



**EUROSPEAK
LANGUAGE
SCHOOL LIMITED**

**HEALTH AND SAFETY
GENERAL POLICY**

Updated: 16/09/2016

HS/5/0316

OVERVIEW

Our health and safety general policy provides us with the means to manage health and safety in an efficient and effective way and includes:

General Policy and Implementation of Policy

In this section we state our objectives for, and commitment to, managing health, safety and welfare. We also describe how the policy will be implemented.

Organisation and Responsibilities

To ensure that we are all aware all our responsibilities this section outlines our organisational structure for managing health and safety. Responsibilities are assigned to all levels of management and the individual responsibilities of all employees are described therein.

Procedures

In this section we outline the procedures that we will use to implement statutory requirements and to achieve the objectives of our policies.

Monitoring, Checking and Recording

Checklists for monitoring and carrying out workplace inspections are located in Section E of our policy.

Other records and forms are located in Sections G and H. These forms once completed are our proof that we have been diligent in carrying out our policy and procedures further ensuring compliance with current health and safety legislation good practice.

Document Control

The issue status of pages in our documents is identified in the bottom left hand corner of each page. When updates or changes are required, only the pages requiring amendment will be changed. Each change is recorded in the Amendment Record found at the front of our Health and Safety General Policy.

The date on the Policy Statement reflects the date the policy was last reviewed.

EUROSPEAK LANGUAGE SCHOOL LIMITED

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AMENDMENT RECORD

Amendment Reference	Section	Page No	Amendment Details	Amendment Date	Requested By
A 1	All		Policy reviewed and date amended on Policy Statement	Feb 11	SS
HS/5/0316	All		Policy rewrite	Oct 13	SS
HS/3/0514	All		Policy reviewed and date amended on Policy Statement	May 14	SS
HS/4/0715	All		Policy reviewed and date amended on Policy Statement	July 15	SS
HS/5/0316	All		Policy reviewed and date amended on Policy Statement	March 16	SS

SECTION A:

GENERAL POLICY AND IMPLEMENTATION

GENERAL POLICY STATEMENT

At Eurospeak Language School Limited it is our policy to ensure, so far as is reasonably practicable, the health and safety of our employees and anyone else who may be affected by our work activities. The minimum standard we will adopt will be compliance with legal requirements and appropriate codes of practice. However, our aim will be to fulfil the spirit of the law and not just comply with technical requirements. We will assess the risks from our work activities and will operate according to the procedures that best promote health and safety at work.

We accept our responsibilities for health and safety and are committed to giving health and safety equal importance with other business matters. We will ensure that the resources necessary to achieve the objectives of this policy are made available. Our employees' cooperation is critical to enable us to fulfil our statutory duties and the objectives of this policy. To promote co-operation, procedures for consulting with employees on matters of health, safety and welfare are part of the general policy of the company.

Work equipment will be provided and maintained to ensure its safe operation. If employees are required to operate any work equipment they will be provided with appropriate training. Where exposure to hazards cannot be prevented by any other means, appropriate personal protective equipment (PPE) will be provided as a last resort and instruction in its use and maintenance given.

All materials and work equipment will be stored in a safe manner. Safe access to and egress from our premises will be maintained, in order to protect employees and others.

Suitable facilities for welfare at work will be provided and maintained, as will arrangements to enable employees and others affected by our undertaking to obtain first aid.

The signatory below has ultimate responsibility for health and safety within Eurospeak Language School Limited and will nominate a competent person for health and safety. Other responsibilities for health and safety matters have been assigned as appropriate and are described in the relevant organisation and procedures sections of the policy.

The Policy Holder will oversee an annual review of this policy and associated procedures to ensure their continued effectiveness. Where necessary to ensure legal compliance and promote continuous improvement, the policy and procedures will be amended. Any amendments will be brought to the attention of all employees and other interested parties.

Policy Holder:

Name: Gaurav Vahi
Title: Director

Date: 16/09/2016

ENVIRONMENTAL POLICY STATEMENT

We believe that we are responsible for achieving good environmental practice and operating in a sustainable manner.

We are therefore committed to reducing our environmental impact and continually improving our environmental performance as an integral and fundamental part of our business strategy and operating methods.

It is our priority to encourage our customers, suppliers and all business associates to do the same. Not only is this sound commercial sense for all; it is also a matter of delivering on our duty of care towards future generations.

Our policy is to:-

wholly support and comply with the requirements of current environmental legislation;

minimise our waste and then reuse or recycle as much of it as possible;

minimise energy and water usage in our premises, vehicles and processes in order to conserve supplies, and minimise our consumption of natural resources, especially where they are non-renewable;

operate and maintain company vehicles with due regard to environmental issues as far as reasonably practical and encourage the use of alternative means of transport and car sharing as appropriate;

apply the principles of continuous improvement in respect of air, water, noise and light pollution from our premises and reduce any impacts from our operations on the environment and local community;

as far as possible purchase products and services that do the least damage to the environment and encourage others to do the same;

assess the environmental impact of any new processes or products we intend to introduce in advance;

ensure that employees understand our environmental policy and conform to the standards it requires;

address complaints about any breach of our Environmental Policy promptly and to the satisfaction of all concerned;

update our Environmental Policy annually in consultation with employees and other interested parties affected by our undertaking.

IMPLEMENTATION OF POLICY

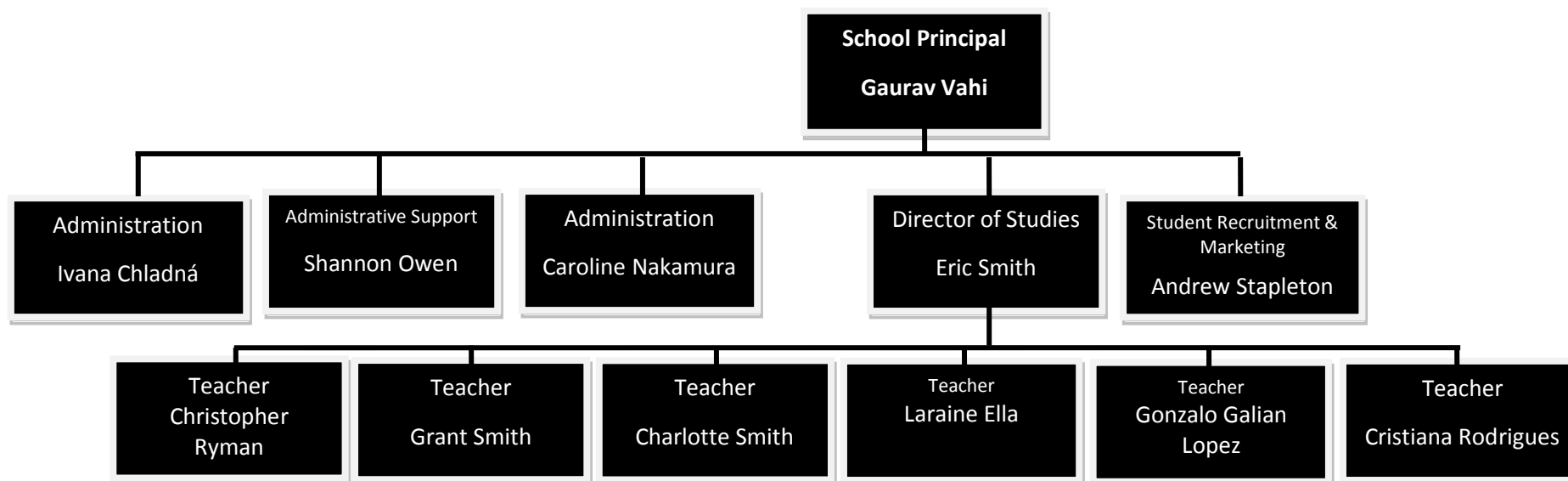
Our policies will be implemented by:

- taking health and safety into account when planning all our business activities;
- providing and maintaining work equipment and systems of work that are carefully designed and monitored;
- ensuring that health and safety standards are complied with when using, handling, storing and transporting articles and/or substances;
- ensuring that employees are provided with adequate and sufficient information, instruction, training and, where necessary, supervision to enable them to work safely;
- ensuring that high standards of housekeeping are maintained within the workplace and in other premises or sites where we are working and that a safe means of access and egress are maintained at all times;
- ensuring that, where its use is identified as a last resort by risk assessment, personal protective equipment (PPE) is provided and used;
- ensuring that specific arrangements are entered into when engaging contractors so that our policies and procedures can be adhered to by them;
- ensuring that adequate arrangements and facilities for welfare and first aid are provided;
- ensuring that employees and our contractors comply with relevant legislation and co-operate with those responsible for enforcing it;
- maintaining a system for the recording and investigation of all accidents/incidents;
- ensuring that the responsibilities of employees and contractors with regard to health and safety are specified clearly and documented.

SECTION B:

ORGANISATION AND RESPONSIBILITIES

Eurospeak School Organogram



Eurospeak Appointed Persons

Responsibility	Person Appointed
Fire Marshall	Gaurav Vahi & Andrew Stapleton
First Aiders	Gaurav Vahi & Andrew Stapleton
Safeguarding In-Charge (Designated Officer)	Gaurav Vahi
Safeguarding Officers	Andrew Stapleton
Student Welfare Officer	Gaurav Vahi & Andrew Stapleton
Career Advice	Gaurav Vahi & Andrew Stapleton

INDIVIDUAL RESPONSIBILITIES

GENERAL RESPONSIBILITIES OF ALL EMPLOYEES

We take seriously your health, safety and welfare and that of any others affected by our undertaking. We have set high standards which are described in our policies, procedures and safe systems of work. We will strive to achieve the standards set by providing the resources necessary to do so. Achieving our safety culture also requires the co-operation of all of our employees.

The Manager or Supervisor who authorises work to be carried out will ensure that those that will be carrying out the work are adequately trained, instructed and informed to enable them to do so safely and to avoid risks to their health. Where necessary, we will provide supervision, particularly in the case of young persons and inexperienced employees. Monitoring responsibilities are described in Section E. In addition to any specific responsibilities we will also carry out safety inspections of the working environment under our control in order to maintain our standards.

All employees must follow the arrangements described in our policies, procedures and safe systems of work. You should only operate work equipment that you are trained and authorised to use, ensuring that all guards and safety devices are in place and use any personal protective equipment (PPE) issued to you as a control measure. If you have any concerns about health and safety matters, you should tell us immediately or follow the consultation procedure described in Section C.

We may want you to be involved in our risk assessment process. If so, we would ask you to co-operate with those leading the process.

We would remind you that all employees have duties under Sections 7 and 8 of the Health and Safety at Work Act to:-

take reasonable care of their own health and safety and that of anyone affected by what they do;

co-operate with their employer to enable them to comply with their statutory duties;

refrain from intentionally or recklessly interfering with or misusing anything provided in the interests of health, safety and welfare.

Failure to comply with your legal duties may result in the enforcing authority taking action against you.

SPECIFIC RESPONSIBILITIES

THE DIRECTORS

Responsibilities include:

overseeing the effective application of our Safety Policy with the aim of preventing accidents and reducing hazards;

when appropriate, instituting a review of the Policy, and making recommendations to the Board;

directing Managers that our Safety Policy is to be implemented at all times;

ensuring co-operation between all parties in fulfilling the aims of the Safety Policy;

arranging funds and facilities to meet requirements of the Policy;

ensuring that appropriate insurance cover that embraces both statutory and general requirements is met and maintained;

ensuring that all levels of staff receive adequate and appropriate training;

ensuring that the disciplinary procedures are adequate to act against those who breach Safety Policy or safe practices;

ensuring that disciplinary procedures are adequate to act against those who breach safety Policy or safe practices;

setting a personal example.

SPECIFIC RESPONSIBILITIES

THE HEALTH AND SAFETY COORDINATOR

Responsibilities include:

- familiarising yourself with our Health and Safety Policy;
- carrying out risk assessments to identify all hazardous activities and the risks associated with such activities;
- bringing to the attention in writing of those concerned, the significant risks identified as a result of any such assessments;
- ensuring that risk assessments are reviewed regularly, particularly in respect to any new or proposed activities or processes;
- ensuring that all visitors and students are made aware and comply with all aspects of Health and Safety legislation;
- maintaining good housekeeping standards;
- reprimanding any member of staff failing to discharge satisfactorily, the responsibilities allocated to them;
- ensuring that regular health and safety inspections are undertaken within those areas under their control and that prompt remedial action is taken when any unsafe practice or condition is apparent;
- ensuring that suitable written records are kept and maintained of such inspections;
- completing accident reports for all accidents involving injury, damage or lost time. Reports to be completed as soon as possible after the incident;
- ensuring that all employees are effectively instructed in safe systems of work and that records of instructions are kept;
- ensuring that all employees are aware of the fire procedures and first aid facilities;
- setting a personal example.

SPECIFIC RESPONSIBILITIES

ALL STAFF

Responsibilities include:

- being familiar with the Safety Policy and implementing it at all times;
- reporting any industrial injury or any incidents which could result in personal injury or property damage, to the Health & Safety Coordinator;
- developing a concern for safety personally and for others, particularly new employees;
- avoiding improvisation;
- suggesting ways of eliminating hazards;
- co-operating with us in maintaining a safe working environment and making your contribution to reducing accidents;
- taking care of property entrusted to you, refraining from horseplay, the abuse of welfare facilities and the misuse of equipment;
- keeping equipment in good condition;
- reporting to the Health & Safety Coordinator any defects in equipment. Ensuring that equipment is in a safe and secure state when unattended;
- obeying our safety rules;
- maintaining good housekeeping standards;
- setting a personal example.

SUMMARY OF RESPONSIBILITIES

OVERALL RESPONSIBILITY

The Policy Holder has overall and final responsibility for health and safety within our operations and will ensure we have effective policies for health and safety and will delegate specific responsibilities to ensure that all requirements of current legislation are satisfied.

SPECIFIC RESPONSIBILITIES

Responsibility	Name
<u>Policy Implementation</u>	
Review:	The Director
Health and Safety Budget/Funding:	The Director
Insurance Provision:	The Director
Instruction in Safe Working Practices: Training:	The Director
Office Safety Inspections:	The Director
Person responsible for Disciplinary Procedures: <u>Equipment Maintenance and Inspection</u> Contractors and other Services:	The Director
First Aid Provision:	The First Aider
<u>Fire</u>	
Equipment:	Contracted Services
Evacuations:	The Director and Fire Marshall
Computer Equipment:	The Director
Housekeeping:	All Staff
Accident Recording:	The Director
Accident Investigation and Reporting:	The Director
Visitors (Inc. sub-contractors):	Host Member of Staff
<u>Risk Assessments</u>	
General:	The Director
Fire:	Fire Marshal
Manual Handling:	The Director
DSE:	The Director
Pregnant Employees:	The Director
Young Persons:	The Director
<u>Services</u>	
Mains Gas and Gas Appliances:	Mains Supplier
Mains Electricity and Electrical Equipment:	Mains Supplier
Mains Water Supply (Legionellosis):	Mains Supplier
Waste:	Contracted Services

RESPONSIBILITIES OF CONTRACTORS

We are responsible to engage competent contractors, manage and control them whilst they are on our premises. The responsibilities described below apply to all contractors engaged to work on our premises.

Contractors are responsible for ensuring that all persons under their control are aware of the following:-

- fire procedures;
- first aid arrangements;
- welfare arrangements;
- the requirements of any risk assessments and method statements they are required to comply with;
- areas where personal protective equipment (PPE) must be used;
- any permit to work systems.

It is our responsibility to inform contractors of any known hazards to which persons under their control may be exposed while working on our premises. The person engaging contractors is responsible for providing this information.

It is the responsibility of a contractor to provide us with risk assessments and method statements, which should describe how the work will be carried out without exposing any person to risks to their health or safety. The requirements of these documents must be adhered to.

We reserve the right to submit contractors' risk assessments and method statements to external health and safety consultants for evaluation.

A contractor must ensure that any equipment brought on to our premises is fit for the purpose and in a good state of repair.

All portable electrical appliances used by contractors on our premises must be battery operated or operate at 110 volts supplied through a centre-tapped transformer. Where appliances are not available in battery or 110 volts versions the use of 240 volts equipment will be permitted, so long as such equipment is used with a residual current device operating at 30 mA/30ms.

Contractors will be required to provide evidence that any portable electrical appliances brought onto our premises have been tested by a competent person within the last 12 months.

We reserve the right to order off our premises any contractor not complying with our Health and Safety General Policy or procedures.

RULES FOR VISITORS

INTRODUCTION

The following rules are designed to control all visitors to our premises, including contractors engaged to work on the premises. For health, safety and security reasons it is important that visitors should not be permitted to wander freely around the premises. In the event of a fire it is imperative that we know who is in the building at the time and that all persons can be accounted for. We will do this by maintaining a record of the name, time of arrival and departure and whereabouts of all visitors. Our procedures for the control of visitors are outlined below.

Any employee receiving a visitor should ensure that:-

the visitor enters their details in the 'Visitors' Record Book' on arrival and signs out on departure;

the visitor remains in the reception area until they are collected by their host;

any incident involving a visitor must be reported without delay. Injuries should be recorded in the Accident Book;

the visitor reads and complies with the Fire Procedures.

VISITOR RULES

PARKING

You must ensure that your vehicle is left in an approved parking area. Vehicles must not obstruct fire escape routes, private or public access and other vehicles.

RECEPTION AREA

Please remain in the reception area until you are collected by your host.

You will be accompanied while you are on the premises, unless we authorise you to enter the premises unaccompanied.

SECURITY

You must not remove anything from the premises without permission.

HEALTH AND SAFETY

Do not enter any area of the premises until you have received the permission from your host.

You must report any accident, injury or dangerous occurrence to your host immediately. You will be required to enter the details of any injury in our Accident Book

FIRE

Please follow the Fire Procedure and Instructions.

If you are working unaccompanied, please familiarise yourself with the locations of the fire exits and manual call points.

SMOKING

In order to comply with current legislation and company policy, you are not allowed to smoke inside our premises.

SECTION C:

PROCEDURES

ACCIDENT/INCIDENT REPORTING PROCEDURE

We accept our duty under the current edition of the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)** to report certain injuries and incidents to the enforcing authority. The purpose of this procedure is to ensure that this duty is fulfilled and that all accidents are investigated.

ACCIDENT/INCIDENT RECORDING

Any employee injured during the course of their work or any other person affected by our undertaking must report it and it will be recorded into our Accident Book, which is kept in the office. The completed page of the book will then be removed and given to the Health & Safety Coordinator who is responsible for ensuring that completed reports are kept secure. We will also record any accidents where an employee has been incapacitated for more than three consecutive days. The injured employee or person can request a copy of the page from the Accident Book for their records.

ACCIDENT INVESTIGATION

The Health & Safety Coordinator will investigate accidents/incidents and if appropriate complete a copy of our Accident/Incident Report Form. If deemed appropriate control measures necessary to prevent recurrence will be identified and actioned.

REPORTING UNDER RIDDOR

The Health & Safety Coordinator is responsible for reporting to the Incident Contact Centre (ICC) any injury, disease or dangerous occurrence covered by RIDDOR.

INCIDENT CONTACT CENTRE (ICC)

All accidents/incidents will be reported online using one of seven reporting forms provided or the ICC telephone service which is available for reporting **fatalities and major injuries only**.

Online reporting accessed via:

www.hse.gov.uk/riddor/report.htm

Telephone: **0845 300 9923**

Please note the telephone service is available Monday to Friday, 08:30 am to 17:30 pm. For out of hours reporting information visit the above web address.

It is our policy that verbal or other communication regarding accidents/incidents to any third party will be at the discretion of the Director. Any request for information by pertinent and relevant parties must be addressed to him in writing and he will make our official response. This statement relates to both reportable and non-reportable accidents/incidents.

ASBESTOS MANAGEMENT

A survey of our premises has been carried out. Please refer to the asbestos survey or other relevant information for advice on areas that contain Asbestos Containing Materials (ACM).

There are no health risks to employees, contractors and/or others working in or visiting our premises, so long as these presumed ACM remain in good condition and are not disturbed. However, if the ACM are abraded, drilled or worked on with power tools the dust generated may contain asbestos fibres and then there will be risks to employees or any others exposed. To ensure that risks from work on presumed ACM are reduced to the lowest reasonably practicable level we will adopt the following procedures:-

Where Asbestos Containing Materials are known to be present we will ensure a suitable Asbestos Management Plan is prepared- including condition monitoring at periods not exceeding 6 months.

an Asbestos Register listing the locations and conditions of all known and presumed ACMs will be maintained;

the Asbestos Register will be brought to the attention of any employee, contractor or others who need to disturb, work on or near to a known or presumed ACM;

Where there is a need to repair / remove any Asbestos Containing Material we will take advice and where necessary employ the services of a HSE Licenced Asbestos Contractor.

before any work on or near to a known or presumed ACM is allowed to commence a risk assessment will be carried out and a method statement written. The risk assessment and method statement will identify how the work will be carried out without exposing any person to risks from asbestos fibres. Where necessary, arrangements will be made for a sample of the ACM to be taken and analysed;

we will not allow work on an ACM to start until the controls described in the risk assessment and method statement have been implemented;

the employee or contractor who will be carrying out the work MUST receive suitable training. They will be informed about the hazards and the precautions they need to take to ensure their health and safety;

Any employee observing damage to any ACMs should report this to the Health & Safety Coordinator immediately.

COMMUNICATING HEALTH & SAFETY TO NON-ENGLISH SPEAKING EMPLOYEES AND STUDENTS

We recognise that there may be occasions when we employ employees who do not have English as their first language and that this may adversely affect the Health, Safety and Welfare of the employee, contractor and or others affected by their actions.

Where we employ a non-English speaking employee an assessment will be completed to determine their level of understanding of the English language and their ability to follow written and/or verbal instructions.

In many cases the level of understanding will be no different from other employees and no further action will be required.

In cases where there is a limited level of understanding of the English language we will ensure that suitable additional controls are in place to ensure that the employee can undertake their duties without exposing themselves and/or others to undue risk.

CONSULTATION WITH EMPLOYEES

We accept our duty under the current edition of the Health and Safety (Consultation with Employees) Regulations to consult employees on health and safety matters, particularly with regard to:

- any measures that may substantially affect employees health and safety;
- our arrangements for obtaining the assistance of a competent person to assist us manage health and safety effectively;
- information about risks to your health and safety and any preventative measures in place;
- the planning and organisation of any health and safety training that you will need to ensure you work safely;
- any health and safety consequences of the introduction of new technologies into the workplace.

We have elected to consult with employees directly.

You will be provided with such information to enable you to participate fully and effectively in the consultation process. Such information will be provided by the means most appropriate to the matters and circumstances concerned. These may include, but will not be limited to, the following:-

- conversations with individuals;
- staff meetings/team meetings;
- information displayed on notice boards;
- letters attached to payslips, e-mails, memos etc.

We encourage all employees to take an active interest in health and safety matters and welcome positive suggestions for improvement. If you would like to raise a matter for discussion you should bring this to the attention of the Health & Safety Coordinator.

DISABILITY

Wherever possible we will undertake to make reasonable adjustments in relation to the physical features of the premises to overcome physical barriers to access.

Where reasonable adjustments to access cannot be made by removal, alteration or avoidance of physical features, we will undertake to provide a reasonable alternative method of making the service available to disabled people.

We will give serious consideration to any ideas put forward regarding improved access and mobility.

Whatever solutions are proposed we are committed to respecting the dignity of all disabled employees, clients and visitors.

DISPLAY SCREEN EQUIPMENT (DSE)

The term 'display screen equipment' (DSE) is used to describe not only the visual display unit (VDU) of a computer but also the other computer equipment and the workstation where it is used i.e. the desk, work surface, chair, input devices, software, printer and document holder.

We accept our duty under the current edition of Display Screen Equipment Regulations, as amended, to assess the risks to the health and safety of our employees from the use of DSE. We have chosen to fulfil this duty by requiring all persons who use DSE, for however short a period, to complete a DSE Self-Assessment Questionnaire. The Health & Safety Coordinator will evaluate the DSE Self-Assessment Questionnaires and if appropriate remedial action will be taken.

We will provide without charge a DSE eyesight test when requested by an employee deemed a DSE User and/or a full eyesight test if deemed necessary by a competent health professional.

Where an eyesight test identifies that a "DSE User" requires special corrective appliances to work with DSE, we will meet the costs associated with providing a basic frame and the prescribed lenses or contribute to the cost of providing the DSE User with their own preferred special corrective appliances. If this applies to you, you should advise the person responsible for DSE of your requirements.

We recommend that if you use DSE for long periods, you break up the time spent working with DSE by working away from the screen for 10 minutes after 60 minutes of continuous use.

If you experience visual difficulties, headaches or pains in the upper limbs or shoulders when working with DSE you should bring this to the attention of the Health & Safety Coordinator immediately.

ELECTRICAL SAFETY

Electricity has the potential to kill. The danger is increased because you cannot see or smell it. Electrocutation can also cause burns and the shorting of conductors which can cause fire and/or explosion.

We acknowledge our duties under the current edition of the Electricity at Work Regulations to take precautions against the risk of death or personal injury from electricity in our work activities. Our objectives are to eliminate the risk or reduce it to an acceptable level by adopting the following:

Fixed (Permanent Installation)

Any modifications or extensions to the fixed electrical installations within our premises will be designed by a professionally qualified competent person/s. All designs will comply with the current edition of the Institution of Electrical Engineers Regulations for Electrical Installation (IEE Regulations). We will ensure that we obtain from the manufacturer or supplier details of power requirements and bring this to the attention of employees and any other interested party.

Any maintenance work will be carried out by a competent person/s to the standard recommended by the current edition of the IEE Regulations.

LIVE WORK, EXCEPT WHERE IT IS UNAVOIDABLE FOR THE PURPOSES OF TESTING AND CERTIFICATION, IS PROHIBITED.

Any competent person/s that carries out electrical maintenance work will be required to provide a risk assessment/s and method statement for the work involved.

Electrical switchgear and control equipment will be kept clean and free from obstruction at all times.

The fixed electrical installation will be periodically inspected and tested at least every five years by a contractor approved by the National Inspection Council for Electrical Installation Contracting (NICEIC) or the Electrical Contractors Association (ECA).

Portable Electrical Appliances

For the purpose of this procedure a portable electrical appliance is defined as any item powered electrically and supplied via an electrical lead and plug.

Employees who use electrical portable appliances are responsible for visually inspecting the work equipment, plugs and lead prior and during use.

Any employee finding any damage to the portable electrical appliance must bring this to the attention of the Health & Safety Coordinator.

Our portable electrical appliances will be inspected and tested at a frequency (decided by risk assessment principles) and as stipulated by current HSE guidelines.

FIRE SAFETY

We recognise that a fire in our premises is a significant risk to the health and safety of anyone using the premises and to fire fighters, our neighbours and others outside. We are committed to doing all that is deemed reasonably practicable to prevent fire within our undertaking. Suitable fire precautions will be adopted and employees will be instructed in fire prevention and the safe evacuation of the premises.

We will:-

- assess the risks from fire at our premises and implement appropriate control measures;

- ensure that where we have a visitors book, all visitors sign the book on arrival, and again on departure;

- ensure good housekeeping to minimise the risk of fire;

- provide a means of detection and giving warning in case of fire;

- inspect and/or test fire safety equipment at appropriate intervals;

- provide and maintain safe means of escape in the event of a fire;

- maintain all fire detection, fire fighting equipment and installations;

- implement a procedure for the action to be taken in the event of a fire;

- train employees in fire safety, including the carrying out of practice fire evacuation;

- keep records of all fire safety matters;

- ensure that all visitors are made aware of the fire precautions and emergency arrangements;

- comply with the requirements of The Regulatory Reform (Fire Safety) Order 2005;

- identify people with any disability or impairment who may require assistance in the event of a fire;

- where applicable, consult with other occupiers of the premises on fire safety matters;

- appoint and train fire marshals;

- train employees in assisting clients/visitors/customers to a safe place during emergency evacuation;

- display the fire procedures in prominent positions;

- designate a fire assembly point.

FIRE AND EMERGENCY EVACUATION PROCEDURE

ON DISCOVERING A FIRE

1. Any person discovering a fire should sound the alarm or shout **"FIRE: Get Out"**.
2. The person discovering the fire must telephone the emergency services by dialling 999.
3. When the exchange operator answers, ask for FIRE SERVICE and give the telephone number: 01189 589599
4. When connected to the Fire Service state:-

This is: Eurospeak Language School Limited

Address: 29A Chain Street
 Reading
 Berkshire
 RG1 2HX

Repeat the Telephone Number: 01189 589599 and state **"We have a fire"**.

5. Do not replace the receiver until this information has been correctly acknowledged.

ON HEARING THE ALARM

6. Evacuate the building by the nearest available exit and proceed to the evacuation assembly point as indicated on the Fire Action Notice.
7. If safe to do so, close doors and windows behind you as you leave.
8. On arrival at the assembly point, give your name to the person taking the roll call.
9. If applicable, the Health & Safety Coordinator will collect the Visitors Book on the way out if it is safe to do so, and hand it to the person taking the roll call.
10. **DO NOT** re-enter the premises until told it is safe to do so by the Senior Fire Officer or other Responsible Person.

END ALL TELEPHONE CALLS IMMEDIATELY
DO NOT STOP TO COLLECT PERSONAL BELONGINGS
WALK - DO NOT RUN
DO NOT TAKE RISKS

FIRE INSPECTION AND MAINTENANCE PROCEDURES

We recognise if our fire detection or other warning systems were to fail then lives and property could be put at risk. The following inspections and tests will be carried out to ensure that the fire detection and warning system function when required:

ON INDUCTION

Ensure that all employees have been made aware of the fire evacuation procedure, including how to raise the alarm in a fire emergency.

DAILY

Check that the "Power On" indicator on the Fire Alarm Control Panel is showing.

Check that the fault indicator is not showing or warning sounder operating.

Immediately report any faults to the Health & Safety Coordinator who will arrange for a competent person/s to inspect and make good any fault.

WEEKLY

Each week test in sequence the manual call point/s within the premises by using the key provided to sound the alarm.

Ensure that the alarm operates and that the appropriate zone is indicated on the Control Panel. This will usually require two persons.

Immediately report any faults to the Health & Safety Coordinator who will arrange for a competent person/s to inspect and make good any fault.

MONTHLY

Test the emergency lighting by using the key provided or by isolating the trip switch (labelled 'Emergency Lighting' or by switching off the electrical supply. All emergency lights should come on.

Check that all fire exit doors open easily without the use of a key.

Check that fire escape routes are not obstructed.

Check that fire extinguishers are present, mounted appropriately and not obstructed.

TWICE YEARLY

Servicing and preventative maintenance will be carried out by a competent person with specialised knowledge of fire warning and automatic detection systems.

Conduct an unannounced practice Fire Evacuation by setting off the alarm.

Record the time taken for all persons present to reach the fire assembly point (this should usually take around 2 minutes).

After the practice evacuation, hold a briefing session with employees and management to discuss any problems encountered or lessons learned.

ANNUALLY

We will arrange for competent persons to:-

- service all fire extinguishers;

- we will record all inspections and tests into the Fire Log.

FIRST AID

We accept our duty under the current edition of the First Aid at Work Regulations to provide suitable arrangements to enable injured employees to obtain first aid. We recognise that prompt action can save lives or prevent the condition of an injured person from deteriorating.

We are responsible for assessing our first aid requirements and for ensuring that we employ sufficient trained First Aiders and/or Appointed Persons.

Signs stating the names of the First Aiders/ Appointed Persons and the locations of the first aid boxes will be displayed. The First Aiders/ Appointed Persons are responsible for ensuring that the contents of first aid boxes are checked regularly and replenished as required.

Advice for Employees on Blood-Borne Viruses (BBV)

There are many blood-borne viruses (BBV), all of which should be considered as risks to human health. However, they are a risk only if a virus enters the blood stream of the recipient. BBV are transmitted from one person to another via unprotected sexual intercourse; blood-to-blood contact (e.g. injecting drug use); mother-to-baby transmission. BBV are not spread through the air or by touch, nor is there any danger from handling objects that have been used by an infected person, or from sharing an office or washroom.

Hepatitis B virus (HBV) and Hepatitis C (HBC) virus are BBV. They cause liver disease. Symptoms range from flu-like in mild cases through to severe liver damage.

AIDS (Acquired Immune Deficiency Syndrome) can occur in individuals following infection by a virus known as Human Immunodeficiency Virus (HIV). As a result of this infection the body's normal defences against illness may break down. Where this happens an individual is open to infections which otherwise would not have occurred. Not all individuals who become infected with the virus will necessarily develop AIDS.

BBV can be transmitted where there is direct contact with blood or other bodily fluids (e.g. saliva, urine, stools, vomit, all of which have been visibly contaminated with blood) of infected individuals particularly where the blood or bodily fluids can enter through an open wound. The use by First Aiders of the simple precautions listed below eliminates the risk of transmission.

Cover all cuts, sores, chapped skin or other open wounds with a waterproof dressing.

When giving first aid wear disposable sterile surgical gloves.

Wear disposable gloves when cleaning up spillages of blood or other bodily fluids with paper towels.

Do not use teeth when putting on/removing gloves.

Pull off gloves so that they are inside out.

Where practicable gloves and towels must be disposed of in a clinical waste bag and sent for incineration by a registered waste carrier.

Hands must be washed with soap before and after applying dressings.

Hands and other parts of the body must be washed immediately with soap and water after contact with blood, other bodily fluids and after removing gloves.

When spillages of blood or other bodily fluids (with the exception of urine) occur these must be cleaned up immediately using paper towels using a solution of one part bleach to ten parts water. **DO NOT** use bleach on urine spillages. Use soap and water.

If lips, eyes, mouth, tongue or broken skin are in contact with blood or other bodily fluids they must be washed with clean cold water and medical advice sought.

OBTAINING FIRST AID

WORKPLACE FIRST AIDERS
as nominated and trained below:

APPOINTED PERSONS
as nominated below:

Gaurav Vahi & Andrew Stapleton

FIRST AID BOXES
Locations as indicated below:

**RECEPTION
KITCHEN**

In the event of an injury always obtain first aid.

**All injuries, however minor, should be recorded in the
Accident Book**

First aid

GAS SAFETY

Gas leaks have a high potential for fire and/or explosion and gas accumulating in a confined space can cause asphyxiation. Also, poorly maintained gas appliances can produce carbon monoxide, which is toxic.

We accept our duties under the current edition of the Gas Safety (Installation and Use) Regulations to ensure the health and safety of our employees and others when gas is used. In order to fulfil these duties, we will follow, so far as it is reasonably practicable to do so, the Approved Code of Practice (ACoP) and Guidance to the regulations.

In particular we will ensure that:-

any competent person/s engaged to work on our gas installation or gas appliances is registered with the Gas Safe Register™ and qualified to the appropriate part of the ACoP;

rooms where gas appliances are used will be provided with adequate ventilation;

a Register of all gas appliances on our premises will be maintained;

all gas appliances on our premises will be serviced and tested annually by a Gas Safe Register™ registered gas fitter.

Any person engaging a contractor to work on our gas installation and/or appliances should carry out checks to ensure that the contractor is Gas Safe Register™ registered and that individual gas fitters are carrying a Gas Safe Register™ identification card or working under the direct supervision of a person carrying the appropriate card.

ACTION IN THE EVENT OF AN EMERGENCY

If you think you smell gas:

DON'T turn electric appliances or switches on or off.

DON'T smoke.

DON'T use naked flames.

DO turn off the gas supply to the meter.

DO open doors and windows to get rid of the gas.

CALL the emergency number 0800 111 999.

IF IN DOUBT, EVACUATE

HAZARDOUS SUBSTANCES

A hazardous substance is any substance, natural or man-made, in solid, liquid, powder, dust, gas, fume or vapour form that can cause injury or ill health.

We accept that we have a duty under the current edition of the **Control of Substances Hazardous to Health Regulations (COSHH)** to eliminate or, so far as is reasonably practicable, control the risks to health of any person from hazardous substances used in or arising from our work activities.

We will:-

- identify work activities that produce hazardous substances;
- maintain an up-to-date inventory of all substances used within the undertaking;
- obtain and maintain a library of suppliers' material safety data sheets (MSDS) for all substances listed in the inventory;
- carry out and record COSHH Assessments, communicate the risks and control measures along with appropriate information to employees and others that may be exposed to the substances;
- review our COSHH assessments every 2 years, or sooner if substances or activities they are used or exposed to significantly change;
- ensure employees are trained how to use hazardous substances safely;
- eliminate or substitute with safer substances to reduce the risks to exposed employees and others;
- provide employees with suitable personal protective equipment (PPE) and train them in its use, where risks from exposure to hazardous substances cannot be reduced to acceptable levels by other means;

Responsibilities for undertaking COSHH assessments are identified in the organisation and responsibilities section of this Policy.

Persons engaging contractors to work on our premises are responsible for obtaining from them MSDS and COSHH assessments for any substances to be used.

Employees are responsible for using the controls identified in the COSHH assessments to which they are exposed. If you consider that the controls identified in a COSHH assessment are not sufficient to reduce the risks to your health you should inform the Manager/Supervisor immediately.

MANUAL HANDLING

Manual handling is the name given to activities involving lifting, putting down, carrying, pulling, pushing or moving that rely on bodily force. We recognise that such activities have the potential to cause injuries and ill health. Therefore, wherever possible we will eliminate manual handling tasks by arranging for loads to be lifted and moved by mechanical means.

Where it is not reasonably practicable to lift or move loads by mechanical means, activities will be assessed, work equipment such as trolleys will be provided to reduce risks and employees will be provided with training in manual handling techniques.

We will carry out manual handling assessments. From these risk assessments, safe systems of work will, where appropriate, be developed and brought to the attention of employees and others exposed to those risks.

Employees are responsible for using any work equipment provided to reduce risks from manual handling activities and must not carry out any manual handling activities they consider to be beyond their capability.

Any employee who considers that a manual handling activity is beyond their capability should bring this to the attention of the Health & Safety Coordinator

We will ensure that risk assessments and method statements are obtained from any contractor/s who works on our premises.

NON-HARASSMENT

We recognise that harassment in the workplace in any form is unacceptable and in most cases is also unlawful. We are committed to ensuring that we are able to provide a working environment which is harmonious and acceptable to all.

It is the duty of each employee to respect the feelings and well being of all their colleagues. What might be acceptable to one person might be upsetting and/or intimidating to another person. Harassment is unacceptable language or behaviour, which causes the recipient of such actions to be embarrassed, offended, or threatened. Harassment can take many forms and can range from relatively mild banter to actual physical violence.

The following outlines examples of the type of behaviour which we would consider constitutes harassment, for which the perpetrator(s) will be liable to disciplinary action and in serious cases liable to summary dismissal:-

- coarse or insensitive jokes and pranks;
- coarse or insensitive comments about appearance or character;
- display of offensive material - written or pictorial;
- deliberate exclusion from conversation or activities;
- unwelcome familiarity or body contact;
- abusive, insulting, or threatening language;
- demands or threats to intimidate or obtain favours;
- threatened or actual violence.

The above list is not exhaustive.

We understand the sensitive nature of complaints of harassment, but would urge any individual if they feel that they are the victim of such behaviour, to implement the Grievance Procedure in order that the situation can be satisfactorily resolved. Individuals are assured that should they raise such a grievance that the matter will be dealt with promptly and in a discreet and caring manner.

RISK ASSESSMENT

We accept our duty under the current edition of the Management of Health and Safety at Work Regulations to carry out risk assessments for all work related activities. We recognise that the purpose of risk assessment is to identify significant risks in order to ensure that they are eliminated or reduced to the lowest reasonably practicable level.

Our objectives are to:-

identify significant risks to the health and safety of our employees and others affected by our undertaking;

ensure that controls are sufficient to reduce risks to the lowest levels practicable;

review risk assessments every 12 months or sooner if there is any reason to suspect that an assessment is no longer valid;

carry and record an individual risk assessment for each young person, (16-18years of age) we employ;

carry out and record an individual risk assessment for an employee that informs us she is pregnant. An initial assessment will be recorded and reviewed monthly throughout the pregnancy and any period whilst she is breast feeding after return to work.

Responsibility for carrying out risk assessments are identified in the organisation and responsibilities section of this Policy. From these risk assessments, safe systems of work will, where appropriate, be developed. The competent person/s that carry out the assessments are responsible for bringing the significant findings and controls to the attention of employees and others exposed the risks.

Employees are responsible for using the controls described in the risk assessments.

STRESS

We recognise that, whilst a degree of stress can be a positive force at work, excessive pressures can have a negative effect on health and performance.

We acknowledge that stress in the workplace can be caused by any combination of a number of quite diverse factors, such as:-

- job design and lack of control of workload;
- working environment;
- relationships with others at work;
- communication arrangements.

We also recognise that there may be problems outside the workplace that will cause an individual employee to suffer from the negative effects of stress, and that these may affect an individual's health and performance within work. In this situation, undue negative stress may occur as a result of work-related and non work-related factors.

We aim to:-

- ensure, so far as is reasonably practicable, that excessive stress is eliminated from the work environment, and that the necessary risk assessments are completed and acted upon in the case of workplace stressors;
- provide suitable support mechanisms for employees from the negative effects of stress;
- encourage a working environment where employees who feel they are suffering from the negative effects of stress can approach management in confidence, in order that necessary support mechanisms can be put in place;
- encourage a culture where stress is not seen as a sign of weakness or incompetence;
- ensure adequate rehabilitation of employees returning to work after periods of absence;
- provide information and adequate and sufficient training for employees in general on the effects of stress at work, effective communication, handling difficult situations, time management and employee relations.

SUBSTANCE ABUSE

We wish to promote health and safety at work and acknowledge that we have a legal responsibility to safeguard the health, safety and welfare of all our employees and other persons who may be affected by alcohol and drug abuse.

The Health & Safety Coordinator will be responsible for identifying and controlling risks at their level of responsibility.

We reserve the right to initiate drug and alcohol screening/testing on all or part of the work force routinely, occasionally or on a random basis.

CONFIDENTIALITY

If you feel you may have a drink or drug problem, you are advised to seek help at an early stage. The Policy Holder or the Health & Safety Coordinator can be contacted during working hours and any discussions will be treated in the strictest confidence, subject to the provisions of the law.

ASSISTANCE

Drinking and drug problems will be treated as a health problem rather than an immediate cause for dismissal or disciplinary action if assistance/advice is sought. If you seek assistance/advice in relation to a drinking or drug problem you will not be discriminated against in any way.

ALCOHOL

“Effects on the Individual”

The Governments guidance on sensible drinking, lists the following examples of specific situations when the best advice is not to drink at all:-

before or during driving;

before using machinery, electrical equipment or ladders;

before working or in the workplace when appropriate functioning would be adversely affected by alcohol.

Blood alcohol concentration levels lower than the drink/drive limit can still reduce physical co-ordination and reaction speeds. It also affects thinking, judgement and mood. People may feel more relaxed and less inhibited after a couple of drinks but getting drunk can lead to arguments, mood swings, and even violence.

The effects of heavy drinking the previous night can last into the next day. After getting drunk, alcohol should be avoided for 48 hours to give body tissue time to recover. However, this is a short-term measure and people whose pattern of drinking places them at significant risk should seek professional advice.

People who drink heavily may develop psychological and emotional problems, including depression. Drinking alcohol raises the drinker's blood pressure. This can increase the risk of coronary heart disease and some kinds of stroke. Regular heavy drinking can also increase the risk of liver damage, cirrhosis of the liver, and cancers of the mouth and throat.

HOW MUCH?

The following benchmarks are for guidance only:

Men

Between 3 and 4 units a day or less.

BUT if you consistently drink 4 or more units a day, there is an increasing risk to your health.

Women

Between 2 and 3 units a day or less.

BUT if you consistently drink 3 or more units a day, there is an increasing risk to your health.

One unit of alcohol is equivalent to 8gm or 10ml of pure alcohol.

The following all contain one unit of alcohol:-

½ pint ordinary strength beer, lager or cider;

a single 25ml measure of spirits;

a small glass of wine.

Please note, these benchmarks do not apply to young people who have not reached physical maturity.

RULES AND REGULATIONS

We require you to attend for work in a fit and appropriate state with no impairment from the effects of alcohol. Being unfit for work due to alcohol consumption is prohibited and is grounds for summary termination of employment.

Alcohol consumption during working hours is strictly prohibited and will result in summary termination of employment.

We reserve the right to initiate disciplinary action and arrange for alcohol testing on you in the following specific circumstances:-

After an accident or incident, where there is suspicion of drinking that contravenes our regulations.

Anyone suspected of reporting for work with alcohol in their bloodstream from the previous evening's drinking.

Witness evidence of erratic behaviour which it is suspected may put the health and safety of anyone at increased risk.

DRUG MISUSE

'Drug misuse' refers to the use of illegal drugs and the misuse, whether deliberate or unintentional, of prescribed drugs and substances such as solvents.

Drug misuse can harm the user both physically and mentally and, through the user's actions, other people and the environment.

Drugs can affect the brain and the body in a number of ways. They can alter the way a person thinks, perceives and feels, and this can lead to either impaired judgement or concentration. Drug misuse can also bring about the neglect of general health and well being. This may adversely influence performance at work, even when the misuse takes place outside the workplace.

The current edition of the Misuse of Drugs Act makes the production, supply and possession of the following controlled drugs unlawful except in certain specified circumstances, e.g. prescribed by a doctor.

There are certain classes of controlled drugs namely Class A, Class B, Class C.

The penalties for offences involving controlled drugs depend on the classification of the drug. Penalties for misuse of Class A drugs are more severe than those for Class B drugs, which, in turn, are more severe than the penalties for Class C drugs. The Act also distinguishes, in terms of the penalties that may be imposed, between the offences of possession and drug trafficking or supplying, with the latter attracting higher penalties.

RULES AND REGULATIONS

We require you to attend for work in a fit and appropriate state with no impairment from the effects of drug misuse. Being unfit for work due to drug misuse is prohibited and grounds for summary termination of employment.

Drug misuse during working hours is strictly prohibited and will result in summary termination of employment.

We reserve the right to initiate disciplinary action and refer you for drug testing in the following specific circumstances:

- if help is refused and/or impaired performance continues;

- after an accident/incident, where there is suspicion of drug misuse;

- witness evidence of erratic behaviour which it is suspected may put the health and safety of any employee at increased risk.

N.B: Possession / dealing in drugs will be reported immediately to the Police.

TRAINING

We recognise that as well as being a legal requirement, the provision of adequate and sufficient training is an essential part of ensuring that our employees know how to work safely and avoid risks to their health. We will operate in the true spirit of legislation by ensuring:

All new employees receive a health and safety induction when they start work for us (this will usually be on the first day). This will cover, but will not be limited to, the following:-

- fire and emergency procedures;
- first aid arrangements;
- welfare arrangements;
- procedure for consulting employees on health and safety;
- procedure for raising health and safety concerns;
- procedure for accident and incident reporting;
- our Health and Safety Rules.

Following Induction, employees will receive instruction about the activities that they will be required to perform. At this stage training needs will be identified by the Health & Safety Coordinator. Where training needs are identified a training programme will be agreed with the employee

The Health & Safety Coordinator is responsible for ensuring that suitable training records are kept.

SECTION D:

FURTHER GUIDANCE

GUIDANCE NOTES

The current edition of the Health and Safety at Work Act requires us to provide systems of work that are, so far as is reasonably practicable, safe and without risks to health. These systems must take account of:-

- our organisation for safety;
- the co-ordination of the work of those involved;
- training, instruction and supervision;
- layout of work equipment;
- methods to be used; and,
- general conditions of work.

This duty is expanded by the current edition of the Management of Health and Safety at Work Regulations, which require us to carry out risk assessments to identify hazards, evaluate risks and implement suitable control measures.

Our health and safety consultants provide us with access to Guidance Notes that can assist in the preparation of safe systems of work. If you would like information on the Guidance Notes available, you should contact the Health & Safety Coordinator.

Acknowledgement

Some of our Guidance Notes contain information reproduced with the kind permission of the Health and Safety Executive (HSE).

Warning

Some of our Guidance Notes contain references to BS/EN numbers. These numbers change when a standard to which they refer is updated or replaced. Therefore, if you will be relying on compliance with a BS/EN standard as a means of fulfilling your health and safety duties, we recommend that you check with BSI (www.bsi-global.com) that the BS/EN numbers quoted are still current.