. which may snag or catch and cause injury should not be worn.

Risk assessment:

The Manual Handling Operations Regulations 1992 (as amended) require a written risk assessment to be undertaken concerning any manual handling operations where there is the risk of injury. Assessments are reviewed when tasks or conditions change. A typical assessment will consider the following factors:

- **TASK:** How often performed, recovery time between lifting, high or low levels and repetition
- **LOAD CHARACTERISTICS:** Shape, weight, texture (slippery, sharp, etc.)
- **ENVIRONMENT:** Space, number of people involved, equipment available, distance, height, angle and floor surface
- **INDIVIDUAL:** Capabilities of the person(s) undertaking the task - strength, health, height, weight, experience and training, skill.

COMPLIANCE

Failure to comply with this policy and procedure or any related policies and procedures may lead to injury. It may also affect any claim for compensation following an incident resulting in loss or injury

The Kinetic Lift

The "Kinetic Lift" begins with the relaxation of the knees and the automatic adjustment of foot positioning. Balance is maintained by relaxing and naturally positioning the body weight.

1. Look at the load.

- What are its characteristics? Size and shape, indications as to weight, is it rough, smooth, greasy, etc., any handholds, beyond your capability?
- If in doubt, get help at this stage.

2. Foot position.

- If possible - feet hip width apart, one foot ahead of the other ('boxer' foot position)
- Approach load - adopt 'boxer' foot position with leading foot alongside load, facing the direction of intended travel

CENTRE OF ENGLISH STUDIES

MANUAL HANDLING (continued)

3. Bend knees/back straight as possible.

- In this position the leading foot is flat on the floor, the heel of the rear foot is raised
- Keep the back as straight as possible but maintain the natural curves, particularly of the lower back. Attempts to keep the back too straight may lead to over-flexing the knees that may result in pain and possibly injury. It also leads to jerky lifting movement that could contribute to cumulative strain injury.

4. Test the load/ take a firm grip

- Hands and forearms inside thighs
- Test load by gentle rocking to assess weight and stability. Is it evenly balanced or is it heavier on one side than the other?
- Take hold using a comfortable and stable grip. For example, the diagonal grip. If the left foot is forward - then left hand on far top corner of load; right hand under right rear corner of load. If right foot forward, reverse the hand positions.

5. Lift with legs - keep load close to body

- Gently raise head and tuck in the chin
- Load bearing arm remains relatively straight, load brought close to body whilst lifting
- Body rises, rear foot thrusts body forward thus initiating forward movement with minimum of effort
- Keep arms tucked in to reduce fatigue to neck and shoulders.
- DO NOT TWIST THE BODY when carrying the load.

6. Put down

- Face the spot the load is to be placed upon by turning feet and body in that direction, don't twist the body
- Load kept close to body during lowering, bend knees
- If placing on a table or similar, use the 'boxer' foot position and keep the load close to the body until its weight is supported
- Slide the load into its final position, if necessary
- Watch for fingers - don't trap them under the load.

SPECIAL LIFTS:

Overhead: Lowering from a high place (Not more than 2m)

- Test the weight by pushing on it
- Check to see no debris is on top of the load to be moved
- Stand close to the load
- Grasp load firmly, sliding it down your body
- If in doubt, get help.

MANUAL HANDLING (continued)

Overhead: Lifting to a high place (Not more than 2m)

- Make the load as light as possible
- Stand on a sturdy base - not a chair, or similar furniture
- Staggered foot position, if possible
- If in doubt, get help.

If lifting to or lowering from more than 2m, use suitable, steady steps, not stepladders. Avoid manoeuvring heavy loads whilst on ladders.

Team lifting:

- Try to work with someone of similar build and height
- One person to give commands
- Lift at the same time, raising load to desired level
- Move smoothly and together
- Remember the load a team can lift is less than the sum of individual capabilities

One arm loads: Avoid if at all possible. If you can't, try to divide the load. If you still can't:

- Balance body with opposite arm
- 'Boxer' foot position, bend at knees, head up
- Grasp load firmly and lift using legs, free arm for balance
- Keep shoulders level, change hands often.

By following the guidance above employees will be protecting themselves from the risk of manual handling injuries, but remember, if a load is beyond your capability, do not attempt to lift it and seek advice and assistance.

RISK ASSESSMENT

The Management of Health and Safety at Work Regulations 1999 (as amended) require employers to undertake assessments of the risks to employee's health and safety arising from hazards in the workplace. Once the risks have been assessed, the employer must implement appropriate controls to reduce the likelihood of harm occurring and communicate these to those identified at risk.

The process of risk assessment is fundamental to good safety management. In most circumstances it should be a relatively simple process, however more complex hazards may require assessment by a suitably experienced or trained person.

The Centre of English Studies assesses all risks to employees and students, both at the workplace and at external locations, on excursions, trips and activities. As these activities are fairly generic and repetitive the company has implemented standard procedures for reducing the risks and these are detailed in each individual assessment.

Assessments are also carried out on regularly occurring workplace activities including manual handling of photocopy paper, safe use of display screen equipment, working at height, use of hazardous substances and slips, trips and falls. All controls are fully detailed in each assessment.

Specific assessments will also be completed where there are unusual circumstances or one-off activities that create significant risks that may arise from time to time. The generic risk assessment may form the basis of the development of an activity specific assessment.

The Process

The following are the steps in the process of risk assessment:

- Identification of the hazard – what is it that may **cause** harm?
- Who could be harmed? Consider all occupants and visitors to the premises and any persons in the surrounding area, if appropriate.
- What is the **chance or likelihood that** harm will occur? Consider the duration of exposure and the number of people exposed to the hazard.
- Identify and implement suitable control measures – what are you already doing and what other practical measures can be taken to get rid of the hazard or reduce the risk(s)?
- Recording the assessment – Making and retaining a written record of the assessment and its findings.
- Reviewing the assessment – When there are changes to the work process, the equipment or the workers.
- Informing those at risk – Provide information on control measures to those identified at risk.

Employees who are involved in the work being assessed should always play a part in the assessment process. They will usually have in-depth knowledge that may not be familiar to the assessor. It is essential that the control measures, identified as a result of the assessment, are made known to all involved. Further training may be necessary before safe working is possible.

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RISK ASSESSMENT (continued)

Consideration must also be given to any vulnerable persons, including pregnant or newly nursing mothers, young persons under the age of 18 and those who work alone (see section on Lone Working).

Young persons in particular must not be exposed to activities, processes or equipment that is beyond their capabilities or knowledge. An individual Young Person risk assessment must be completed.

Review of all assessments will normally be carried out on an annual basis, following an accident or incident or more frequently, if required. Employees will be consulted during the review process to enable any suggestions for improvement to be considered

NEW AND EXPECTANT MOTHERS:

“New or expectant mother” means an employee who is pregnant or who has given birth in the past six months or who is breast feeding.

To enable the Company to meet its duty of care, risk assessments will be carried out in any area of the Company where women of childbearing age may be required to work. The purpose of these assessments is to assess the risks of an activity that may pose a risk to a new or expectant mother.

Employee responsibilities:

There is a requirement for the female employee to inform the Company of their pregnancy at the earliest opportunity. This must be at least 15 weeks before the beginning of the week the baby is due.

New employees:

It is important that confirmation is obtained at commencement of employment as to whether the individual is a new or expectant mother.

Action required when informed that an employee is a new or expectant mother:

Review all risk assessment(s) relating to the employee's job and confirm hazards that are special because of the employee's condition. If necessary, undertake reassessment of the risks attached to the hazards and make recommendations as to the control of the risks.

The risk assessment must be subject to regular review and a record of such reviews is to be maintained by the Company. It must be made clear to the employee that, during their pregnancy, they must report to the Company any changes to their condition which may result in them being unable to carry out their normal employment.

The Company will review the working arrangements for the employee, and if necessary, obtain specialist occupational health and/or medical advice. Notwithstanding the above procedure, risk assessments of jobs must always consider the likelihood of that job being undertaken by a new or expectant mother.

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RISK ASSESSMENT (continued)

Provision for Disabled Students

The Registrar will receive information about any physical disabilities or medical conditions a student might have via the agent and/or the application form.

The Registrar then relays this information to:

- the Accommodation Officer
- the Principal
- the Social Programme organiser
- the Safety Representative
- the Director of Studies

It is the responsibility of the Director of Studies to inform the teaching staff of a student's individual requirements. In the case of wheelchair bound students or students with a serious physical disability, the Director of Studies and the Health and Safety Representative will work closely together to implement the following measures:

- Suitable provision is made for access into the premises, if necessary by using other entrances.
- Any ground floor toilets are converted to disabled use.
- The student's classes are scheduled for ground floor teaching rooms, where practicable.
- In the event of a fire or other emergency, it is the responsibility of the Safety Representative to go to the assistance of any student who is physically impaired and to ensure that they are safely evacuated from the premises in accordance with their personal emergency evacuation plan (PEEP).

Stress at Work

The Centre of English Studies are committed to protecting the health, safety and welfare of employees and students. The company recognise that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.

This policy will apply to everyone in the company. Principals are responsible for implementation and the company is responsible for providing the necessary resources.

Definition of stress:

The Health and Safety Executive define stress as "the adverse reaction people have to excessive pressure or other types of demand placed on them". This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress, which can be detrimental to health.

To enable the proper management of stress at work, the Company will implement the following measures:

- The identification of all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.

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RISK ASSESSMENT (continued)

- The company will consult with employees through existing structures on all proposed action relating to the prevention of workplace stress.
- The company will provide information and where appropriate, training for all Principals in good management practices and Mental Health Awareness.
- The company will provide confidential counselling for employees affected by stress caused by either work or external factors.
- The company will provide adequate resources to enable Principals to implement the company's agreed stress management strategy.

Principals will be responsible for implementing any recommendations from risk assessments within their areas of responsibility and for ensuring good communication between management and employees, particularly where there are organisational and procedural changes.

Employees will be fully trained to enable them to work effectively in their job role and be provided with meaningful developmental opportunities. Workloads will be monitored to ensure that employees are not overloaded. Employees are expected to attend training as requested in good management practice and health and safety.

The Company will also monitor working hours and overtime to ensure that employees are not overworking and monitor holidays to ensure that employees are taking their full entitlement.

The Company will ensure that bullying and harassment are not tolerated anywhere within the organisation and be vigilant and offer additional support to any employee who is experiencing stress outside work e.g. bereavement or separation.

Principals will monitor the effectiveness of measures to address stress by collating sickness absence statistics. They will also advise employees on any training requirements and provide continuing support to employees in a changing environment and encourage referral to occupational workplace counsellors where appropriate.

Employees are required to raise any issues of concern with their Principal and must also accept opportunities for counselling when recommended. All employees will participate in a return to work interview following any absence to determine their fitness for work.

Suspicious Packages

Due to the current concerns regarding suspicious packages and mail, a specific risk assessment has been completed covering the receipt of mail and delivered packages, by both Royal Mail and private courier firms.

Employees must be aware of any signs that the letter, parcel or package has come from an unknown source and are to report any concerns immediately to their Principal to enable appropriate action to be taken.

CENTRE OF ENGLISH STUDIES

TRAINING

The Company is committed to providing training to all employees to a standard whereby they can safely carry out their duties with competence and confidence.

The Company also encourages personal development in employees through the attainment of relevant qualifications and training appropriate to their responsibilities. Training for employees may also be required as a result of the introduction of new equipment or processes.

Induction training:

New employees receive induction training when joining the Company. This training will cover the following areas:

- An outline of health and safety law including employee's responsibilities under the Health and Safety at Work Act 1974
- The Company's health and safety policy, organisation and general arrangements
- Accident, incident and near-miss reporting
- Emergency procedures including fire action and preventative measures
- Arrangements for first aid and trained personnel
- Safe use of any machinery, tools and work equipment
- Asbestos identification and associated procedures
- The safe use and care of any personal protective equipment
- Methods for raising health and safety issues with the Company

Refresher training:

All employees will undertake relevant refresher training, as appropriate to their job role. Teaching staff are required to maintain their competence through a structured programme of on-line continual professional development (CPD) sessions.

Training records:

All training provided to employees, either by the company or through external providers, will be recorded. Records of all training will be retained at the Company offices for inspection or audit purposes.

CENTRE OF ENGLISH STUDIES

VEHICLE SAFETY

Vehicles are provided to enable employees to undertake specific aspects of their employment. The car is therefore an item of work equipment. Its use is governed not only by the provisions of the Road Traffic Act and related legislation but also by the Provision and Use of Work Equipment Regulations 1998 (PUWER).

The Centre of English Studies has duties under the above legislation to ensure the vehicle is fit for its intended purpose through regular maintenance and the driver is competent to drive. Similarly, the user of the vehicle has duties to ensure the vehicle is not used if it is in an unsafe condition or the driver is unable to operate the vehicle safely.

Employees, who drive on company business whether in a company car or their own car, must hold a full UK driving licence. The Company reserves the right to amend its procedures and regulations relating to vehicles at any time. These duties apply equally to cars owned, leased or hired by CES and cars owned by employees that are used on the Company's business.

The Company requires all drivers of cars when engaged on CES business to observe the following guidance.

- Carry out a routine safety check, at least weekly, of brakes, tyres, lights, wipers, fluid levels (hydraulics, lubricants, etc.) and check for visible damage to the bodywork and seat belts. Take remedial action if any shortcomings are revealed before using the car.
- Use alternative means of transport if they feel unfit to drive. Drivers should ensure they are aware of the side effects of any medication they may be taking.
- Plan journeys to allow adequate time to complete the journey and take regular breaks during long journeys - fifteen minutes every two hours is recommended
- The use of hand-held mobile phones whilst driving is forbidden (see section below).
- Report promptly to the Principal any road traffic collisions or incidents involving the vehicle or other road users.
- It is the driver's responsibility to ensure the vehicle is maintained and serviced in accordance with the company's instructions. These will be based upon manufacturer's or vehicle leasing/hiring company's instructions.
- Any car expense claims must be made using the appropriate expenses report form and supported by receipts. The report will need to be approved by the Principal.
- All vehicles owned, leased or hired will be covered by fully comprehensive insurance.
- Employees who use their own vehicles on Company business are subject to the same conditions of use and must provide evidence of vehicle insurance that includes business use, a current MOT certificate and vehicle road tax and keep the vehicle in a roadworthy condition by having it serviced at manufacturer's prescribed intervals.
- Employees are required to declare any endorsements or fixed penalty points that may affect the company's insurance. All driving licences will be checked on an annual basis for this.
- Vehicles will not be loaded to exceed their maximum capacity and loads will be made secure during transit

CENTRE OF ENGLISH STUDIES

VEHICLE SAFETY (continued)

- The number of passengers transported in a vehicle is as defined by the manufacturer – this must not be exceeded
- Unattended vehicles must be secured, as is any load being carried.
- Drinking alcohol and driving is forbidden.
- Employees are personally responsible for the payment of all fines incurred for traffic offences and these amounts may not be reclaimed from expenses. Any sums the Company has to pay for offences the employee has committed will be deducted from their salary.
- Any tax liability arising from the use of a Company vehicle is the responsibility of the individual employee. The Company is obliged to disclose to the Inland Revenue the names of all staff to whom a Company car has been allocated.

MOBILE PHONE USE WHEN DRIVING

The Road Vehicles (Construction and Use) (Amendment) (No 4) Regulations 2003 came into effect on 1 December 2003. These Regulations make it an offence to use a hand-held phone or similar device when driving. The penalty has now increased to a £200 fine and 6 penalty points. An employee may also be taken to court where you may be banned from driving and fined up to £1000 on conviction (£2500 for drivers of goods vehicles).

Drivers may also risk prosecution (for failure to have proper control of their vehicles) if they use hand-held devices other than mobile phones when driving, two-way radios, pagers etc.

The policy of the Centre of English Studies on the use of mobile phones whilst driving is as follows:

- Employees are forbidden to make or receive calls on **hand-held** mobile devices, send or receive text messages, take photographs or make use of any other facility offered by the equipment, whilst in control of a motor vehicle on the public road when on company business.
- You **are** permitted to use a phone if it is **fully** hands-free – you're not allowed to pick it up and operate it even momentarily.
- Any hands-free devices should be fully set up before you drive, so you can take calls without handling the device.
- It is at the employee's discretion whether they answer an incoming call on their mobile (as described above) while carrying out their duties for the company.
- The police still have the power to stop you if they believe you have been distracted by using a mobile phone while driving, even if it's fully hands-free.

Using a mobile phone as a sat-nav device:

The mobile phone law specifically refers to this, stating it is illegal to use a **hand-held** mobile to follow a map. If you wish to use smartphone navigation or a mapping app, fix the phone to the windscreen or dashboard, so it is in clear view for use while driving, without requiring you to hold it.

VEHICLE SAFETY (continued)

General guidance on use of mobiles in vehicles:

- Before commencing any journey, ensure the phone is switched to 'divert' so that any calls are diverted to the voicemail facility. This will avoid distraction by the phone ringing whilst on the move
- Only use the phone as a hand-held device when parked off the public road with the engine switched off. It is an offence to use a mobile phone on the public road when stationary with the engine running, e.g. in a traffic hold-up or at traffic lights.
- The law does not prohibit passengers from using mobile phones, but they must not hand the phone to the driver whilst the vehicle is on the public road with the engine running
- The Regulations exempt calls made from a hand-held phone to 999 in genuine emergency where it is unsafe or impractical to stop and make that call.

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WASTE MANAGEMENT

The Centre of English Studies recognises their responsibilities under legislation to reduce the volume of waste materials generated and facilitate recycling where possible.

The company will implement all necessary measures to inform employees and students of the arrangements that have been put in place for the safe disposal of waste materials at each location.

The Company has studied current legislation regarding waste disposal and in particular the Waste Electrical and Electronic Equipment Regulations (WEEE) and will ensure that the necessary measures are taken to achieve compliance, where applicable. This will include the provision of designated waste facilities at each of the Companies premises to enable the separation of different types of waste to facilitate recycling where possible.

No fuel oils, chemicals or acids will be tipped, burnt or buried on the premises. These items will be removed in containers to authorised disposal areas. No glass, glass fibres or metal fibres, tyres, plastic or manmade products will be dumped on the premises. They will be collected for re-cycling.

The majority of waste produced by the Company is paper and cardboard from the offices and cardboard and plastic packaging from deliveries.

All waste containers are emptied on a daily basis to prevent the build-up of excessive amounts of waste materials on the premises.

Wheeled waste disposal containers are provided for waste material disposal and employees are required to ensure only specified items are disposed of in the appropriate container. Materials for dry mixed recycling must be kept separate from food and other general waste items.

Waste containers are emptied on a weekly basis by a licensed contractor and Waste Transfer Notes are retained at each location as evidence of this.

The Local Authority will also collect larger items such as furniture by prior arrangement. Disposal of electrical items can be via the Local Authority waste site or by using a suitable local contractor.

CENTRE OF ENGLISH STUDIES

WORK AT HEIGHT

The Centre of English Studies will take all possible precautions to prevent any falls from height and to implement safe working practices that will not put employees or others at risk from falls, falling objects or collapse of access equipment.

The Work at Height Regulations 2005 requires employers and the self-employed to carry out a risk assessment for all work conducted at height and to put in place arrangements for:

- Eliminating or minimising risks from working at height
- Safe systems of work for organising and performing work at height
- Safe systems for selecting suitable work equipment to perform work at height
- Safe systems for protecting people from the consequences of a fall from height

The risk assessment and the action taken should be proportionate to the harm that could occur if no action was taken.

It will include a careful examination of what harm could be caused from working at height with a view to taking the necessary steps to reduce the likelihood of this harm occurring, either through avoiding the activity or, where this is not reasonably practicable, through carrying it out in a safe manner using the appropriate work equipment.

The only work at height routinely undertaken by Company employees will be of a short-term nature from folding step-ladders for the changing of light bulbs on the premises.

The following safe working practices must be observed by any employee carrying out work at height:

Step-ladders:

These are not designed for any degree of side loading and can be easily overturned. The user's weight should be kept within the 'foot-print' of the ladder and over-reaching must be avoided.

The step ladder must be positioned facing the area of work to achieve maximum stability, not placed side-on where the risk of toppling will be increased.

The top step of most step-ladders is designed as a platform to hold items and should not be used to work from, unless the manufacturer's instructions specifically state that this may be done.

The third step from the top is generally recognised as the maximum that should be used for standing as this will enable support to still be obtained from the stiles and remaining steps.

The condition of the step-ladder should be regularly inspected for faults and damage. This will include examination of the rubber feet, the steps, the stiles (uprights) and any bracing provided. A record of such inspections will be kept at the premises.

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WORKPLACE SAFETY & WELFARE

The Workplace (Health, Safety and Welfare) Regulations 1992 require the employer to ensure the health, safety and welfare of employees in the workplace.

The Principal and Safety Representative are responsible for ensuring the co-ordination of general workplace safety, but all employees have a responsibility to contribute towards the overall standards in the workplace.

It is recognised that a very common cause of workplace injury is due to slips, trips and falls resulting from short-term hazards, e.g. spills, dropped items and obstructed walkways. Many falls result from slips or trips at floor level.

The company will reduce the risk of slips, trips and falls by monitoring the following measures:

- Floor and traffic route surfaces and coverings are maintained in good repair and kept clean
- Suitable and sufficient handrails and guardrails are provided to prevent falls
- Procedures are in place to mop-up liquid spillages, food debris and any other floor surface contamination
- Lighting is suitable and sufficient, even in emergencies and light bulbs and fluorescent tubes are replaced promptly when not working
- Slip, trip or fall hazards are clearly signed; this may be by using temporary signs or permanent signs and tape
- There is adequate provision for the safe storage and stacking of documents and resources to prevent them falling and causing injury. Storage areas must be easily accessible and maintained in good condition.

Employees can do much to reduce the risk of slips, trips or falls by observing the following guidance:

- Reporting, for remedial action, any matter that could cause a slip, trip or fall. For example, a failed light or damaged floor surface
- Ensuring that electrical leads are properly managed and not left to trail across floors and traffic routes
- Practising 'good housekeeping' by making sure corridors, etc. are free from obstruction and bags, clothing and other personal items are stored in the appropriate place
- Not running inside the building or indulging in horseplay
- Close filing cabinet or similar drawers after use, particularly the lower ones
- Arranging office furniture so as to reduce the risk of falls
- Ensuring that spillages of liquids or substances are mopped up

The Company provides suitable welfare facilities and these include:

- Clean, well maintained toilet facilities with hand wash basins and a good supply of soap and paper towels or other methods of drying hands
- Drinks machines in the student lounge which are cleaned twice daily and the filters changed on a regular basis
- A drinking fountain in the student lounge cleaned regularly and the drip tray emptied
- A room for personnel to take breaks and eat meals with facilities to warm food and make hot drinks