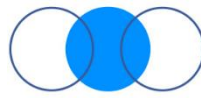


Code	HS.001
Title	Procedure to ensure staff, volunteer and client safety
Status	Active
Prepared by	Stuart Hanson
Approved by	Andrew Buckingham
Date Approved	09.11.17
Revision Number	Version 1.0
Date last amended	01.11.17
Date of next review	01.11.19
Contact Officer	Stuart Hanson
Distribution Status	Controlled

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 1 of 20



1. GENERAL STATEMENT

This is the Health and Safety Policy Statement of:

Direct Mediation Services

Health and Safety at Work etc Act 1974

Our statement of general policy is:

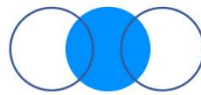
- to provide adequate control of the health and safety risks arising from our work activities
- to consult with our employees/contractors/volunteers on matters affecting their health and safety
- to provide and maintain safe equipment
- to ensure safe handling and use of substances
- to provide information, instruction and supervision for employees/contractors/volunteers
- to ensure all employees/contractors/volunteers are competent to do their tasks, and to give them adequate training
- to prevent accidents and cases of work-related ill health
- to maintain safe and healthy working conditions
- to review and revise this policy as necessary at regular intervals.

2. RESPONSIBILITIES AND ARRANGEMENTS FOR HEALTH & SAFETY MANAGEMENT

2.1. The Management Committee

- 2.1.1. The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities, e.g. service users, volunteers, members of the public.
- 2.1.2. The Management Committee as the employer, has overall and final responsibility for health and safety matters at Direct Mediation Services, and for ensuring that health and safety legislation is complied with.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 2 of 20



2.1.3. The Management Committee will periodically review the operation of its health and safety policy. And will ensure:

- Employees, contractors and volunteers as appropriate receive sufficient information, training and supervision on health and safety matters
- a risk assessment is undertaken and the results written up and made available to all employees
- accidents are investigated and reported to the Management Committee
- there are arrangements in place to monitor the maintenance of the premises and equipment
- there are adequate arrangements to liaise and co-operate on health and safety matters with other employers at the premises of Direct Mediation Services

2.1.4. Day-to-day responsibility for ensuring this policy is put into practice is delegated to the director, Stuart Hanson (the Health and Safety Officer).

2.2. All Employees

2.2.1. All employees have to:

- co-operate with supervisors and managers on health and safety matters
- not interfere with anything provided to safeguard their health and safety
- take reasonable care of their own health and safety
- report all health and safety concerns to an appropriate person (as detailed in this policy statement).

2.3. Fire Officer

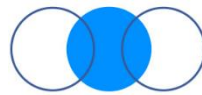
2.3.1. The Management Committee will appoint a Fire Officer who shall receive appropriate training. At the time of issue of this policy this is the CEO, Stuart Hanson.

2.3.2. The responsibilities of the Fire Officer are to:

- be instructed on potential fire hazards and the use of fire fighting equipment
- ensure that Stuart Hanson arranges the testing of fire alarms and fire drills
- assist with the efficient evacuation of staff and visitors
- liaise with the Fire Brigade at the assembly point
- ensure staff, contractors and volunteers at Direct Mediation Services are aware of the fire alarm and fire drill.

FOR DETAILED FIRE SAFETY ARRANGEMENTS SEE SECTION 9.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 3 of 20



2.4. First Aid Person

- 2.4.1. At the time of issuing this policy, Stuart Hanson has undertaken a recognised training course approved by the Health and Safety Executive (HSE) and is the first aid person for Direct Mediation Services.
- 2.4.2. The trained first aid person named above will ensure that the first aid box is kept in the correct place, containing the items laid down in the Code of Practice and Guidance Notes published by the HSE and is regularly checked and restocked.

FOR DETAILED FIRST AID AND ACCIDENT ARRANGEMENTS SEE SECTION 11.

2.5. Risk Assessment

- 2.5.1. The Management Committee will ensure that a risk assessment will be carried out by a competent person in accordance with the 1992 Management of Health and Safety at Work Regulations and the Approved Code of Practice (ACOP). This risk assessment will be written up, and be made available to all staff.
- 2.5.2. The written risk assessment will be reviewed and updated annually to ensure it covers all employees against all risks, and to ensure that any action identified as needed in the risk assessment has been carried out. The risk assessment will also be updated every time that there is a major change in working practices. The risk assessment will cover all employees of Direct Mediation Services, wherever they may be based, and will cover all aspects of their work.

SEE SECTION 15.

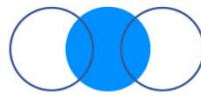
2.6. Training

- 2.6.1. Direct Mediation Services will ensure that new employees, contractors and volunteers receive information on health and safety as part of their induction.
- 2.6.2. Direct Mediation Services will organise training for employees, contractors and volunteers on health and safety matters as appropriate, including: general health and safety training, first aid, manual handling, fire safety, risk assessment. Direct Mediation Services will also organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work.
- 2.6.3. If employees, contractors and volunteers consider they have health and safety training needs they should inform their line manager.

3. BUILDINGS

- 3.1. Direct Mediation Services has a responsibility to provide a safe and healthy environment for staff, contractors and volunteers.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 4 of 20



3.2. All the staff of Direct Mediation Services are responsible for spotting hazards or potential hazards. If a hazard is seen, it should be removed or dealt with as soon as possible, or if not, reports to the Competent Person.

3.3. Examples of Hazards

3.3.1. Things Out of Reach:

Chairs or other furniture must not be used to stand on for the purpose of replacing light bulbs, reaching for things off top of cabinets, etc. A properly maintained, undamaged step ladder must be used.

3.3.2. Damaged Equipment:

Regular checks must be carried out on furniture and equipment for damage which leaves sharp edges protruding or other hazards. Any damaged furniture must be reported for repair or condemnation straight away and must be removed from use.

3.3.3. Damage to Fabric of Building, Windows, etc:

All such damage must be reported immediately to the competent person as named above.

3.3.4. Misplaced Furniture, Equipment or Supplies:

Any furniture, equipment or supplies left in an inappropriate place, for example obstructing a gangway, must be removed immediately and placed in an appropriate, safe place.

4. GOOD HOUSEKEEPING

4.1. Aisles & Gangways

Aisles & gangways must be kept clear from obstructions and materials must be stored in safe areas. Under no circumstances must goods or materials be stacked immediately in front of or obstructing fire doors, fire exits, fire alarms or fire equipment.

4.2. Smoking

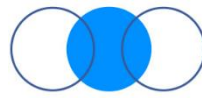
Smoking is not allowed at Direct Mediation Services.

4.3. Overcrowding

Direct Mediation Services will avoid unhealthy and overcrowded working conditions, and will consult staff on any changes in office layout.

4.4. Ventilation

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 5 of 20



Direct Mediation Services will endeavour to provide a well ventilated workplace in which staff have control over their local level of ventilation.

4.5. Temperature

In office workplaces a minimum temperature of 16⁰C must be maintained. Efforts will be made so far as is reasonably practical to ensure the workplace temperature does not rise to an uncomfortable level. A thermometer will be provided in such a position as to be easily seen.

4.6. Lighting

Adequate lighting must be provided. If lights are found to be out of order, the fault must be corrected as soon as reasonably possible.

4.7. Noise

Direct Mediation Services will endeavour to ensure that noise in its offices is kept to as low a level as is practicable.

4.8. Office Atmospheric Pollutants

Office equipment such as photocopiers and printers can emit pollutants into the atmosphere. The organisation will take reasonable precautions in ensuring that these levels are kept as low as possible. Employees and volunteers will not be expected to work in enclosed spaces with equipment that emits atmospheric pollutants. Spaces where these pollutants are present shall be kept well ventilated.

4.9. Equipment Storage and Usage

- Equipment must not be left lying around but must be suitably stored
- No wires must be left trailing across floors
- Non flammable rubbish bins must be positioned at various points
- Except in emergencies, and with the permission of the H&S Officer, no paraffin, bar electric or calor gas fires will be used at the premises of Direct Mediation Services.

4.10. Electrical Equipment

4.10.1. All building maintenance such as electrical work, carpentry, painting, etc should be carried out by skilled people. Staff should not endanger themselves and others by carrying out such work.

4.10.2. Broken, ineffective or damaged electrical equipment must be reported. Staff should use electrical equipment in accordance with instructions.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 6 of 20



4.11. Working at height

Injuries are often caused by falls from:

- ladders
- scaffolding
- roofs and roof-edges - particularly fragile roofs
- gangways and catwalks
- vehicles

The poor selection, use and maintenance of equipment causes falls, e.g. using a ladder because it's easier than erecting a tower scaffold.

The Working at Height Regulations place duties on employers, to ensure:

- all work at height is properly planned
- those working at height are competent or supervised
- the risks of working on or near fragile surfaces are properly controlled
- equipment for working at height is properly inspected and maintained

Work at height should be avoided where possible and equipment should be used to prevent or minimise the consequences of falls where working at height is the only option.

5. WELFARE ARRANGEMENTS

5.1. Toilet and Washing Facilities

Direct Mediation Services will ensure that suitable and sufficient toilets and washing facilities are provided for all staff in accordance with the minimum requirements of Health & Safety legislation.

- The toilet will be in a separate, lockable room
- Washing facilities will include a supply of clean hot and cold water, soap and suitable means of drying.

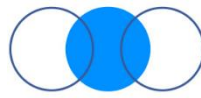
5.2. Drinking Water

An adequate supply of drinking water will be provided for all staff.

5.3. Rest Areas

So far as is reasonably practicable, Direct Mediation Services will provide its staff with a seating arrangement where, during rest periods, they may have a break away from their workstations.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 7 of 20



5.4. Pregnant Women

Suitable rest facilities will be provided for pregnant employees.

5.5. Hours of Work

The employees of should not work excessively long hours, and should take adequate breaks for meals and rest as indicated within their statement of terms and conditions of employment.

6. PERSONAL SAFETY

6.1. Office Security

6.1.1. It is in the nature of the organisation's work that staff or volunteers may, on occasions, find themselves in potentially dangerous situations whilst on Direct Mediation Services business. The following policy is concerned to minimise the risk to people working for Direct Mediation Services.

6.1.2. Staff, contractors or volunteers who are working on their own should not allow access to casual visitors who have no appointment, (except in the case of the library). Such callers should be encouraged to make an appointment.

6.1.3. Where staff/contractors are dealing with an individual but feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations, the management will put their trust in the feelings of the worker.

6.1.4. All windows and entry doors will be lockable.

6.2. Working away from the office

6.2.1. Staff and contractors who are going to be working away from the office should make it clear to other staff where they will be, how long for and how they can be contacted.

6.2.2. If in the course of a trip away from the office plans change significantly, this should be communicated back to the office.

6.2.3. Staff and contractors should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.

6.2.4. Direct Mediation Services will keep a personal alarm for use by staff.

6.3. Holding or carrying money or valuables for the organisation

6.3.1. Staff who carry money for Direct Mediation Services have the right to be accompanied by another person.

6.3.2. Large amounts of cash, over and above petty cash should not be kept on the premises of Direct Mediation Services.

6.3.3. Visits to the bank should not be at a regular time.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 8 of 20



6.3.4. Under no circumstances should staff put themselves at risk on account of the property of Direct Mediation Services. If money is demanded with threats it should be handed over.

6.4. Personal awareness:

There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. The following steps are recommended to all staff as being helpful.

6.5. Whilst out and about:

Trust your intuition and listen to your feelings. If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.

Be prepared. Do you know whom to contact and what to do if a difficult situation arises? Find out and if there is no one designated, ask for a supervisor of manager to be nominated.

Be observant. Notice everything around you - exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.

Assess potential risks. Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car and remember where you have parked it.

Make sure you have all relevant information with you. Have you checked to see if there is a known problem with whom you are or where you are going?

Look confident. "Walking tall" and being aware of your surroundings deters assailants.

Never stay in a situation where you think you may be at risk. Don't feel you have to stay because of your work. You can see the client, arrange the visit or do the interview again. You can ask a colleague to come in or be with you. Don't be afraid to ask for help.

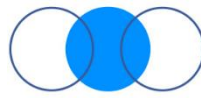
Be aware of personal space - yours and others. Encroaching on other peoples personal space can make them aggressive. If other people are too close to you and making you uncomfortable, ask for more space or move away.

Don't get into lifts with people who make you feel uneasy. If you are in a lift and feel uncomfortable, get out and use the stairs, or wait for another lift. Make sure you know where the emergency button is and stand where you can reach it.

Don't accept lifts in vehicles from people you have no reason to trust.

Think about what you are wearing. Can you run if you need to?

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 9 of 20



6.6. In dealing with aggression

If you find yourself in an aggressive situation, what can you do?

Try to stay calm if someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.

Offer an angry person a range of options from which they can choose the one they prefer. They will find it difficult to stay angry.

Do not be aggressive back - this is how anger can escalate into violence.

Are you the best person to deal with this situation? Going to get someone else is often helpful particularly if they can solve a problem that you can't.

Get on the same level as the aggressor. If they are standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.

Keep your balance and keep your distance.

Do not touch someone who is angry.

Don't let your escape route be blocked.

Keep yourself between an escape route and an aggressor so you can still get away.

If the situation is dangerous, then get away as fast as you can. Never remain alone with an actively violent person.

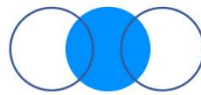
If you cannot get away, then scream or use the panic alarm.

6.7. Reporting and recording

6.7.1. All incidents of aggression or violence should be reported to management and recorded in the accident book.

6.7.2. Employers have a responsibility to provide a safe working environment. Staff or contractors should report any current or potential situation at work which is a threat to personal safety. Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair which can carry on long afterwards. The management committee of Direct Mediation Services recognises this and will be disposed to provide whatever support, counselling or time off work seems appropriate.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 10 of 20



7. HOMEWORKING

- 7.1. When employees or contractors are carrying out work for Direct Mediation Services at home all health and safety rules and guidance in this policy apply in the same way that they do in the workplace.
- 7.2. It is the responsibility of the employee/contractor to ensure that their home working environment and equipment used in the home is safe. A risk assessment in accordance with the guidance given in this policy should be carried out. Should advice be needed, advice should be sort from the nominated health and safety officer at Direct Mediation Services.
- 7.3. The employee will be asked to indemnify the organisation from damages caused by accidents in the home.

8. VISUAL DISPLAY EQUIPMENT

8.1. General

- 8.1.1. It is the policy of Direct Mediation Services to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.
- 8.1.2. Direct Mediation Services will conduct health and safety assessments of all workstations staffed by employees who use VDU screens as part of their usual work. All workstations must meet the requirements set out in the Schedule to the Regulations.

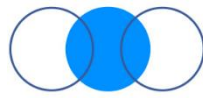
8.2. Nature and Organisation of Work

- 8.2.1. Appropriate seating must be available to all users.
- 8.2.2. Staff will take regular breaks (at least 10 minutes away for every hour at the screen). Short frequent breaks are more satisfactory than occasional longer breaks.

8.3. Equipment

- 8.3.1. Resources will be sought by Direct Mediation Services to:
 - a) provide VDUs with a detachable and adjustable screen, i.e. in height, swivel, etc, to allow for the individual preference of the operator.
 - b) provide computer cleaning supplies
 - c) provide a wrist and foot rest at each workstation
 - d) an anti-static mat at each workstation
 - e) provide keyboards which are separate from screens
 - f) provide anti glare screens, where direct light cannot be prevented from falling on the screen
 - g) provide adequate workstation space.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 11 of 20



8.4. Maintenance

The CEO, Stuart Hanson, should hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

8.5. Eye and Eyesight Tests

- 8.5.1. New staff are entitled to have eyesight tests paid for by Direct Mediation Services.
- 8.5.2. Where a member of staff is experiencing eyesight problems attributable to their work with VDUs s/he will be entitled to have an eyesight test paid for by Direct Mediation Services.
- 8.5.3. Where a test shows that as a result of work with the organisation's VDUs, a member of staff needs to purchase special corrective appliances (usually glasses), these will be paid for by Direct Mediation Services This excludes those normally used for purposes other than work with VDUs, and is subject to a maximum expenditure of £150.

8.6. WRULDS/RSI

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

avoiding sitting in the same position for long periods

adjusting equipment and furniture to appropriate and comfortable positions

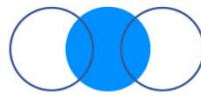
taking regular rest breaks from VDU work (at least 10 minutes away from the screen in every hour) by doing some other work.

9. FIRE SAFETY

9.1. General

- 9.1.1. It is not only the responsibility of the Fire Officer, but of all staff and members working at Direct Mediation Services' offices to be aware of fire hazards, to know the location of fire exits and the assembly point. Everyone must know the fire drill instructions and these will be part of the induction process for all new staff and volunteers.
- 9.1.2. Access to escape doors, extinguishers and other fire fighting equipment must not be obstructed and the Fire Officer will be instructed on their use.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 12 of 20



9.2. Fire Drills

- 9.2.1. Direct Mediation Services Fire Officer is responsible for carrying out fire drills and will arrange these to take place at regular intervals, reviewing the success or otherwise of the evacuation and making recommendations for improved practices. He/she is responsible for ensuring that staff and volunteers are aware of the evacuation procedures and has the power to remove obstructions from fire exits.
- 9.2.2. The fire alarms shall be tested at regular intervals by Direct Mediation Services' Fire Officer and staff will be notified of any testing taking place during office hours.
- 9.2.3. Visitors and all staff, including volunteers, must be made fully familiar with the escape routes and Direct Mediation Services' assembly point.

9.3. Fire Drill Procedure

If The Fire Alarm Sounds

- Evacuate the building immediately by the nearest exit
- Ensure any visitors leave the building
- Do not put yourself at risk
- Assemble in front of the building
- Do not re-enter the building for any reason until the Fire Officer or fire brigade confirm that it is safe to do so.

If you discover a fire

- Raise the alarm by operating the break glass switch at the nearest fire alarm call point.
- Evacuate the building immediately as above.

10. HYGIENE

- 10.1. All areas must be kept clean and tidy.
- 10.2. Toilets must be washed regularly and kept clean.
- 10.3. All wash basins should be provided with hot water, soap, clean paper towels or hand dryers.
- 10.4. Vending machines for sanitary products and disposal bins should be provided. Bins should be emptied and sanitised regularly.

11. FIRST AID AND ACCIDENT REPORTING

11.1. First Aid

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 13 of 20



- 11.1.1. First Aid provision will be available at all times in an appropriate and accessible First Aid Box.
- 11.1.2. The First Aid Box is kept in the kitchen area.
- 11.1.3. At least one employee will receive appropriate first aid training.
- 11.1.4. All new employees will be told as part of their induction of the location of first aid equipment and the employee who has received first aid training.
- 11.1.5. A record of all first aid cases treated will be kept in the Accident Book, which will be kept with the First Aid Box.

11.2. Accidents and Emergencies

- 11.2.1. All employees must report all incidents which resulted or nearly resulted in personal injury to themselves or others, to the Health & Safety Officer and make sure the accident is recorded in the Accident Book.
- 11.2.2. The Health & Safety Officer will ensure that personal details of individual(s) will be stored separately from the Accident Book in a secure location to comply with the Data Protection Act 1998.
- 11.2.3. It is the responsibility of the Health & Safety Officer to ensure that any necessary follow-up action is taken to reduce the risk of the accident or near accident recurring.
- 11.2.4. The Health & Safety Officer is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the London Borough of Islington Environmental Health Department. RIDDOR covers the following incidents:
 - a) fatal accidents
 - b) major injury accidents/conditions
 - c) dangerous occurrences
 - d) accidents causing more than 3 days incapacity from work
 - e) certain work-related diseases.

12. HAZARDOUS SUBSTANCES (COSHH)

Organisations are responsible for ensuring that employees are safely protected from substances that might be hazardous to their health. This could include cleaning materials, printing materials or even correction fluid. These are called COSHH (Control of Substances Hazardous to Health) assessments.

12.1. General Statement

- 12.1.1. Under the 1992 COSHH (Control of Substances Hazardous to Health) Regulations employers have a duty to make an assessment of the risks related to hazardous substances e.g. chemicals, noxious fumes etc. In accordance with the Approved Code of Practice this assessment will be carried out and written down by a nominated competent person.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 14 of 20



12.1.2. The person responsible for carrying out this assessment will be the director, Stuart Hanson.

12.1.3. Following this assessment, in accordance with the Approved Code of Practice (ACOP) Stuart Hanson will:

- In the first instance take action to remove any hazardous substances
- If this is not possible, action shall be taken to find a substitute for the hazardous substance
- If this is not possible, such substances shall be enclosed within a safe environment
- If none of the above is possible, protective equipment will be issued to ensure the safety of staff.

12.2. Monitoring

12.2.1. If for any reason a member of staff or volunteer has been exposed to a possibly hazardous substance, levels of exposure will be monitored.

12.2.2. At all times levels of ill-health related to exposure to hazardous substances at work will be monitored.

12.3. Removal, Substitution, enclosure and Protection

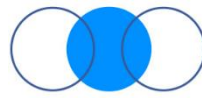
All members of staff shall avoid using hazardous substances at all times if at all possible. Where substitute materials are available they should be used (e.g. water based markers, correction fluid, etc). If there is no way of avoiding such use, staff must use the substance in an enclosed, ventilated environment away from other workers, and use proper protective equipment which shall be made available.

13. LIFTING AND HANDLING

13.1. The employees, contractors, volunteers of Direct Mediation Services should avoid manual lifting where at all possible. However, employees, contractors, volunteers may occasionally be required to manually lift and handle loads. Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury.

13.2. Employees, contractors or volunteers should not put themselves at risk by attempting to lift heavy loads which could be taken apart or divided into smaller quantities. The assistance of other employees, or tenants during home visits, should always be sought for moving large quantities or for lifting heavy and awkward loads. When lifting is done by a team, instructions should be given by one person only.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 15 of 20



13.3. Any employee feeling a strain should stop immediately and record the incident in the Accident Book.

13.4. Aids to reduce the risk of injury (e.g. trolleys) must always be used if available.

14. STRESS MANAGEMENT

14.1. Stress at work is a serious issue. Workers can suffer severe medical problems, which can result in under-performance at work and cause major disruptions to the organisation.

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

14.3. Direct Mediation Services will do all it can to eradicate problems relating to stress at work. In particular it will:

- ensure close employee involvement, particularly during periods of change
- give opportunities for staff to contribute in the planning and organisation of their own jobs
- ensure staff have work targets that are stretching but reasonable
- implement effective policies and procedures for dealing with bullying and any form of harassment
- encourage good communications between staff and management
- promote the maintenance of a supportive culture in the workplace
- where appropriate take into consideration employees' personal situation/problems at home
- ensure employees avoid working long and unsocial hours.

14.4. Direct Mediation Services will ensure as far as practicable that its policies, working practices and conditions of employment support its commitment to the above.

14.5. Employees should ensure that they do not work in a way that could cause them to suffer an increase of stress, nor cause an increase of stress on others.

14.6. Employees must respect other members of staff, and ensure that interpersonal conflict is avoided or dealt with sensibly.

14.7. Employees must not make unrealistic demands on other workers by increasing others' workload.

14.8. Employees should participate with the organisation's intention to maintain a supportive workplace environment.

14.9. If an employee is suffering from stress at work, s/he should discuss this with their line manager at the first opportunity. Where practicable and reasonable, Direct Mediation Services will seek to provide assistance to the employee.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 16 of 20



15. RISK ASSESSMENT

15.1. What is a Risk Assessment?

Risk assessment helps you protect your workers and everyone using your organisation. It helps you focus on the risks that really matter, the ones with potential to cause harm. A risk assessment is, as the Health and Safety Executive (HSE) describe: "a careful examination of what, in your work, could cause harm to people.... the aim is to make sure that no one gets hurt or becomes ill".

15.2. Carrying out a Risk Assessment:

Carrying out a risk assessment is a relatively straightforward process, simply a careful examination of what could cause harm to people, and what precautions need to be taken.

The HSE prescribes a 'Five Step' process:

Step One – Identify the hazards

First walk around the workplace identifying anything that could be potentially hazardous - **write everything down - make a list.** Include *everything* you can think of: not just things that are currently obviously dangerous, but anything with a *potential* risk. It is a good idea to get two people to do this separately (one of these could be a trade union safety representative if there is one) and to compare lists afterwards, in case either of you have missed anything out.

Then think about **invisible** hazards - for example, in the voluntary sector one of the biggest risks people endure is stress (often related to working long hours, under pressure, to tight deadlines) or physical assault. Invisible hazards often include fumes - for example, photocopiers and laser printers emit ozone when in use.

Finally consider whether things that might not normally be hazardous might be in relation to specific people – e.g. pregnant women, disabled workers.

Step Two – identify who is at risk

Once you have identified and listed all the hazards, you need to (i) identify what the specific risk is, and (ii) who is particularly at risk.

Some people will be more at risk from particular hazards than others - for example a VDU user will be more at risk of suffering RSI (Repetitive Strain Injury - also known as WRULDs - Work Related Upper Limb Disorders), a cleaner might have specific risks related to the chemical cleaning agents being used, etc. And there will be those particularly at risk in some circumstances for example because they may be working alone, or they may have a disability. **List those potentially at risk.**

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 17 of 20



Step Three – Evaluate the risks and decide on precautions

Think about what you can do to remove the risk. Compare what you currently do with what is accepted as good practice. (You may need to seek advice on this from experts) The main purpose of doing a risk assessment is to be aware of the risks, so that you can take action to eliminate or at least reduce the risks. On a simple level if an electrical wire is exposed, you could replace it, or cover it with insulating tape. On a more proactive level, for example, if your cleaner is using potentially dangerous chemical agents - change the cleaning product - use something water-based. Write down the actions currently taken and those actions you propose to be taken, and write down who will take the action, by when.

Step Four – Record your findings

If you employ five people or more, the law requires you to record your findings. Ensure the written record of your findings is made available to staff, and that they co-operate with the carrying out of the recommendations made as a result of the assessment. This might involve a change in working practices, a change in machinery or equipment, and appropriate training being undertaken.

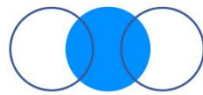
Step Five

Review your assessment. Few workplaces remain the same. You must review your assessment when there are major changes in the workplace, such as the introduction of new machinery, or new ways of working - but you must carry out regular reviews anyway - possibly annually. If your original assessment was properly recorded the review should be a relatively simple job but be aware of changing working practices.

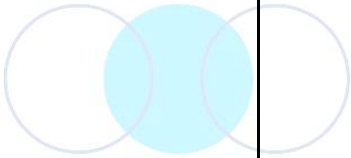

Other considerations:

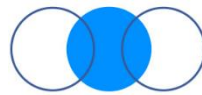
- if you share a building with other groups, it is a **legal requirement** that you all co-operate with each other in carrying out assessments.
- If your workers have a trade union health and safety representative, you should consult with them before carrying out the assessment, and again after carrying out the assessment - in case they strongly disagree with the results of the assessments, or the proposals you may be making to remedy a potential hazard.

Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 18 of 20



Direct Mediation Services Risk Assessment Form

<p>What are the hazards?</p> <p>Spot hazards by walking around the workplace, talking to workers, checking machines and their instructions</p>	<p><i>Who might be harmed, and how?</i></p> <p>Remember: some workers have specific needs People who are not present when the assessment is taking place Members of the public</p>	<p>What are you already doing?</p> <p>List precautions already in place</p>	<p>List actions to be taken</p> <p>Note Who will take the action, by what date</p>
			



16. CONTACTS

Health and Safety Executive Publications - Free leaflets on all aspects of Health and Safety:

HSE Books, PO Box 1999, Sudbury, Suffolk CO10 6FS.

Email: hsebooks@prolog.uk.com

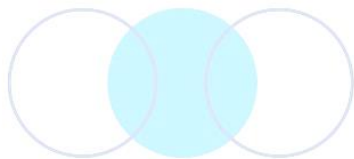
Tel: 01787 881165

Minicom: 01787 310889

Fax: 01787 313995

Website: www.hsebooks.co.uk

(HSE priced publications are also available from bookshops and free leaflets can be downloaded from HSE's website: www.hse.gov.uk/pubns)



Procedure to ensure staff, volunteer and client safety	HS.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 20 of 20