

# Health and Safety Handbook



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## **Amendment Record**

## **Introduction**

In compliance with the requirement of Section 2 of the Health and Safety at Work etc. Act 1974, Brent Lodge Wildlife hospital are effectively discharging their statutory duties by preparing a written Health and Safety Policy. A copy of the policy and associated employee handbook, which outline our health and safety arrangements and organisational structure, are held at Brent Lodge Wildlife hospital's main place of business.

Brent Lodge Wildlife hospital are aware that in order to ensure the health and safety policy is maintained effectively; it is essential that all references and information are up-to-date and accurate. Should any changes occur within the business e.g. introduction of new processes or systems etc. or, if changes occur that impact on the organisation of health and safety responsibilities, a nominated representative will liaise with Citation Ltd, whose Health and Safety Consultants will advise on any policy updates that are needed and arrange for such amendments to be forwarded.

The health and safety policy and management system requires constant monitoring by Brent Lodge Wildlife hospital's management and reviewed particularly following changes to the business and following accidents or incidents to ensure continual legal compliance. Citation will review the policy at the time of annual inspection.

In order for Brent Lodge Wildlife hospital to discharge its statutory duties, employees are required by law, to co-operate with management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst at work. Brent Lodge Wildlife hospital encourages all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document.

## **Health and Safety Policy Statement**

The following is a statement of the Charity's health and safety policy in accordance with Section 2 of the Health and Safety at Work etc. Act 1974.

It is the policy of Brent Lodge Wildlife hospital to ensure so far as is reasonably practicable, the health, safety and welfare of all staff / volunteers working for the company and other persons who may be affected by our undertakings.

Brent Lodge Wildlife hospital acknowledges that the key to successful health and safety management requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. To maintain that commitment, we will continually measure, monitor and revise where necessary, an annual plan to ensure that health and safety standards are adequately maintained.

The Board of Trustees will implement the health and safety policy and recommend any changes to meet new circumstances. Brent Lodge Wildlife hospital recognises that successful health and safety management contributes to successful business performance and will allocate adequate finances and resources to meet these needs.

The management of Brent Lodge Wildlife hospital looks upon the promotion of health and safety measures as a mutual objective for themselves and staff / volunteers. It is therefore, the policy of management to do all that is reasonably practicable to prevent personal injury and damage to property. Also, the organisation aims to protect everyone, including visitors and members of the public, insofar as they come into contact with our activities, from any foreseeable hazard or danger.

All staff / volunteers have duties under the Health and Safety at Work etc. Act 1974 and are informed of their personal responsibilities to take due care of the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions. Staff / Volunteers are also informed that they must co-operate with the organisation in order that it can comply with the legal requirements placed upon it and in the implementation of this policy. Brent Lodge Wildlife hospital will ensure continued consultation with the workforce to enable all viewpoints and recommendations to be discussed at regular intervals.

The organisation will ensure a systematic approach to identifying hazards, assessing the risks, determining suitable and sufficient control measures and informing staff / volunteers of the correct procedures needed to maintain a safe working environment. We will provide, so far as is reasonably practicable, safe places and systems of work, safe plant and machinery, safe handling of materials and substances, the provision of adequate safety equipment and ensure that appropriate information, instruction, training and supervision is given.

We regard all health and safety legislation as the minimum standard and expect management to achieve their targets without compromising health and safety.

**A signed copy of this statement is available on request.**

## **Environmental Statement**

We are committed to preventing pollution and to complying with all relevant environmental legislation, regulations and other environmental requirements.

We will regularly evaluate the environmental impact of our activities, products and services and we will take action to continually improve our environmental performance.

It is our policy to:

- Minimise the use of energy, water and natural resources
- Minimise waste through prevention, re-use and recycling where possible
- Dispose of waste safely and legally
- Avoid the use of hazardous materials, where practical
- Work with environmentally responsible suppliers
- Prevent environmental damage and minimise nuisance factors such as noise and air pollution.

We will define environmental objectives, targets and improvement actions that are related to this policy and to our significant environmental aspects. We will regularly evaluate progress.

We are committed to providing relevant environmental training and promoting environmental awareness to employees and, where appropriate, to suppliers and to communicating our environmental performance.

We will implement processes to prevent environmental non-conformities and to ensure that we are prepared to deal with potential environmental emergencies.

This policy will be regularly reviewed and updated to take account of organisational priorities and changes, environmental legislation and best practice.

***A signed copy of this statement is available on request.***

# **Safety Management Structure**

<SafetyManagementStructure Logo>



## **Employer's Responsibilities**

As employers we have a duty to all staff / volunteers, casual workers, part-time workers, trainees, visitors and sub-contractors who may be in our workplace or use work equipment provided by us. Consideration will also be given to our neighbours and the general public.

Management will ensure they:

- Assess all risks to worker's health and safety and bring the significant findings to the attention of staff / volunteers
- Provide safe plant and equipment that is suitably maintained
- Provide a safe place of work with adequate facilities and safe access and egress
- Provide adequate training and information to all staff / volunteers
- Have provisions in place to guarantee that articles and substances are handled and stored in a proper manner
- Provide health surveillance to staff / volunteers where it is deemed necessary
- Appoint competent persons to help comply with health and safety law
- Provide staff / volunteers and other workers who have little or no understanding of English, or who cannot read English, with adequate supervision, translation, interpreters or replace written notices with clearly understood symbols or diagrams.

### Staff / Volunteers Responsibilities

The Health and Safety at Work etc. Act 1974 details two main sections which staff / volunteers are required to comply with. These are: -

- All staff / volunteers have a duty of care under the Health and Safety at Work etc. Act 1974, section 7, to take reasonable care of himself/herself and any other person who may be affected by their acts or omissions at work
- In addition to the above, Section 8 states that under no circumstances shall staff / volunteers purposely or recklessly interfere or misuse anything provided in the interest of safety or welfare, lifesaving equipment, signs or firefighting equipment
- Staff / Volunteers also have a duty to assist and co-operate with Brent Lodge Wildlife hospital and any other person to ensure all aspects of health and safety legislation are adhered to.

Staff / Volunteers are obliged to:

- Always follow safety rules, avoid improvisation and comply with the health and safety policy
- Only perform work that they are qualified to undertake
- Always store materials and equipment in a safe manner
- Never block emergency escape routes
- Always practice safe working procedures, refrain from horseplay and report all hazards and defective equipment
- Always wear suitable clothing and personal protective equipment for the task being undertaken
- Inform the First Aider or Appointed Person of all accidents that occur.

The Management of Health and Safety at Work Regulations require all staff / volunteers to: -

- Utilise all items that are provided for safety
- Comply with all safety instructions
- Report to management anything that they may consider to be of any danger
- Advise management of any areas where protection arrangements require reviewing.

#### Sub-Contractors/Self-Employed Personnel Responsibilities

Will be made aware of the organisation's health and safety policy, safety rules and:

- Will be fully aware of the responsibilities and requirements placed upon them by the Health and Safety at Work etc. Act 1974 and other relevant legislation
- Will comply with all instructions given by management
- Will co-operate with Management to ensure a high standard of health and safety on all contracts with which they are involved
- Will carry out risk assessments in relation to their activities, ensure that adequate health and safety arrangements are implemented and co-operate as necessary with all affected parties
- Will comply with signing in and out procedures.

## Information For staff / volunteers

Information regarding health and safety law is provided in a number of ways:

- Staff / Volunteers are provided with a copy of the 'Employee handbook'
- The approved poster "Health and Safety Law – What You Should Know" is displayed on the premises. This poster is completed with address of the local enforcing authority, the Employment Medical Advisory Service (EMAS) etc. and names of responsible persons
- Management and staff / volunteers have access to our Health and Safety Management System that contains all relevant information with regard to recording and monitoring procedures.

## Joint Consultation

The Health and Safety (Consultation with Employees) Regulations require all employers to consult with their staff / volunteers who are not represented by safety representatives, as detailed in the Safety Representatives and Safety Committees Regulations.

We recognise the importance and benefits to be gained by consultation and will maintain clear avenues of communication to ensure effective consultation between management and staff / volunteers. It is the responsibility of management to ensure that consultation takes place in good time on matters relating to staff / volunteers health and safety at work.

If at any time the method of consultation becomes ineffective due to the size or nature of the business then the organisation will recognise the rights of staff / volunteers or groups of staff / volunteers to elect one or more persons to act as their representative for the purpose of such consultation.

Health and safety will be on the agenda of all management meetings. Items that may be included in the meeting are:

- Review of accident statistics, near misses and trends
- New legislation
- Compliance with the objectives of the health and safety plan
- Occupational health issues
- Introduction of new technology
- Result of health and safety audits
- Review of significant findings identified by reports produced by Citation Ltd
- Completion of corrective actions
- Review of training needs.

Citation Ltd along with other professional bodies will inform senior management of any relevant changes to health and safety. Management will disseminate this information to all relevant staff / volunteers.

If any visitors or customers raise any concerns with regard to health and safety, senior management will investigate the issue and if required, take appropriate action to deal with the matter.

# **Access And Egress**

## Description

Safe access and egress includes movement of persons, equipment and vehicles into, around and out of the place of work.

## Associated Hazards

- Slips, trips and falls
- Falling objects
- Vehicle movement
- Uneven/obstructed floor
- Trailing cables
- Opening in the floor
- Unsuitable/insufficient lighting.

## Staff / Volunteers Responsibilities

- Follow advice and information given by the employer in relation to safe access and egress
- Regularly check that there is sufficient space to move about their work area freely and where necessary report any problems
- Report any situation to the employer where safe access and egress is restricted or obstructed so that arrangements for the appropriate remedial action can be taken.

# **Accident Reporting**

## Description

There are many hazards present in all workplaces. Control measures, when implemented, should reduce the risks from those hazards to a level as low as is reasonably practicable in order to prevent accidents and cases of ill health. This arrangement provides advice and guidance to all members of staff, together with information necessary for the reporting and subsequent investigation of accidents, incidents and near misses. An accident is an unplanned event that results in personal injury or damage to property, plant or equipment. A 'near miss' is any incident, accident or emergency which did not result in an injury.

## Death

- Workers and non workers who have died of a work related accident.

## Specified injuries

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which:
  - covers more than 10% of the body, or
  - causes significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which:
  - leads to hypothermia or heat-induced illness, or
  - requires resuscitation or admittance to hospital for more than 24 hours.

## Over seven-day injury

This is an injury, which is not a specified injury but results in the injured person being away from work or unable to carry out their normal duties for more than seven days. Apart from the day of the accident, weekends and days that would not normally be worked, such as rest days, are counted.

### Occupational Disease

- Occupational dermatitis
- Carpal tunnel syndrome
- Severe cramp of the hand or forearm
- Hand arm vibration syndrome
- Occupational asthma
- Tendonitis or tenosynovitis of the hand or forearm
- Any occupational cancer
- Any disease attributed to occupational exposure to a biological agent.

### Dangerous Occurrence

There are 27 dangerous occurrences which are relevant to most workplaces, e.g:

- Collapse, overturning or failure of load bearing parts of lifts and lifting equipment
- Plant or equipment coming into contact with overhead lines
- Electrical short circuit or overload causing fire or explosion
- Collapse or partial collapse of scaffold over 5 metres high or which has been erected near water where there is the potential of drowning after a fall.

### People Not At Work

- A member of the public or a person not at work has suffered an injury and is taken from the scene of an accident to hospital for treatment to that injury
- A member of the public or person who is not at work has died.

In addition Brent Lodge Wildlife hospital will ensure that:

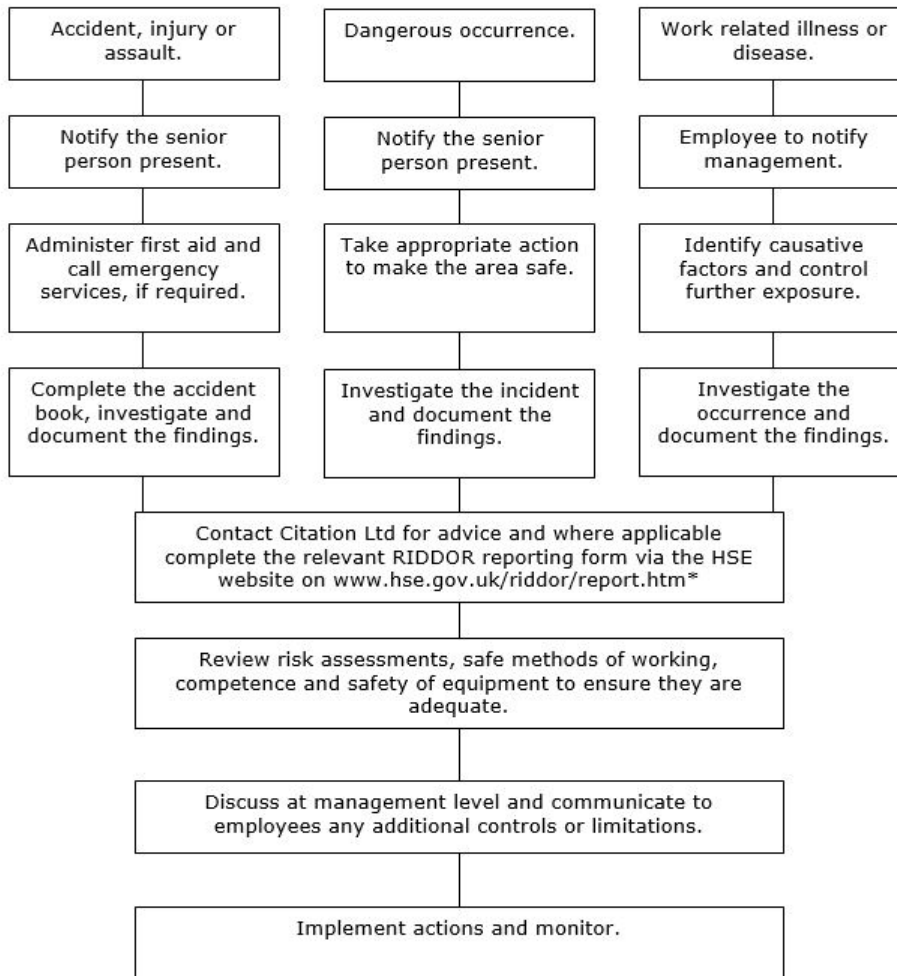
- All accidents and incidents, however minor, will be investigated to ensure the appropriate action is taken to prevent recurrence. In the majority of cases, the details contained within the accident book will constitute an investigation
- The risk assessments will be reviewed and, if necessary, further control measures will be introduced
- Improvement strategies will be implemented to help prevent or minimise occurrences, thus reducing future risk of harm.

### Staff / Volunteers Responsibilities

Any members of staff who are involved in, or aware of an accident must follow the accident reporting procedure and inform the employers, either orally or in writing as soon as possible after the accident occurs. The nominated person will complete the necessary documentation including accident book entry, investigation and comply with any notification and reporting requirements.



## Accident And Incident Reporting Flowchart



\*Note the Incident Contact Centre telephone reporting service is only available for specified injuries and fatalities on 0845 300 9923.

# **Alcohol And Drugs Misuse**

## Description

There is evidence that the effects of drinking or drug use or abuse can reduce personal performance and potentially increase absence rates. In jobs where safety is paramount, such as the transport industry, any form of a drug or alcohol related problem is a very serious matter and in some circumstances may be a criminal offence. The scope of this policy extends to alcohol, illicit drugs or substances and over-the-counter or prescription medication if abused or taken in an irresponsible manner.

## Associated Hazards

- Impairment of co-ordination
- Inability to drive or use equipment safely
- Lack of awareness, judgement and sense of danger.

## Disciplinary procedures

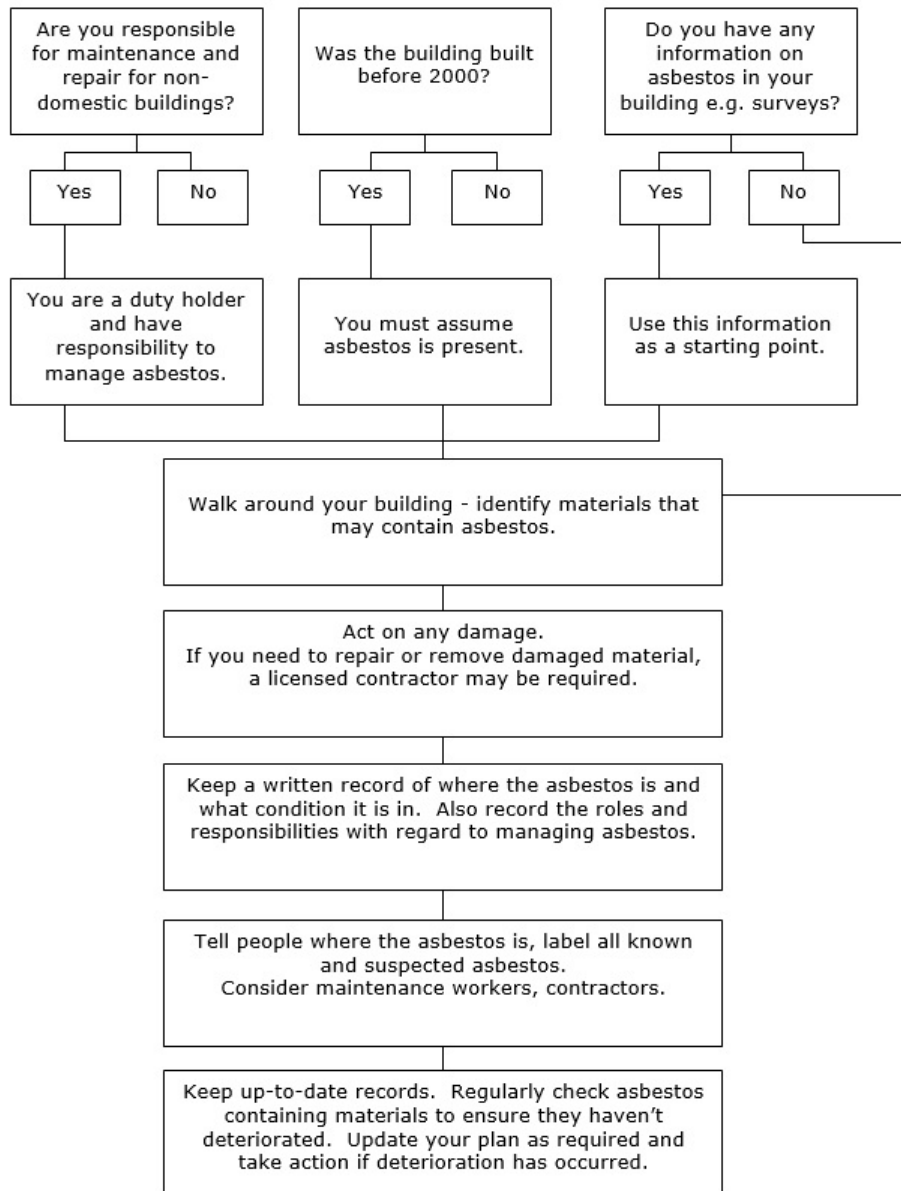
- If an alcohol or drug related problem comes to light that results in unacceptable behaviour or performance it may be dealt with in accordance with our disciplinary or capability procedures
- Behaviour or performance which is found to be unacceptable and related to alcohol or drug abuse, may, depending on the circumstances of the individual case, result in summary dismissal.

## Staff / Volunteers Responsibilities

Staff / Volunteers must:

- Inform your line manager if you are taking any prescription medications that may affect your ability to safely operate vehicles, equipment, machinery or to carry out your duties
- Not attend work at any time whilst under the detrimental influence of alcohol or drugs
- Seek help voluntarily if they recognise they have an alcohol or drug related problem
- Advise the employer if they are aware that a colleague has an alcohol or drug related problem that is affecting their work. This will ensure that the staff / volunteers receives the necessary support and assistance needed.

# Asbestos Management Flowchart



## **Blood Borne Viruses (BBV)**

### Description

We recognise that there is a potential risk of staff / volunteers coming into contact with Blood Borne Viruses (BBV) such as hepatitis and Human Immunodeficiency Virus (HIV). To reduce the risks posed by these viruses we will assess the potential for exposure and introduce controls to reduce the risk.

### Associated Hazards

- Direct contact with infected blood or saliva
- Contact with clinical dressings
- Needle stick injuries.

### Staff / Volunteers Responsibilities

- Immediately report any spillage of bodily fluids and arrange for suitable isolation and cleaning in line with their level of training
- Report to management in confidence, if they become aware that they are a carrier of a BBV, if it is relevant to their employment.

The risk of BBV infection is low, as direct contact with blood and body fluids does not occur regularly. Much depends on the nature of the exposure and not all exposures result in infection.

## **Body and Fashion Jewellery**

### Description

Body modification and adornment, which includes traditional ear (lobe) piercing has become well established and socially acceptable. Other body adornment practices have expanded in popularity from their previous position as fringe activities and their development is ongoing. These now include navel rings, lip studs, tongue studs and eyebrow studs, amongst others.

### Associated Hazards

- Infection/cross infection
- Injury to the wearer (i.e. rips or tears) or to others
- Entanglement
- Risk of standards of hygiene being compromised in food preparation areas.

**Note:** the list of hazards associated with the wearing of jewellery is not exhaustive.

### Staff / Volunteers Responsibilities

Staff / Volunteers responsibilities are to take care of themselves and others in work activities during which jewellery is worn and to have regard to the following: –

- Ensuring that jewellery is unobtrusive when worn
- If wearing a nose stud, ensure it is one, which is a plain, flat, pinhead-sized stud
- Only wearing a maximum of two earrings, and where a second pair is worn, these should be in the form of discreet studs. Earrings can only be worn in the lobe of the ear
- Large, decorative rings should not be worn. However, it is acceptable to wear plain bands if staff should so wish e.g. wedding rings. These must be removed when hand hygiene is being performed in order to reach the bacteria, which can harbour underneath.

# **Cleaning and Disinfection**

## Description

Everyone involved in the workplace must be committed to ensuring that satisfactory standards of hygiene are achieved. The requisite standards will be clearly and effectively communicated and reinforced by management. Cleaning schedules will be developed as a communication link between management and staff and are necessary to ensure that premises and equipment are cleaned effectively and if necessary, disinfected.

## Associated Hazards

- Chemical storage and handling
- Mixing of chemicals in different containers
- Slips, trips and falls
- Dermatitis.

## Staff / Volunteers Responsibilities

- Co-operate with the employer in relation to maintaining a clean and tidy workplace
- Follow training, guidance and instruction to prevent injury or ill health
- Make use of any personal protective equipment provided
- Report to the employer any hazardous or dangerous situation
- Co-operate with management arrangements for health and safety.

# **Contractors**

## Description

A contractor is anyone who is undertaking work on our behalf but is not a direct employee. Contractors may be employed to undertake maintenance, repairs, installation, construction, window cleaning, engineering and many other jobs. Work undertaken for a client by a contractor is usually covered by a civil contract.

Whilst it is good practice for health and safety requirements to be written into such contracts, health and safety responsibilities are defined by criminal law and cannot be passed on to another by a contract. Thus, in any client/contractor relationship, both parties will have duties under health and safety law. Contractors are especially vulnerable and may put the client's own staff / volunteers at risk.

## Associated Hazards

- Movement of site traffic
- Contaminated land / Excavations
- Working at height
- Manual handling injuries
- Hazardous materials/substances.

## Contractor's/Sub-Contractor's Responsibilities

All sub-contractors undertaking work on our behalf:

- Must accept responsibility for complying with the provisions of the Health and Safety at Work etc. Act 1974 and all other relevant statutory provisions in respect of the work comprising the contract
- Must provide suitable and appropriate supervision to plan, control and monitor their operations having carried out risk assessments for the work
- Must agree risk assessments and any method statements with the client before work commences. Also inform the client of any unforeseen hazards arising from the work to enable the necessary precautions to be put in place
- Must ensure plant and machinery brought on site is fully guarded and complies with the requirements of the Provision and Use of Work Equipment Regulations (PUWER)
- Must make available for inspection, test certificates issued by a competent person for equipment such as lifting equipment, air compressors and pressure plant

- Must report all accidents to the client immediately so that they can record the incident in the accident book.

#### Staff / Volunteers Responsibilities

Staff / Volunteers will:

- Immediately report any unsafe practices or concerns to the senior person present.



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

## Description

Using chemicals or other hazardous substances at work may put people's health at risk, thus, employers are required to control exposure to hazardous substances to prevent ill health. The aim is to protect both staff / volunteers and others who may be exposed by complying with the Control of Substances Hazardous to Health Regulations (COSHH).

Hazardous substances include: -

- Substances used directly in work activities, e.g. paints, adhesives, cleaning agents
- Substances generated during work activities, e.g. soldering, welding fumes, silica dust
- Naturally occurring substances, e.g. grain, dust
- Biological agents, e.g. bacteria and other micro-organisms.

Effects from hazardous substances can range from mild eye irritation to chronic lung disease or even death.

## Associated Hazards

- Skin irritation
- Asthma or other lung disease
- Losing consciousness
- Cancer
- Infection from bacteria and/or micro-organisms.

N.B. This list of hazards is not exhaustive.

## Staff / Volunteers Responsibilities

Staff / Volunteers have responsibilities under COSHH Regulations, and are expected to: -

- Take part in training programmes
- Observe container hazard symbols
- Practice safe working with hazardous substances
- Report any concerns or health issue to their immediate supervisor
- Wear, use correctly and maintain any personal protective equipment and respirable protective equipment provided

- Return all hazardous substances to their secure location after use
- Use the control measures provided properly.

# Dermatitis

## Description

The word 'Dermatitis' derives from the Greek words for skin, "**derma**" and inflammation, "**itis**". Dermatitis is a skin condition usually caused by contact with something that irritates the skin or causes an allergic reaction. Contact Dermatitis affects mainly the hands but other parts of the body can also be affected. Dermatitis can be caused by:

- Wet work due to repeated and prolonged contact with water, e.g. by hand washing more than 20 times or having wet hands for more than 2 hours during a shift
- Chemical agents, e.g. through contact with chemicals, including by direct contact, splashes, contaminated work surfaces and tools, airborne particles settling on the skin
- Biological agents, e.g. through contact with plants, bacteria, spores, moulds, fungi
- Physical agents, e.g. by vibration, radiation or low humidity from air conditioning
- Mechanical agents, e.g. by abrasion.

## Associated Hazards

The main categories relating to work-related Contact Dermatitis are classified as:

- Irritant Contact Dermatitis: mainly caused by chemical and physical irritants and is the most common form of Contact Dermatitis. Common chemical irritants include solvents, soaps, detergents, latex, cosmetics, metalworking fluids, oils and alkali's
- Allergic Contact Dermatitis: common allergens include, UV cured printing inks, adhesives, wet cement, some plants, nickel and chromium which can cause an allergic reaction, hours or days after contact. In rare cases a severe reaction can occur, known as an 'anaphylactic shock'
- Photo Contact Dermatitis: is a reaction that develops where chemicals are applied to the skin, e.g. sunscreens, fragrances, creams, insecticides, disinfectants.

Symptoms of dermatitis generally include a localised rash and/or irritation of the skin and can develop into flaking, scaling, cracking, bleeding, swelling and blistering which can take days or even weeks to heal.

## Staff / Volunteers Responsibilities

- Observe hazard symbols and instructions displayed on product containers

- Co-operate with the employer and follow the safe working procedures to minimise contracting dermatitis
- Wear suitable PPE and use skin care products according to the control measures identified in the risk assessments
- Use work equipment and methods of work that prevents the skin coming into contact with hazardous substances
- Regularly check skin condition and report any symptoms of dermatitis to the employer and seek medical advice, if necessary
- Ensure that hands are washed and dried regularly, including before and after the wearing of protective gloves
- Use 'before and after' work creams to ensure that the skin is kept in good condition – ***remember that barrier creams are not a substitute for protective gloves.***

# **Diabetes**

## Description

In the UK, 1.4 million people are diagnosed with diabetes mellitus. It is likely that more people have the condition, but have yet to be formally diagnosed. Diabetes is the leading cause of blindness in the country and can lead to serious complications such as heart disease, kidney failure and stroke.

For each affected employee, the level of treatment will vary greatly from individual to individual and within each individual from day to day. It may therefore be necessary to seek specialist advice.

## Symptoms Associated With Diabetes

- Weakness, faintness or hunger
- Palpitations and muscle tremors
- Strange actions or behaviour where the casualty may seem confused or drunk, belligerent or may even be violent
- Sweating
- Pallor
- Cold clammy skin
- A strong pulse
- Deteriorating level of response
- Shallow breathing.

The person may have a warning card (medic – alert) or bracelet, sugar lumps, tablets or an insulin syringe (which may look like a pen) among their possessions.

## Staff / Volunteers Responsibilities

- To co-operate with the employer in relation to health and safety arrangements
- Follow any training, guidance and instruction
- Report any accident or incident to the employer.

**Furthermore, diabetic employee's responsibilities include :-**

- Alerting the employer if their condition is having an adverse effect on their day-to-day ability to work or increase the likelihood of an accident
- Notifying the employer and the DVLA if:
  - receiving treatment with insulin where the job entails driving any type of vehicle or
  - receiving any type of medication for diabetes where the job entails driving Group 2 vehicles (bus, coach or lorry).

If the condition is managed by diet or non-insulin medication (or both) there is no obligation to inform the DVLA provided the employee is free from certain diabetes related complications, listed on the DVLA website, or has not been advised to do so by their GP, specialist or optician.

- Co-operation with the management arrangements for health and safety
- Following any training, guidance and instruction provided by the employer.

## **Disciplinary Rules**

### Description

Brent Lodge Wildlife hospital believes that health and safety is a critical factor that needs to be taken into account when running a business. To enable the company to control safety, a number of safety rules have been established. Failure to comply with these rules may result in disciplinary action.

### Staff / Volunteers Responsibilities

- To take care of the health and safety of themselves and others
- To co-operate with their employer
- To not misuse or interfere with anything provided for health, safety and welfare
- To report any identified hazards to their employer
- To comply with clearly indicated and specific safety rules
- To wear safety clothing or equipment provided
- Conduct themselves in such a way that they do not create a potential risk of injury or danger to themselves or to anyone else.

# **Display Screen Equipment (DSE)**

## Description

Display Screen Equipment (DSE) based work can potentially have serious effects on health.

DSE users can experience a range of different physical and psychological health problems including eyestrain, blurred vision, headaches, and musculoskeletal problems including repetitive strain injury (RSI) and work related upper limb disorders (WRULD).

Problems are caused by a combination of badly designed jobs, equipment and work environment. However, most of these conditions are preventable by giving attention to the way in which work is organised, and providing appropriate equipment and workplaces.

## Associated Hazards

- Musculoskeletal injuries
- Repetitive Strain Injury (RSI)
- Work related upper limb disorders (WRULD)
- Visual fatigue
- Stress.

## Staff / Volunteers Have A Responsibility

- To inform the employer in confidence as soon as possible if a health problem arises through the use of display screen equipment
- To work in accordance with any advice or guidance given by the employer
- To familiarise themselves with the contents of the relevant risk assessments
- Request Brent Lodge Wildlife hospital to arrange and pay for eye and eyesight tests where required and if the employee is identified as a user of DSE equipment.



# **Driving At Work**

## Description

It has been estimated that up to one third of all road traffic accidents involve somebody who is 'at work' at the time, making work-related road collisions the biggest single safety issue for many UK businesses. Promoting safe driving practices and a good safety culture at work is also beneficial to private driving, and could reduce the potential for staff / volunteers getting injured in a road traffic accident whilst away from work.

## Associated Hazards

- The driver: with no competency, no training, poor fitness and health
- The vehicle: suitability, mechanical condition, safety equipment (seat belts) and ergonomic considerations
- The journey: routes, scheduling, time, distance, weather conditions
- Crime: theft, violence, personal injury, property damage.

## Mobile Telephones

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone whilst driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.

Where necessary, hands-free kits will be provided to staff / volunteers who are required to use mobile telephones whilst working away from the premises.

Under no circumstances are staff / volunteers permitted to use hand-held telephones other than via hands free kits, or similar hand-held devices whilst driving. The prohibition also applies when stationary at traffic lights or other delays that may occur.

## Mobile Phone Use

- If mobile phones are used whilst driving it is important that the phone is held in a cradle. Drivers still risk prosecution (for failure to have proper control) even if they use hands-free phones when driving.

The following guidance is given to all drivers who are required to use mobile phone hands-free kits: –

- Only use the phone when it is safe to do so
- Understand how your phone operates
- Only acknowledge incoming calls on a hands-free system where answering is automatic or one touch button

- Only use short responses and indicate that you will return the call when it is safe to do so. Only use the mobile phone when it is essential to do so and do not talk longer than is necessary
- Whenever possible, drivers should not make outgoing calls whilst driving
- When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

#### Staff / Volunteers Responsibilities

- Staff / Volunteers must follow any advice, information, instruction and training given by the employer
- All staff / volunteers who are expected to drive on company business must have a valid drivers' licence for the class of vehicle they are driving
- Staff / Volunteers must provide a copy of their driving licence, on request and declare any driving convictions.
- Staff / Volunteers using their own vehicles for work should also provide a copy of their insurance certificate and a valid MOT certificate for the vehicle where applicable
- Drivers must ensure, so far as is reasonably practicable, that the vehicle is adequate for the purpose including being roadworthy, is in safe mechanical condition, is not overloaded, loads are secure and seat belts are worn
- Drivers shall comply with traffic legislation and The Highway Code, be conscious of road safety and demonstrate safe driving
- Staff / Volunteers driving vehicles on company business will not be under the influence of drink or drugs and must not drive whilst disqualified
- Drivers must stop after a crash or similar incident with which they are involved
- Staff / Volunteers must inform management if they become aware of any medical condition or take medication that might affect their ability to drive
- Promptly report defects, hazards and concerns to management.

#### Personal Safety – Staying Safe In Your Vehicle

##### Plan Ahead:-

- Check your route; keep a map in the vehicle
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park
- Check you have enough fuel
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc

- Check vehicle breakdown cover and keep the number with you
- Check you have something in the vehicle to keep you warm, e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather
- Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan
- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving)
- Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked
- Do not leave luggage or documents on display within your vehicle
- Do not leave the parking ticket on display – unless it is a requirement of the car park facility
- When returning to your vehicle, immediately lock the doors and drive off promptly
- Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services
- Do not get into a vehicle with a stranger, or offer a stranger a lift.

#### In the Event of a Vehicle Breakdown

- Try to reach the side of the road and contact the vehicle breakdown services. Advise them if you are female and alone
- Switch on hazard warning lights
- If someone stops, ring the police and give them the vehicle registration details. If the driver approaches, inform him/her you have contacted the police who will be arriving shortly. Avoid opening doors or windows to converse with strangers
- If you decide to get out of the vehicle and await breakdown assistance (this is dependant on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle. If you breakdown on a motorway hard shoulder it is always advisable to get out of the vehicle and await assistance behind a barrier or away from the road side

- When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not clearly identifiable, e.g., AA, RAC.

# Electricity

## Description

It is vital that electrical systems and equipment installed within the premises are used with care. Live normal mains voltage, 230 volts AC can kill.

## Associated Risks

- Direct contact with live parts, causing muscular spasm, heart stoppage, breathing paralysis and skin burns
- Overheating cables, equipment or appliances can cause burns, fire or explosion
- Short circuit or arcing due to incorrect classification of installation or equipment.

## Staff / Volunteers Responsibilities

Staff / Volunteers will: -

- Comply with the Brent Lodge Wildlife hospital arrangements for electrical safety in the workplace
- Not carry out repair work to electrical equipment, systems or appliances unless competent and authorised to do so
- Use the protective and safety equipment provided as applicable
- Not use electrical equipment in wet or damp conditions unless it is designed for this purpose
- Not overload any electrical adaptor or socket
- Always switch off the electrical equipment when not in use
- Not put water, drinks or other liquids on or near electrical equipment
- Report damaged plugs, sockets and flexes to your supervisor to get them repaired
- Follow the training and instruction provided in using electrical equipment to prevent injury to themselves and others
- Not bring private portable electrical appliances into the workplace without prior authorisation from a line manager. Any such equipment must be checked or tested in accordance with the Brent Lodge Wildlife hospital procedures.

# **Emergency Plans**

## Description

As part of our overall Health & Safety Management plan we will create not only a safe working environment but provide a suitable and sufficient means of controlling emergency situations, e.g. rescuing or retrieving persons who may become unavoidably trapped, collapse of a structure or uncontrolled release of a substance etc.

This will not however diminish any responsibility on our part, to do all that is reasonably practicable to prevent such an event occurring in the first place.

## Associated Hazards

- Fire and explosion
- Flooding
- Asphyxiation
- Working at height or in confined spaces
- Hazardous substances
- Collapse of structures and excavations
- Bomb threat
- Spillage.

## Staff / Volunteers Responsibilities

- Co-operate and follow directions of responsible persons in order to comply with the emergency procedures
- Attend training in the actions to be taken in the event of an emergency
- Raise the alarm on discovering an emergency situation
- Only use emergency equipment if trained and authorised to use such equipment
- Report immediately any faults, damage to emergency equipment or concerns with emergency plans.

# **Epilepsy**

## Description

Epilepsy is defined as having repeated seizures, which start in the brain. A brief disturbance to the brain's normal electrical activity causes the nerve cells to fire off random signals. The result is like an electrical storm that causes a temporary overload in the brain.

There are many different kinds of seizure. Some end in seconds while others may last several minutes. People affected might lose awareness of what is happening or where they are during a seizure and they may lose consciousness altogether. Each person's experience of epilepsy is unique.

## Recognition Of Minor Epilepsy

- Sudden 'switching off'; the casualty may be staring blankly ahead
- Slight and localised twitching or jerking of the lips, eyelids, head or limbs
- Odd 'automatic' movements such as lip smacking, chewing, or making noises.

## Associated Hazards

Some jobs can carry considerable risk to a person who has frequent seizures and their colleagues. These can include working: -

- At heights or underground
- Near open water
- On heavy, unguarded machinery or driving
- With hot ovens or open fires
- With high voltage/open circuit electricity.

## Staff / Volunteers Responsibilities

- Co-operate with the employer in relation to health and safety arrangements
- Follow any training, guidance and instruction
- Report any accident or incident to the employer.

Staff / Volunteers suffering from Epilepsy have an additional duty to:

- Alert the employer if his/her epilepsy is having an adverse effect on his/her day-to-day ability to work
- Where necessary, to inform the employer if the condition could increase the risk of an accident at work
- If part of your job includes driving, to notify the employer and the DVLA if receiving treatment or tablets. Notification to the DVLA is a strict legal requirement
- To follow any training, guidance and instruction provided by the employer.



# Fire

## Description

Fire prevention is an important obligation for all businesses. Brent Lodge Wildlife hospital has a responsibility for ensuring the health, safety and welfare of all staff / volunteers and others who may have access to the workplace as well as adjoining businesses or premises. These general duties include safety in relation to fire hazards, both from the work processes and activities, as well as general fire safety in the workplace.

It is the policy of Brent Lodge Wildlife hospital to ensure that all staff / volunteers, visitors, relevant persons and contractors are protected from the risks of fire. In order to achieve this, appropriate fire prevention, precautionary and evacuation measures shall be taken in compliance with the relevant fire legislation and recognised good practice standards.

## Associated Hazards

- Flames and heat
- Smoke and toxic fumes
- Reduced oxygen
- Collapse of buildings.

## Staff / Volunteers Responsibilities

Staff / Volunteers are required to:

- Practice and promote fire prevention
- Raise the alarm on discovery of a fire
- Report any concerns regarding fire safety to management, so that any shortfalls can be investigated and remedial action taken
- Receive basic training in the action to take in the event of fire
- Follow instructions and training in relation to fire safety in the workplace
- Co-operate with management arrangements for fire prevention in the workplace
- Accept individual responsibility to take reasonable care for the health and safety of themselves and for any other person who may be affected by their acts or omissions.

Brent Lodge Wildlife hospital does not expect staff / volunteers to fight fires, however, extinguishing action can be undertaken if it is safe to do so and you have been trained.

**On no account should a closed room be opened to fight a fire.**

## **Fire Action**

### If You Discover A Fire

- Immediately operate the nearest alarm call point or notify the senior person present
- Attack the fire (only if trained and if safe to do so) with the appliances provided. **Do not take personal risks.**

The Senior Person Present will call the fire service immediately by:

- Using the phone to dial 999
- Giving the operator the telephone number and asking for the fire service.

When the fire service reply, give the response distinctly:

- *"We have a fire at Brent Lodge Wildlife hospital"* and give the operator the full address including post code, from which the call is being made
- Do not replace the receiver until the fire service has confirmed the details.

**Call the fire service immediately to every fire or on suspicion of a fire.**

### On Notification Of A Fire

- The Senior Person Present will take charge of the evacuation and ensure that everybody is accounted for
- As soon as the alarm is heard, all non-essential personnel and visitors will leave the building by the nearest available exit and proceed to the nominated fire assembly point as identified on the fire action notices
- Remaining personnel will proceed with the phased evacuation of young people to an area of safety.

The Senior Person Present will liaise with the fire officer in attendance, and arrange such assistance as the fire service may require.

**Use the nearest available exit.**

**Do not stop to collect personal belongings.**

**Do not re-enter the building until told to do so by the Senior Fire Officer.**

**In the event of a fire, the safety of a life shall override all other considerations, such as saving property or extinguishing the fire.**

# **First Aid In The Workplace**

## Description

People at work can sustain an injury or become ill and it is important that they receive immediate attention and that an ambulance is called for in serious situations. The provision of adequate first aid cover is essential, it can save lives and prevent minor injuries becoming major ones.

## Associated Hazards

- Bodily injuries: blows, cuts, impact, crushing, stabs, cuts, grazes, scalds, falls
- Illnesses: asthma, diabetes, epilepsy etc.

## First-Aiders Are Responsible For:

- Undertaking an appropriate training course and, if required, attending refresher courses annually so that their certificates are up to date
- Assessing the immediate situation where first aid is being applied, acting without placing themselves or others in danger and making the area safe
- Administering first aid as required but within their capabilities. Where there is any doubt, managing the situation while waiting for medical assistance to arrive.

## Appointed Persons Are Responsible For:

- Calling for the appropriate medical assistance
- Ensuring first aid kits are checked regularly and contents are in date and information signs up to date and legible
- Notifying the designated person if there are any entries in the accident book.

## Staff / Volunteers Responsibilities

To reduce the risks of suffering personal injury or delay in getting treatment, staff / volunteers must:

- Co-operate with management arrangements for first aid in the workplace
- Know the procedure for summoning help
- Follow any guidance or instruction given, to prevent injury or ill health
- Report any hazardous or dangerous situations to the employer.

# **Gas Safety**

## Description

Every year, a number of people die from carbon monoxide poisoning caused by gas appliances or flues which have not been installed properly or maintained. When gas does not burn properly, carbon monoxide is produced, which is poisonous.

## Associated Hazards

- Tiredness
- Drowsiness
- Headache
- Stomach pains
- Nausea
- Chest pains.

## Staff / Volunteers Responsibilities

Staff / Volunteers must:

- Co-operate with management arrangements for gas safety in the workplace
- Not carry out repair work to gas appliances unless competent to do so
- Follow any training, guidance and instruction given to prevent injury or ill health
- Report any hazardous or dangerous situation to the employer.

# **Hand Protection – Latex Gloves**

## Description

Latex products are durable and flexible, affording a high degree of protection against micro-organisms, simultaneously giving the wearer sensitivity and control. However, health risks associated with exposure to natural rubber latex (NRL) have been increasingly recognised.

## Associated Hazards

Exposure to NRL proteins can lead to a number of health problems including:

- Irritant contact dermatitis – redness, soreness, dryness or cracking of the skin exposed to latex. The symptoms could be due to contact with the product. Occasionally symptoms will disappear when contact ceases and will not reoccur
- Allergic reaction (Type I) – local or generalised rash; inflammation of the mucous membranes in the nose, red and swollen eyes with discharge and asthma-like symptoms. The effects occur almost immediately and in rare cases cause a severe reaction known as ‘anaphylactic shock’
- Allergic Reaction (Type IV) – Dermatitis and itching with oozing red blisters, localised to the hands and arms and occurring within 10-24 hours after exposure, can worsen over the following 72 hours. Chemical additives used in the NRL manufacturing process can cause this allergic response
- Skin sensitisation - The amount of latex exposure required to produce sensitisation is unknown and a product capable of causing sensitisation is also capable of causing an allergic reaction in certain people. Once sensitisation has taken place, even the slightest trace will cause symptoms to recur
- Respiratory sensitisation - Proteins in latex gloves can leak into the powder in powdered gloves. The powder can become airborne and subsequently inhaled when the gloves are removed.

## Staff / Volunteers Responsibilities

- Comply with this policy and follow the associated protocols/procedures/safe systems of work within their areas of work and responsibility
- Wear non-latex gloves where possible according to control measures identified in risk assessments
- Minimise the time that gloves are worn
- Report any allergic reactions to Line Managers

- Ensure that gloves are in good condition when worn and regularly replaced as required
- Dispose of gloves in accordance with the company waste procedures.

# **Hazard Reporting**

## Description

A hazard is something that has the potential to cause harm, ill health or injury, the associated risk is the likelihood that a hazard will cause harm during the course of the work activity.

## Associated Hazards

- Tripping on trailing wires or loose floor coverings
- Faulty electrical fittings
- Unguarded edges
- Obstructed emergency exit routes.

***N.B. This list of hazards is not exhaustive.***

Near misses are hazardous incidents with the potential to cause an injury, e.g. staff / volunteers tripped over a trailing cable but no injury occurred.

## Staff / Volunteers Responsibilities

- Staff / Volunteers are to use the hazard reporting system as a means of communicating potentially dangerous situations or practices that may be present in the workplace; this is to be done verbally and in writing using the forms provided.
- When a hazard has been identified, it must be reported immediately to your Supervisor. It is their duty to assess the situation and introduce the necessary control measures, so far as is reasonably practicable, to prevent injury or unsafe conditions.

# **Health Surveillance**

## Description

Health surveillance is conducted by observation, communication and systematically watching for early signs of work-related ill health. Health surveillance is essential if there is an identifiable disease or adverse health effect which is related to the staff / volunteers exposure to a health risk, and a risk assessment has identified as having a reasonable likelihood of occurring under the particular work conditions involved.

It requires the implementation of certain procedures to achieve this, including simple methods (i.e. looking for skin damage on hands), technical checks (i.e. audiology tests) or more involved medical examinations.

Some hazardous substances require health surveillance as a condition of use.

## Associated Hazards Include

- Noise
- Whole body or hand-arm vibration
- Solvents, fumes, dusts, biological agents and other hazardous substances
- Dermatitis
- Asthma
- Asbestos, lead or work in compressed air
- Ionising radiations
- Diving.

## Staff / Volunteers Responsibilities

- Staff / Volunteers must co-operate with their employer on matters of health and safety. This extends to health surveillance where it has been identified as a necessary control measure or where there is a specific statutory requirement
- If any staff / volunteers have a concern about their health and safety, that of others affected by their work or encounters symptoms of ill health, they must inform their manager immediately.



# **Housekeeping**

## Description

Poor standards of housekeeping are a common cause of injury and damage at work and can create possible fire hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and/or organisational deficiencies within the workplace.

## Associated Hazards

- Fire
- Slipping, tripping/falling over
- Poor cleanliness
- Dirty equipment
- Cluttered pedestrian gangways.

## Staff / Volunteers Responsibilities

Staff / Volunteers must:

- Co-operate with management arrangements for good housekeeping in the workplace
- Follow any guidance and instruction given to prevent injury or ill health
- Report to the employer any hazardous or dangerous situations.

# **Information, Instruction, Supervision and Training**

## Description

Preventing accidents and ill health caused by work is a key priority for Brent Lodge Wildlife hospital. Health and safety information, instruction, supervision and training helps the company to ensure our staff / volunteers are not injured or made ill by the work they do; promotes a positive safety culture, where safe and healthy working becomes second nature to everyone; and enables the company to meet its legal duty to protect the health and safety of our staff / volunteers.

## Staff / Volunteers Responsibilities

Staff / Volunteers will: -

- Attend any training courses identified as necessary
- Follow training, guidance and instruction to prevent injury or ill health
- Only undertake duties if they have been deemed competent to do so following suitable instruction and training
- Report to their line manager any hazardous or dangerous situations.

# **Ladders And Stepladders**

## Description

A third of all reported falls from height incidents involve ladders or stepladders, many injuries are caused by inappropriate or incorrect use of equipment.

By conducting a risk assessment it may be determined that ladder use is acceptable for work of short duration (between 15 and 30 minutes) and low risk, providing three points of contact can be maintained whilst working from the ladder or steps.

## Associated Hazards

- Failure of the ladder itself, causing persons or equipment to fall
- Items falling from the ladder
- Users over-reaching or stretching from the ladder
- Overloading of the ladder
- The ladder slipping and falling due to not being correctly secured
- Faulty equipment
- Inappropriate use of ladders
- Manual handling when using ladders.

## Safe Use of Ladders

- Ladders should be appropriate for the job and not exceed 9 metres in length
- Ladders should comply with British/European Standards. Domestic equipment should not be used
- Ladders must be undamaged and free of paint or any other coating which could hide cracks or splits
- Ladder stiles must be undamaged and unbent
- Wood should be free of warping or splitting
- Metal ladders must be free from corrosion, sharp edges or dents and rungs free from distortion
- Footpads must be in good condition
- Ladders should have slip-resistant rubber or plastic feet
- Ladders must be free of missing/loose rungs

- Ladders should be regularly inspected and defective ladders removed from use
- If ground conditions are poor, ladder feet should be tied into stakes in the ground, with a large flat wooden board as a base
- During use, ladders should extend at least 5 rungs (1.05m) past the landing point or above the highest rung on which feet rest
- Ladders should be positioned one metre out at the base for every four metres in height
- Ladders should be secured at the top or if this is not practicable, ladders should be secured near the bottom or weighted or footed to prevent flipping
- The overlap for extension ladders should be up to 5m closed length 2 rungs, 5-6m closed length 3 rungs, and over 6m closed length 4 rungs
- There should only be one person on the ladder at any one time
- Staff / Volunteers should be trained to transport tools in a shoulder bag or wear a tool belt. Consider the use of a gin wheel or other lifting equipment
- Staff / Volunteers should be fully trained in ladder use
- Never use ladders near power lines or in strong winds.

#### Safe use of stepladders

- Stepladders should be of robust construction and in good condition
- Any retaining cords or straps must be of equal length and in good condition
- Any metal braces between the legs must be locked into place
- Legs of stepladders must be opened fully when in use
- All legs need to be firmly and squarely placed on a solid level surface
- The stepladder should be positioned close to the work to prevent over-stretching
- The stepladder should be placed at right angles to the work if the work could cause sufficient force to make the stepladder unsuitable if used sideways
- The top tread should not be used unless it has been designed as a platform with a secure handhold
- When in use, the knees should be kept below the top of the steps for support and stability
- Only one person should use the stepladder at any one time
- The stepladder should be located or measures taken to prevent the stepladder from being struck by doors, vehicles etc.

### Staff / Volunteers Responsibilities Are To

- Follow instruction, training and information provided by the employer on the safe use of ladders
- Check whether the type of work activity requires the use of a ladder; establish whether the ladder is suitable for the task and match the ladder to the job
- Ensure the ladder is in good condition; check that it has been inspected and stored correctly; any repairs have been carried out correctly; that it has been regularly maintained and that it is free from defect, of good construction and of sound material
- Report any defective ladders to the employer immediately
- Make use of any personal protective equipment provided by the employer
- Advise the employer of any health issues, which may affect the ability to work at height.

# **Lifting Equipment And Lifting Operations**

## Description

Lifting equipment is usually defined as any plant certified for lifting; this includes cranes, excavators, rigs, hoists, telescopic handlers and forklifts, and lifting accessories such as chains, slings and eyebolts. The equipment can be either hand-operated or mechanically/electrically powered and also includes lifts used for the movement of materials and/or people.

## Associated Hazards

- Lifting equipment being overloaded, causing collapse
- Equipment striking other objects or vehicles
- Equipment coming into contact with sources of electricity
- Failure of poorly maintained equipment
- Equipment being used by untrained operatives.

To ensure the safety of everyone, any incident involving lifting equipment will be investigated immediately and appropriate action taken.

## Staff / Volunteers Responsibilities

All Brent Lodge Wildlife hospital are responsible for the safe use of lifting equipment and should only carry out work for which they have been trained. The following controls must be adhered to:-

- Equipment should only be used for the task it was designed for, and improvisation should not be practised
- Before use, ensure all lifting equipment and associated accessories are marked with their safe working load
- Only use equipment and associated accessories if they hold a current test certificate
- Use all lifting equipment in line with any manufacturer's guidance and written operating instructions
- Follow the risk assessment and safe system of work that is applicable to the lifting operation being undertaken
- Isolate and report any damaged, misused, non-inspected or faulty work equipment.

# Lighting

## Description

Providing adequate lighting levels to enable people to work is a basic necessity. Good lighting that considers physiological and psychological needs of staff / volunteers will create a work environment that is welcoming, energising and productive.

## Associated Hazards

- Bodily injuries
- Slipping/falling over
- Electrical hazards
- Poor housekeeping.

## Emergency Lighting

Emergency lighting may be needed to illuminate an escape route in an emergency evacuation (escape lighting), or to allow continued working or help evacuation of areas deficient in natural light, should the normal lighting fail (standby lighting).

Escape lighting will be provided to: –

- Clearly indicate the escape route
- Allow safe movement along the route and through exits
- Ensure fire-fighting equipment, call-points and other emergency gear can be readily located and any instructions seen.

Escape lighting should come on within five seconds of the failure of normal lighting, and provide at least 1-lux luminance at floor level. While this will seem 'gloomy', it is sufficient for safe movement during an emergency. The aim is to provide a similar level of lighting as moonlight.

The area immediately outside the final exit should be illuminated, to help dispersal of those leaving the premises in a hurry during night-time hours. For most purposes, a back-up lighting duration of between one and three hours should be satisfactory.

## Staff / Volunteers Responsibilities

Staff / Volunteers must: -

- Report any defective lighting to the employer
- Report any discomfort experienced as a consequence of lighting in the workplace
- Co-operate with management arrangements for workplace lighting.

# **Lone Working**

## Description

Lone workers can be anyone who works by his/herself without direct contact or supervision. Examples include: - a person working on their own in a workshop, home workers, persons working in an office on their own, persons working outside normal hours on their own and mobile or peripatetic workers.

## Associated Hazards

- Accidents
- Fire
- Inadequate provision of rest, hygiene and welfare
- Violence whilst at work
- Manual handling activities
- Transport breakdown/accident en route
- Severe weather conditions
- Tracing of home address through vehicle registration
- Injury received whilst entering unsafe premises
- Poor visibility and lighting.

## Staff / Volunteers Responsibilities

Staff / Volunteers who are recognised as lone workers, must: -

- Co-operate with the employer by following rules and procedures designed to protect their safety as a lone worker
- Attend personal safety training programmes as directed by the employer
- Provide information on their whereabouts during working hours to the employer
- Report all incidents relating to lone working using Brent Lodge Wildlife hospital reporting procedure.



# **Maintenance**

## Description

Every year, there are a number of accidents arising from the use of work equipment, including machinery. Many are serious and some are fatal.

By using safe, well maintained equipment, operated by adequately trained staff, accidents and associated financial costs can be reduced or prevented. Maintenance includes cleaning and adjusting.

## Associated Hazards

- Scheduled maintenance not being undertaken as required or breakdown maintenance inadequate, leading to unrevealed failures of safety critical items
- Human error or incompetence of maintenance staff
- Static or spark discharge during maintenance in an intrinsically safe zone
- Poor communication between maintenance staff and staff / volunteers
- Lack of knowledge by maintenance staff of the working environment where maintenance is being carried out (i.e. lack of risk assessments, warning signs, method statements, emergency procedures), leading to ignition of flammable substances (e.g. heat sources such as cigarettes or welding, static and electrical discharge, use of non spark-resistant tools) or injury/fatality from incorrect personal protective equipment (e.g. respirators) being worn
- Unauthorised staff performing maintenance functions
- Failure to re-commission plant correctly after maintenance to ensure that operations are not adversely affected in terms of safety considerations.

## Staff / Volunteers Responsibilities

Staff / Volunteers must:-

- Follow instruction, guidance and safe systems of work in respect of machinery maintenance
- Notify the employer of any problems or hazards on a machine, such as an unguarded part
- Not carry out any maintenance activities on machinery unless trained to do so
- Co-operate with management arrangements for maintenance of machinery
- Make full and proper use of all PPE that has been issued to them.

# **Manual Handling**

## Description

Manual handling injuries can occur wherever people are at work. Manual labour, awkward postures, manual materials handling and previous or existing injury are all risk factors implicated in the development of manual handling injuries. Manual handling is defined as the supporting and transporting of a load by human effort and includes lifting, lowering, pushing, pulling or carrying.

## Associated Hazards

- Heavy, unstable or unpredictable loads
- Restrictive working environment
- Uneven or wet floors
- Poor manual handling technique.

## Staff / Volunteers Responsibilities

Staff / Volunteers involved with manual handling activity should: -

- Follow the safe system of work designed and introduced by the employer and should not deviate from this without good reason
- Not undertake a manual handling activity when a reasonably practicable alternative exists
- Use any mechanical aids that have been provided for their use and for which they have been trained. Any faults with mechanical aids should be immediately reported to the employer
- Assist and co-operate with the process of the assessment of risk
- Assist the employer with the implementation of staff training, attend training sessions as required and should apply the knowledge gained from training to their daily work
- Report all accidents, injuries and near misses involving handling activities – however trivial
- Inform the employer if they are unable to undertake their normal manual handling duties because of injury, illness or any other condition
- Not undertake any manual handling operation that they believe is beyond their capability
- Report any unsafe systems of work to the employer.

## **Mobile Telephones**

It is an offence for a person to drive a motor vehicle if they cannot have proper control of the vehicle.

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone while driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.

If required, hands-free kits will be provided to members of staff who are required to use mobile telephones whilst working away from the premises.

Under no circumstances are staff / volunteers permitted to use hand-held telephones or any similar hand-held device e.g. Personal Data Assistant (PDA) or Palm Pilot whilst driving. The prohibition also applies when stopped at traffic lights or during other hold-ups that may occur during a typical journey when a vehicle can be expected to move off after a short while.

To comply with legislation, it is important that the phone is sat in a cradle (not resting on a seat or in a pocket) fitted in a position that would not distract you from the road during use.

Drivers still risk prosecution (for failure to have proper control) even if they use hands-free phones when driving.

The following guidance is given to all drivers who are required to use mobile phone hands-free kits:-

- Only use the phone when it is safe to do so
- Understand how your phone operates and utilise the one-touch speed-dial facility
- Only acknowledge incoming calls on a hands-free system, where answering is automatic or one touch button
- Only use short responses and indicate that you will return the call when it is safe to do so.

Whenever possible, drivers should delay making outgoing calls whilst travelling.

### General Use Of Mobile Phones

Only use the mobile phone when it is essential to do so and do not use the phone any longer than is necessary.

Do not press the telephone to your ear or the side of your head; try to leave a gap between your ear and the handset if possible.

When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

## **Monitoring, Inspection And Review**

### Description

There is a legal requirement to monitor and review health and safety arrangements. This enables organisations to assess how effectively risks are controlled in order to implement improvements, where required, and to develop a positive health and safety culture and safe working environment. The frequency of monitoring and review will be decided by the level of risks, competence of people, legal requirements, results of accidents and recommendations by manufacturers or suppliers of equipment.

Monitoring includes:-

- Checking compliance in following the Brent Lodge Wildlife hospital Health and Safety Policy, control measures stated in risk assessments and safe systems of work
- Inspecting and testing of work equipment
- Inspecting workplace locations and activities
- Checking competence of workers
- Checking the wellbeing and health of workers.

### Staff / Volunteers Responsibilities

Staff / Volunteers must:-

- Check equipment, including any personal protective equipment supplied, is safe before use
- Co-operate with management arrangements in respect of workplace inspections
- Follow any training, information, guidance and instruction given by the employer for checking and inspection of safe practices
- Report any hazards or defects to the employer immediately.

# **New And Expectant Mothers**

## Description

Pregnancy is not an illness and whilst it is important to realise that there is a natural incidence of problems for the new and expectant mother and for her child, it is known that their health may be affected by external workplace factors.

We are committed to protecting the health and safety of all new and expectant mothers. The phrase "new or expectant mother" means a worker who is pregnant, who has given birth within the previous six months or who is breastfeeding. "Given birth" is defined in the regulations as delivered a living child or, after 24 weeks of pregnancy, delivered a stillborn child.

## Associated Hazards

- Physical
- Biological
- Chemical
- Psychological.

## Staff / Volunteers Responsibilities

Staff / Volunteers will:-

- Report to their employer as soon as pregnancy is confirmed
- Follow advice and information given by the employer in relation to safe working practices
- Report any hazardous situation to the employer so that arrangements for the appropriate remedial action can be taken
- Use all protective or safety equipment provided by the employer
- Co-operate with management arrangements for health and safety.

# **Noise**

## Description

Hearing damage caused by exposure to noise at work can be permanent and incurable. Hearing loss is usually gradual due to prolonged exposure to noise. The damaging effects of noise are related to the level of noise the ear receives and the duration of the exposure.

## Associated Hazards

- Hearing damage/loss
- Tinnitus
- Acoustic shock.

Employers are required by the Control of Noise at Work Regulations to comply with the following noise exposure values:-

### **Lower exposure action values: -**

- Daily or weekly exposure of 80dB(A)
- Peak sound pressure of 135dB(C).

### **Upper exposure action values: -**

- Daily or weekly exposure of 85dB(A)
- Peak sound pressure of 137dB(C).

There are also **Exposure Limit Values (ELV)** which must not be exceeded:-

- Daily or weekly personal noise exposure of 87dB(A)
- Peak sound pressure of 140dB (C).

The ELV should account for any hearing protection provided and worn.

## Staff / Volunteers Responsibilities

To minimise the risks posed by exposure to excessive noise levels, staff / volunteers will:  
-

- Comply with signs and notices that identify hearing protection zones
- Wear hearing protection where its use is mandatory. Use, keep clean and store hearing protection as instructed and as trained to do. Report any faults of the hearing protection to management
- Use the controls provided e.g. screens or dampers and report any defects
- Co-operate and attend for hearing checks where required

- Report any noisy areas or equipment to management.

# Occupational Asthma

## Description

Brent Lodge Wildlife hospital recognises that occupational asthma is the most frequently reported occupational respiratory disease in Great Britain. To reduce the risks from occupational asthma the company will assess the potential and introduce controls to reduce the risk to an acceptable level.

## Associated Hazardous Substances Include

- Isocyanates
- Flour/grain dust
- Wood dusts
- Latex
- Solder flux
- Animals
- Glues or resins.

## Staff / Volunteers Responsibilities

- To comply with the information, instruction and training provided
- Wear all personal protective equipment (PPE) as instructed
- Report to the Manager if they believe they may have any symptoms relating to asthma.

Sensitisers are unpredictable, it is estimated that only 5-25% of individuals will actually become sensitised. Sensitisation may occur after times of exposure varying from months to years. These arrangements will be implemented and are intended to reduce the risk as low as reasonably practicable.



# **Personal Protective Equipment**

## Description

Personal protective equipment (PPE) is to be supplied and used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways. PPE will only be used as a last resort when preventative or other control measures cannot be applied.

## Associated Hazards

- Bodily injuries: - blows, impact, crushing, stabs, cuts, grazes, scalds, falls from height
- Health hazards: - dust, fumes, vapours, gases, bacteria, viruses, fungi
- Noise
- Vibration
- Slipping/falling over
- Electrical hazards
- Non-ionising radiation.

## Staff / Volunteers Responsibilities

Staff / Volunteers must:-

- Make full and proper use of all PPE that has been issued to them
- Inspect all PPE before use to ensure that it is suitable, clean and undamaged
- Report any defective PPE to the employer
- Report any discomfort or ill health experienced as a consequence of wearing the equipment
- Not undertake any work unless the correct equipment is being worn
- Store PPE securely at all times.

# **Personal Safety – Staying Safe In Your Vehicle**

## Description

There are no hard and fast rules with regards to personal safety as most people will approach a given situation quite differently and have a different perspective on the level of risk they feel exposed to.

There is a greater chance of being hurt in a road accident than becoming a victim of violent crime and people are less likely to become victims of crime whilst they are at work. However, government statistics suggest vehicle related crime is on the increase. For these reasons provide the following, practical steps to help raise awareness of driver safety whilst at work and at leisure: -

## Associated Hazards

- Personal injury
- Theft
- Damage to property.

## Plan Ahead

- Check your route; keep a map in the vehicle
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park
- Check you have enough fuel
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc
- Check vehicle breakdown cover and keep the number with you
- Check you have something in the vehicle to keep you warm e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather
- Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan
- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving)
- Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked
- Do not leave luggage or documents on display within your vehicle
- Do not leave the parking ticket on display – unless it is a requirement of the car park facility

- When returning to your vehicle, immediately lock the doors and drive off promptly
- Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services
- Do not get into a vehicle with a stranger, or offer a stranger a lift.

#### In The Event Of A Vehicle Breakdown On The Motorway

- Try to reach the hard shoulder and ring the vehicle breakdown services. Advise them if you are female and alone
- Switch on hazard warning lights
- If someone stops, ring the police and give them the vehicle registration details. If the driver approaches, inform him/her you have contacted the police who will be arriving shortly. Avoid opening doors or windows to converse with strangers
- If you make the decision to get out of your vehicle and await breakdown assistance on the verge at the side of the motorway (this is dependant on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle
- When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not sign written with your breakdown service colours/livery, for example, AA, RAC etc.

#### Employer's Responsibilities

- To ensure the health and safety of staff / volunteers while at work
- To ensure the health and safety of others who may be affected by work related driving activities
- Compile risk assessments relevant to the work activity

#### Staff / Volunteers Responsibilities

- The roadworthiness of the vehicle, the load, and the wearing of seat belts by passengers
- Staff / Volunteers are responsible for their own safety and welfare and should report any medical conditions that may affect their ability to drive
- Promptly report defects, hazards and concerns to their management.

The intention of the above is to raise awareness of risk and formalise what may be viewed as 'common sense' advice. Following these practical steps, paying attention to your surroundings and remaining vigilant are part of a positive attitude to ensure safety and protect possessions.

# **Portable Electrical Appliances**

## Description

Portable electrical appliances are found in most workplaces and include power tools, portable lighting, computer equipment, kitchen appliances, portable heaters and equipment such as cable extension leads. Where equipment is powered from the mains electrical supply there may be a significant electrical hazard that will need to be specifically controlled.

## Associated Hazards

- Shock or burns
- Uncontrolled start up of equipment
- Fire or explosion
- Trips and falls.

## Staff / Volunteers Responsibilities

- Visually check the equipment before and during use looking for signs of faults, overheating or damage to the equipment including to the wiring, plugs, casing and any guarding
- Immediately stop work if faults are found and report any defects to the supervisor
- Do not carry out any repairs or adjustments to equipment unless trained to do so
- Take care of the equipment that has been provided
- Disconnect the equipment from the supply before making any adjustments
- Ensure that equipment is plugged into the correct supply by an approved method, do not attempt to use a makeshift temporary connection.

# **Risk Assessment**

## Description

In many workplaces there are risks, which may affect the health and safety of staff / volunteers. There is an absolute duty on employers to 'conduct suitable and sufficient risk assessments' in the workplace, under Regulation 3 of the management of Health & Safety at Work Regulations. In many instances, straightforward measures can control risks, and whilst the law does not expect employers to eliminate all risks, they are required to protect people so far as is reasonably practicable.

## Associated Hazards

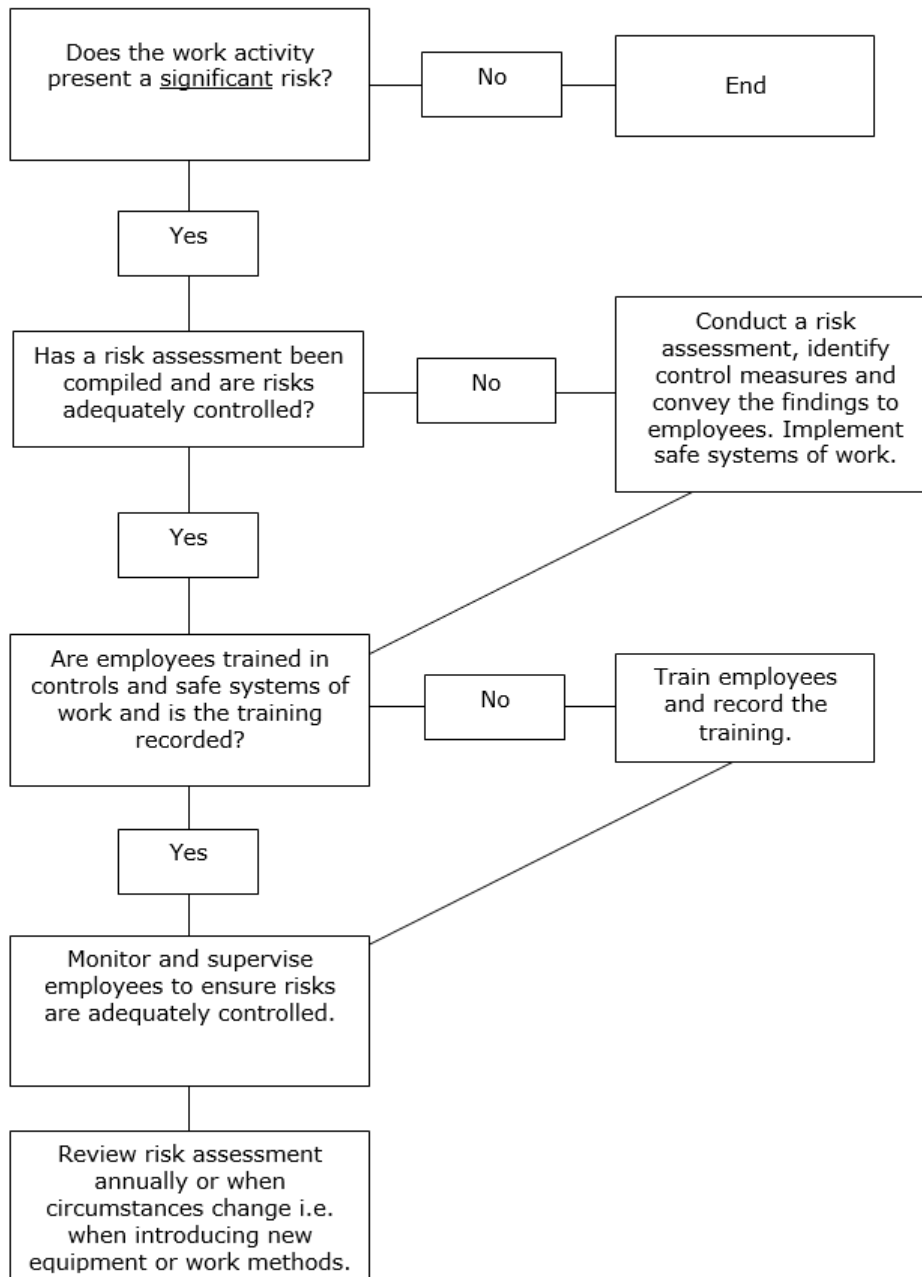
- Physical, chemical and/or biological agents
- Working conditions and processes
- Manual handling activities
- Exposure to infectious diseases
- Work-related stress
- Long working hours
- Workstations and posture
- Other workplace hazards.

## Staff / Volunteers Responsibilities

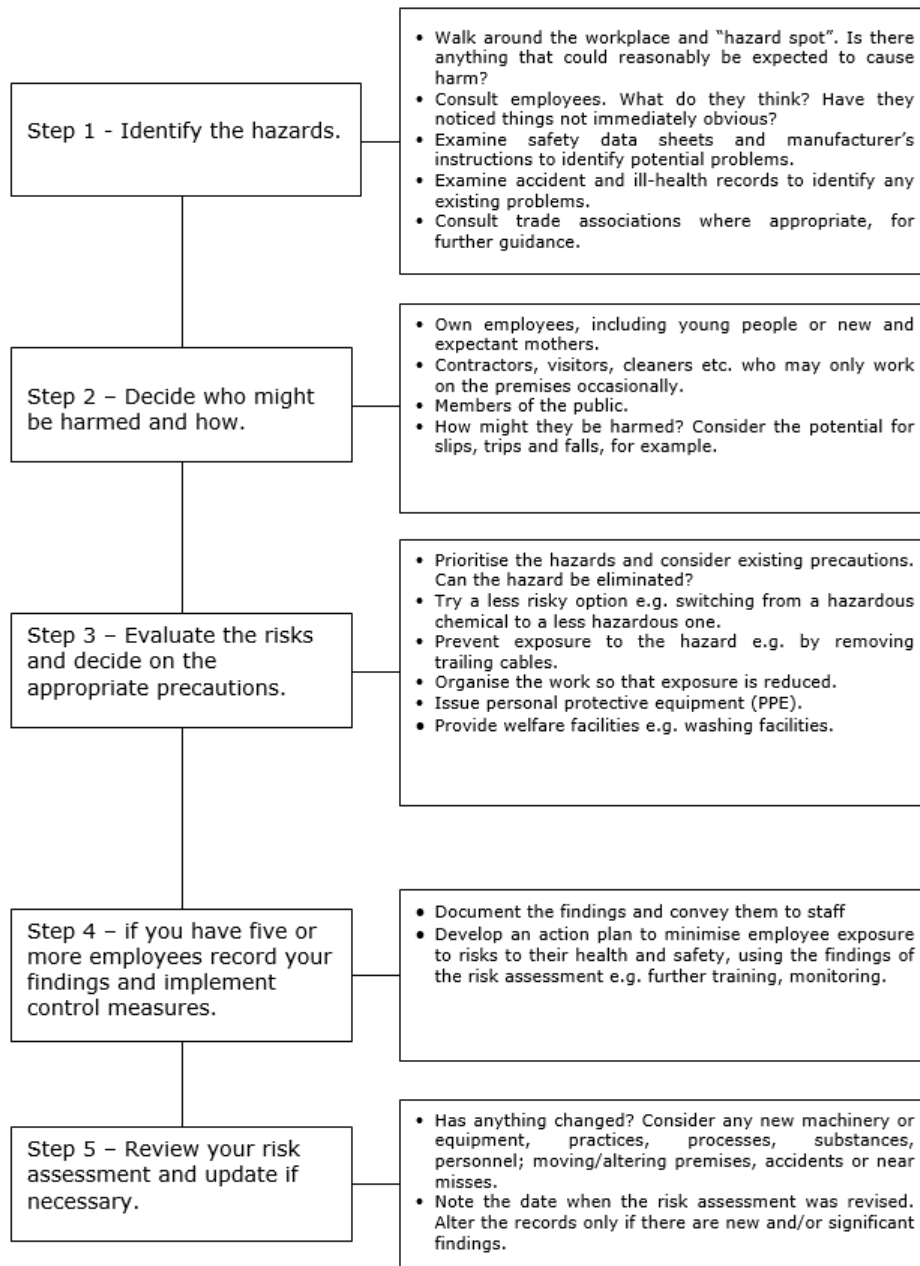
Staff / Volunteers must:-

- Co-operate with management arrangements in respect of workplace risk assessments
- Follow any training, information, guidance and instructions given by employer
- Comply with any control measures laid down within risk assessments
- Report any hazards or defects to the employer immediately
- Make full and proper use of any PPE provided.

## Risk Assessment Flow Chart



# Risk Assessment Process





# Safety Signs

## Description

Safety signs include the use of illuminated signs, hand and acoustic signals (e.g. fire alarms), spoken communication and the marking of pipe work containing dangerous substances. Traditional signboards such as prohibition and warning signs may need to be supplemented to comply with more specific legislation e.g. photo luminescent signs for fire exits and fire-fighting equipment.

Brent Lodge Wildlife hospital will provide specific safety signs whenever there is a risk that cannot be avoided or controlled by other means, for instance by engineering controls and safe systems of work. Where a safety sign would not help to reduce that risk, or where the risk is not significant, there is no need to provide a sign.

All safety signs are colour coded and each colour has a meaning, for example: -

- White circle with red edging and a diagonal line indicates **PROHIBITED** e.g. no smoking



- Blue signs indicate that it is **MANDATORY** to carry out an action, e.g. the wearing of personal protective equipment



- A triangular sign with black edging and a yellow background indicates **WARNING** of a hazard and would normally contain a black pictogram, e.g. radiation



- Green signs identify or locate safety equipment as well as marking emergency escape routes.



### Staff / Volunteers Responsibilities

- Familiarise yourself and comply with any signs and notices that are displayed
- Bring any defects to the employer's attention
- Follow safe operating procedures
- Wear relevant personal protective equipment as identified.

# **Smoking In The Workplace**

## Description

Second-hand or passive smoking has now been shown to cause lung cancer and heart disease in non-smokers. In addition, tobacco smoke is a cause of discomfort and irritation to many people, particularly those suffering from respiratory illnesses such as asthma, and may lead to increased absence.

Brent Lodge Wildlife hospital will comply with statutory duties in respect of smoking in the workplace and, in particular, fulfil obligations to assess the risks associated with smoking in the workplace. Effective measures to prevent or control any ill health effects or accidents arising from such activity will be applied.

This policy is not concerned with the right of individuals to smoke but with where they smoke whilst on Brent Lodge Wildlife hospital's premises and with due regard to the effects this may have upon the health and wellbeing of others.

## Associated Hazards

- Health risks including stroke, cancers and heart disease
- Fire damage to building and associated risks to those in and around the premises.

**Note:** the above list of hazards associated with smoking is not exhaustive.

## Staff / Volunteers Responsibilities

In order for Brent Lodge Wildlife hospital to control the hazards associated with the effects of second hand smoke on non-smokers and to reduce the risks of fire, compliance with our arrangements for smoking is critical to the safety of everyone. Staff / Volunteers must:-

- Adhere to our arrangements for smoking, follow instructions and comply with 'No Smoking' signage
- Not smoke in any area or vehicle that is designated as 'Non-Smoking'
- To take reasonable care for the health and safety of themselves and others.

Any employee who refuses to comply with the smoking policy may be in breach of employment law and subject to disciplinary action.

## **Stacking, Racking And Storage**

### Description

There have been many accidents associated with the stacking and storage of goods including falls involving people, goods or materials or even the complete collapse of the shelving or racking structure. The term racking is used to describe a skeleton framework of fixed or adjustable design to support loads without the use of shelves. Common types of racking include adjustable pallet racking, mobile racking, cantilever racking and live storage racking.

### Associated Hazards

- Falling goods
- Collapse, e.g., overloaded shelves, unsafe racking
- Unsafe methods of stock retrieval e.g. ladders/stepladders, climbing, riding on the forks of lift trucks
- Impact damage caused by forklift trucks or other vehicles
- Incorrect installation and assembly of racking system
- Protruding objects.

### Staff / Volunteers Responsibilities

Staff / Volunteers are duty bound to:-

- Not attempt to access, place goods on, or retrieve goods or materials from the racking/storage system in an unsafe manner e.g. climbing up the racking
- Co-operate with the employer in management arrangements for the safe use of racking/storage systems
- Follow any training, instruction and information given by the employer
- Report any minor damage or safety defects to the Person Responsible for Racking Safety (PRRS) immediately
- Make full and proper use of any personal protective equipment issued by the employer.

# **Stress**

## Description

It is Brent Lodge Wildlife hospital's policy to address all work-related illnesses and in particular stress, to control, reduce or eliminate so far as is reasonably practicable.

The Health and Safety Executive has defined health and safety as both the physical and mental wellbeing of all persons employed by the company. We recognise that our personnel are the organisation's most valuable assets and that any problem associated with work-related stress is a management duty.

A certain amount of stress provides high motivation, a positive outlook and good performance. However, it is when these personal levels are exceeded that detrimental health effects may appear. Whilst stress-related problems of short duration often resolve themselves, it is the long-term stresses that the company aim to address.

Through the risk assessment process, Brent Lodge Wildlife hospital will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.

The main problem with stress is the self-realisation that we are actively suffering from it! Others affected by our stress symptoms tend to shy away from broaching the subject as it may be construed as interference or just being nosy. Stress is usually brought about by an accumulation of minor irritations that cannot be resolved in the time scale we wish and/or with the desired outcome. However, there may be one single event or set of circumstances that combine to provide the additional stress overload.

Some examples are:-

Possible environmental stressors include noise, temperature, overcrowding and humidity.

Possible work-related stressors include working to tight deadlines, overwork and change to organisation. Other issues that may have an impact include: -

- Under challenged
- Promotion prospects
- Racial or sexist remarks
- Personal relationships with other staff / volunteers
- Travelling
- Job satisfaction
- Harassment and confrontation.

Stress counselling can often have a stigma that it is only for the 'weak' or 'mentally ill', however the reverse is actually true.

It may be difficult to talk to a colleague about the problem face to face, as it might be this relationship that is the cause. It is our policy that all staff / volunteers can approach management to raise concerns relating to stress. All conversations will be addressed in the strictest confidence and we will try and assist any individuals suffering from stress.

# **Violence And Aggression**

## Description

Brent Lodge Wildlife hospital recognises the difficulties in managing violence and aggression at work and aims to put in place steps to identify and minimise risks to support staff / volunteers and monitor incidents to help address any potential problems.

The Health and Safety Executive's definition of work-related violence is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Staff / Volunteers whose job requires them to deal with the public can be at risk from violence.

## Associated Hazards

- Physical attacks
- Verbal abuse
- Low morale
- Depression
- Stress.

## Staff / Volunteers Responsibilities

Staff / Volunteers will: -

- Attend appropriate training sessions if they are deemed to be at risk at work from violence or aggression
- Report any incidents of violent or threatening behaviour to the employer
- After any violent incident, staff / volunteers are advised to complete an incident report form regarding the event. This form outlines who has been involved along with details of the situation that lead to the incident occurring
- Co-operate with management arrangements for dealing with violence and aggression at work.

## **Visit By An Enforcement Officer**

The Health and Safety at Work etc. Act 1974 and associated legislation conveys powers on inspectors who are appointed by the relevant enforcing authority, in order that they ensure statutory requirements are being complied with.

Most dealings with those on whom the law places duties (employers, the self employed, employees and others) are informal - inspectors offer information, advice and support, both face to face and in writing. They may also use formal enforcement mechanisms, as set out in health and safety law, including improvement notices where a contravention needs to be remedied and prohibition notices where there is a risk of serious personal injury, or ultimately prosecution.

Non-compliance can lead to prosecution but this is always seen as the last step in the process, except for:-

- Failure to comply with an Improvement or Prohibition Notice
- Breach of the law that has significant potential for harm, regardless of whether it caused an injury
- Reckless disregard for the health and safety of workers or others
- Repeated breaches of legal requirements where it appears that management is neither willing nor structured to deal adequately with
- Substantial legal contravention, where there has been a serious accident or a case of ill health.

Staff / Volunteers Responsibilities Include:-

- Not obstructing any reasonable request made by an Enforcement Officer
- Complying and co-operating with requests by the officer
- Follow instruction and guidance given by your employer.



# **Waste Disposal**

## Description

This arrangement covers the general waste generated by the company in the carrying out of workplace activities but not those related to the disposal of waste food by retail premises.

## Associated Hazards

- Build up of combustibles presenting a fire hazard
- Health hazard due to possible vermin infestation
- Poor housekeeping presents a tripping hazard.

## Staff / Volunteers Responsibilities

- To dispose of waste as instructed
- To inform management if an activity produces waste that has not been previously identified or removed from site so that the relevant steps can be taken for safe removal
- Not to climb onto skips or other waste receptacles
- To inform management if waste receptacles are full and need emptying
- Not to remove items from waste receptacles and take or use for personal use.

# **Welfare**

## Description

The provision of welfare in the workplace should be taken seriously; it applies to all areas including the common parts of shared buildings, private roads and paths on industrial estates, business parks and temporary work sites.

Welfare provisions will also be provided for those people who are not staff / volunteers but may use the premises on an infrequent basis e.g. visitors and contractors.

For disabled persons it may be necessary to specifically make parts of the workplace accessible for their use e.g. toilets, washbasins, doors, passageways etc.

## Staff / Volunteers Responsibilities

The welfare facilities provided and maintained by Brent Lodge Wildlife hospital are for the benefit of all staff / volunteers and visitors. Staff / Volunteers have a responsibility to use the facilities in a proper manner and not damage or misuse any equipment that is provided.

Personal responsibility should be taken for clearing your own waste and cleaning any utensils when eating or drinking on the premises. Any damage or defects should be reported immediately to enable attention and repair.

# **Work Equipment**

## Description

The definition of work equipment is wide and includes machinery, apparatus, equipment, installations and tools. Therefore, items as diverse as tractors, photocopiers, laboratory equipment and apparatus, soldering irons and scalpels are included. Scaffolding, access equipment and safety devices etc. are also considered to be work equipment.

## Associated Hazards

- Dangerous/rotating parts of machinery
- Ejection of materials
- Rupture or disintegration
- Fire, overheating or explosion
- Gas, liquid, vapour or hazardous substance
- Excessively hot or cold surfaces
- Failure of safety controls on powered equipment
- Dangers from instability, poor lighting or poor maintenance
- Noise or vibration.

## Staff / Volunteers Responsibilities

Staff / Volunteers will: -

- Use work equipment safely and in accordance with the information, instruction and training provided by the employer
- Only use, clean or maintain the equipment that they are trained on
- Visually check and carry out other checks, required by risk assessment, prior to and during use and report any faults and unsafe conditions to the employer
- Take reasonable care of themselves and others who may be affected by their actions
- Co-operate with the employer in the management arrangements for the provision and use of work equipment
- Seek the permission of the employer before bringing any personal items of equipment to work where it is intended that they be used by either themselves or others as part of work activities
- Make full and proper use of any personal protective equipment provided by the employer
- Inform the employer if they are taking any prescription medications that may affect their ability to safely operate any item of work equipment.

# **Workplace Transport**

## Description

The effective management of workplace transport is crucial as the potential risk is great, especially where pedestrians and vehicles mix.

The management of workplace traffic falls into three distinct categories: -

- Managing external traffic movement
- Managing internal traffic movement
- Managing pedestrian traffic.

Accidents can occur when vehicles collide with other structures but the main concern is avoiding contact between pedestrians and vehicles as this accounts for hundreds of fatalities each year and many more serious injuries. All persons who operate vehicles in the workplace must be medically fit and trained in the safe operation of the vehicles they will be using. The vehicles must be maintained in a safe condition with regular checks being carried out by the operator and a competent service engineer.

## Staff / Volunteers Responsibilities Include:-

- Being vigilant and conscious of the presence of pedestrians and other vehicles
- Following instructions from management
- Adhering to signs and procedures relating to direction, speed, parking, reversing, loading and unloading etc
- Reporting to management any defects or fault with the practises in place
- Notifying management of any condition, medical or otherwise, that may have an impact on their entitlement or ability to drive safely.

# Young Persons

## Description

Most young people cannot wait to get their first job, be it a paper round, shop work or dog walking. But some young people may be unaware of the hazards the workplace may hold.

There are specific legal requirements and restrictions, on those who employ young people (and even more so, children).

A young person is defined as anyone under 18 years old.

A child is anyone who has not yet reached the official age at which they may leave school, just before or just after their 16th birthday (often referred to as the minimum school leaving age (MSLA)).

Under health and safety law, employers must assess the risks to young people before they start work/work experience and tell them what the risks are.

After leaving school a Young Person must:

- Stay in full time education e.g. college, or
- Start an apprenticeship or traineeship, or
- Spend 20 hours or more per week working or volunteering while in part time education or training.

## Associated Hazards

Some young people may be at particular risk because of: -

- Their lack of awareness
- Unfamiliarity with their surroundings
- Being physically or psychologically less suited to certain tasks
- Their lack of skills and training.

## Staff / Volunteers Responsibilities

Brent Lodge Wildlife hospital must: -

- Co-operate with management arrangements for young people in the workplace
- Report any hazards to the employer
- Follow any guidance, information, instruction and training given by the employer.

Young people must: -

- Ask the employer or senior member of staff if unsure about anything
- Make full and proper use of all PPE that has been issued to them
- Not undertake any tasks unless they have been trained
- Report any hazards or defects to the employer or a senior member of staff.

# Zoonoses

## Description

All animals have the potential to transmit diseases, called zoonoses, to humans. These diseases can affect anyone, with young and elderly people being especially vulnerable if they are in direct contact with the contaminant. The specific legal requirement for control of risks from biological agents comes under the control of substances hazardous to health regulations that require the practice to carry out an assessment of the risks.

## Associated Hazards

These include common zoonoses such as: -

**Anaerobic Bacteria:** – This may be passed from bites and scratches from all animals.

**Psittacosis:** – A disease in wild and caged exotic birds, can also be found in poultry. Causes flu-like symptoms and can progress to pneumonia, endocarditis and hepatitis.

**Newcastle disease:** – Occurs in domesticated and many wild birds, however this is rare in the UK. Causes painful conjunctivitis, followed by flu-like symptoms for up to three weeks. No long-term effects on health known.

**Salmonella:** - Caused by direct contact with most mammals, birds, reptiles and fish. Effects are diarrhoea, fever and abdominal pain. Can occasionally cause fatalities, particularly in vulnerable people.

**E Coli 0157:** - Carried by ruminants and pest birds (seagulls). Causes diarrhoea that can lead to serious complications and can be fatal in the young and elderly.

**Campylobacter:** - Source is direct contact with raw poultry and livestock. Causes bloodstained diarrhoea, abdominal pain and can mimic appendicitis.

**Ovine chlamydiosis:** - Can be infected by products of ingestion of infected sheep, goats and cattle. Flu-like symptoms with headaches, chills, fever, joint pains and cough. In pregnancy, severe systemic illness with renal and hepatic complications can lead to stillbirth or abortion.

**Cryptosporidiosis and giardiasis:** - Sources of infection are faeces of mammals, birds, reptiles, amphibians and fish. Symptoms are diarrhoea, abdominal pains and flu-like symptoms, which may persist for up to six weeks. Vulnerable people may be at risk.

## Control measures

Control measures that should be considered are as follows: -

- Monitoring of health and information provided to staff / volunteers to detect occupationally acquired illness. Explanation of the symptoms of infection and consider providing medical contact cards to alert their general practitioner

- Carry out employment screening including verification of immune/vaccine status of staff / volunteers
- Where a risk of exposure to zoonoses occurs vaccination should be offered
- Care should be taken in handling a dead animal and when dead animals are used for feed
- Practice good animal husbandry including regular health checks and the highest standard of personal hygiene
- Do not use mouth-to-mouth resuscitation on newborn animals
- Correctly dispose of animal waste and do not handle birth products
- Provide adequate personal protective equipment
- Avoid using equipment that causes cuts and abrasions.

### Prevention

All staff involved with handling animals should be vaccinated against Tetanus. If an animal is showing signs of disease and/or a zoonotic condition is suspected, staff / volunteers are expected to follow the following guidelines: -

- Wear disposable gloves and aprons
- Wash hands before and after handling the animal
- Cover all cuts and abrasions with waterproof dressings
- All animal faeces and urine should be considered as infectious and treated accordingly. Pregnant women should not handle cat faeces
- Always wear a face mask when animals present with respiratory disease and prevent ingestion or inhalation of such animals saliva
- When animals present with skin disease always examine with gloves and treat any samples taken as infectious
- Dead animals should be bagged and removed promptly and the area thoroughly disinfected
- Control fleas and ticks on animals and in the environment
- Treat all bites and scratches seriously by thoroughly washing and disinfecting – use the accident book to record all incidents
- Never post-mortem birds suspected of suffering from psitticosis – soak the carcass in a suitable disinfectant and bag appropriately
- Handle all pet rodents with gloves and wash hands immediately after handling.



This guidance should be used in conjunction with other documentation provided in the Health and Safety Management System that covers other health and safety matters.

There are numerous biological agents that you may encounter during veterinary work, the 'Zoonotic reference chart' in the following pages outlines: -

1. The more common zoonotic organisms/diseases in veterinary practices.

2. The group of animals most commonly involved: -

- Group 1: Cats, Dogs & Small Animal
- Group 2: Rodents & Vermin
- Group 3: Birds

3. The source of infection: -

- A = Abortion and/or discharge
- B = Bites and scratches
- D = Dead animals
- F = Faeces
- M = Mastitis
- N = Nervous Disease
- R = Respiratory Disease
- S = Skin Disease, Wounds
- T = Ticks, External Parasites
- U = Urine and Soiled Bedding

4. The symptoms expressed in humans on contraction of the disease.

5. The risk of contracting infection if all safety measures are followed: -

- H = High Risk
- M = Medium Risk
- L = Low Risk

Staff / Volunteers Responsibilities

All staff / volunteers should follow the systems of work developed within the practice, including: -

- Personal hygiene
- Animal handling
- Cleaning and disinfection
- Safe working procedures.

If an staff / volunteers suffers from symptoms they feel may be connected with their work activity they must notify the Practice Manager immediately.

Receipt of health and safety handbook is on the next page

## **Receipt Of Health And Safety Handbook**

Brent Lodge Wildlife hospital have compiled a health and safety policy as legally required under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations, the full policy is available for inspection upon request.

To assist with the communication of information, the organisation will issue each employee with a reduced copy of the health and safety policy, this is in the form of a handbook. It is important that the contents of the handbook are read and understood prior to returning this acknowledgement slip.

I confirm that I have read and understand the employee health and safety handbook and will comply with all rules that are imposed in the interest of safety.

I acknowledge receipt of this Employee Handbook, which is the property of the Company, and which forms an integral part of my Contract of Employment. I agree that if I do not return this Handbook on the termination of my employment, the sum of £6.00 can be deducted from any monies owing to me.

Name:-
Signature:-
Date:-
Email address:-

Please return this form to the General Manager