

Occupational Health and Safety Policy

Policy Promotion and Engagement

All staff working for eVolve your future Ltd are required to read our policy documents and sign to confirm that they have done so.

EYF policies are reviewed annually unless there is a legislative or ethical reason for change to policy during the year. All colleagues are provided with an update document detailing any changes that have occurred following the last review. Each review is dated and version controlled. These changes are discussed in Team meetings with all staff and the understanding of these updates is also confirmed by a signature sheet.

Policies are in place to ensure that the company and it's staff are compliant with statutory legislation, partner regulations and the company specific requirements.

All relevant Policies can be accessed from the eVolve your future website, found at: www.evolveyourfuture.co.uk

Learners are made aware of the availability of these policies when they are signed up to our courses.

Policies are available to partners on request.

1. Health and Safety Statement

We are committed to providing a safe and healthy work environment, therefore for good safety management it is essential that you work in partnership with us and comply with all health and safety requirements, including the use of relevant standards, instructions and processes.

The Health and Safety at Work Act requires us to ensure the health, safety and welfare at work of our employees as far as is reasonably practicable. We comply with this provision by:

- Ensuring systems of work are adequately maintained.
- The safe use, handling, storage and transport of articles and substances.
- Provision of necessary information and instruction(s).
- A safe working environment, with adequate and suitable welfare facilities.

2. Responsibility

As an employee under the Health and Safety at Work Act, it is also your duty to take reasonable care for the health and safety of yourself and others for example:

- Taking reasonable care of your own health and safety.
- Taking reasonable care not to put others at risk by what you do, or do not do, in the course of your work.
- Not interfering with, or misusing anything, that has been provided for your health, safety or welfare.
- Advising your Line manager if something happens that might affect your ability to work safely.
- Report any hazards and defects observed in the workplace immediately to your Line manager.

- The reporting of all accidents and near misses (an unplanned, unforeseen event which could have but in a particular instance did not lead to injury or ill-health of anyone and/or damage to property or equipment) immediately to your Line manager.
- If you are responsible for arranging for any work to take place in our premises, you must notify your Line manager to ensure that the appropriate health and safety procedures are followed.
- You should adhere to the advertised speed limit when driving around our premises. Parking in marked parking spaces only, as parking in any other area will obstruct movement around the premises for your colleagues and any emergency services vehicles should they need to attend.
- You must not plug in any personal electrical equipment. If you need to use personal electrical equipment please discuss this with your Line manager in the first instance.
- If you undertake work at any third party premises it is your responsibility to make yourself aware of the emergency procedures. Ask your host to provide this information and ensure you are aware of the route to follow to evacuate the building. Please note, in the EU emergency exits are always indicated by white and green signage.

3. WorkStation Assessment

If you use a computer as part of your day-to-day tasks, you will be asked to undertake a workstation assessment. The purpose of this assessment is to identify any issues such as poor posture which can lead to workstation related injuries such as Repetitive Strain Injury (RSI), eyestrain, back ache or headaches etc.

If you are a laptop user, we can provide a laptop stand which raises the screen to a comfortable height.

We all tend to change our posture to accommodate the environment we are in – for example if your screen is too low you will find you slouch forward or downwards; if your chair is too low you may put your feet on the legs of the chair to take the pressure off the underside of your knees. By being aware of your posture and of the small changes you make you can ensure you are not exposing yourself to long-term workstation related injuries.

Take time to read through the following as you sit at your workstation and make necessary adjustments as required:

3.1 Seating Position

- The height of your chair should be adjusted so that both feet are firmly flat on the ground taking the weight of your legs.
- There should be no pressure on the underside of your knees and there should be a small gap between the back of your calf/knee and the chair.
- Your back should be supported by the back of the chair and you should be sitting upright. Backrests should fit comfortably into and support the lower curve of the back.
- You should be able to rest your arms on the desk so your elbows are at right angles, if you cannot reach the desk then you should raise your chair to the correct height and use a footstool so that your feet are flat on it.

3.2 Use of the Screen

- If you use the screen regularly, adjust your body so that you and the keyboard are directly in front of and square on to the screen.

- When you are looking straight ahead the top edge of the screen image should be at eye level and the screen should be angled 30 degrees upwards. This allows the muscles in your neck to relax slightly.

3.3 Use of the Mouse and Keyboard

- Remember to keep your hands and wrists in line with your forearm, when using your mouse instead of moving just your hand, try to keep your wrist and arm in line and move your whole arm. This will prevent pressure on the tendons in your wrist which are vulnerable to carpal tunnel syndrome.

- Ensure your mouse and keyboard are close to you to prevent over-reaching. If your mouse is too far away you may find the top of your right (or left if you are left handed) shoulder will ache from constantly reaching for the mouse.

3.4 Organising your Workload

- Organise your work so that you have a mix of screen based and non-screen based work, this will prevent your muscles becoming stiff and rigid.

- Vision breaks and eye exercises are important, eye exercise routines include blinking, stretching and focussing your eyes on distant objects.

If you experience any problems at all with your work-station or experience any discomfort it is your responsibility to report it to your Line manager.

4. Fire

Fire Alarm

There is a fire alarm test at 11.00 every Monday morning. When this sounds, there is no need to evacuate the building unless the alarm sounds for an extended period of time.

Every six months, there will be a full fire evacuation drill when you will be required to evacuate the building. The Fire Assembly Point is located in the car park.

Please note: The Fire Assembly Point is a no smoking site, including vaping.

On discovering a fire

1. If you discover a fire, you must first operate the nearest fire alarm call point.
 2. Summon the emergency services by dialling 999.
 3. If you have received appropriate training, and it is safe to do so, use the nearest suitable fire extinguisher.
- DO NOT PUT YOURSELF AT RISK.
 - ENSURE YOUR ESCAPE ROUTE IS AVAILABLE.
 - IF THE FIRE CANNOT BE EXTINGUISHED IMMEDIATELY, WITHDRAW CLOSING ALL DOORS BEHIND YOU.

4. Evacuate the building by the nearest available exit and proceed to the assembly point. This is located in the Car Park.

- DO NOT RUN.
- DO NOT USE LIFTS.
- DO NOT STOP TO COLLECT BELONGINGS.
- DO NOT RE-ENTER BUILDING UNTIL TOLD TO DO SO

On hearing the alarm - staff

1. If the fire alarm sounds, leave the building immediately by the nearest available fire exit.

The fire alarm is a Continuous Electronic Siren.

2. Leave the building by **CALMLY WALKING** and proceed to your assembly point, where a roll call will be carried out by your Fire Warden.

It is important that you assemble at this point so that your Fire Wardens can ascertain whether any person(s) are left in the building, so that the fire brigade can take appropriate action and all clear can be given to all personnel.

On hearing the alarm – fire wardens

1. Prior to alarms Fire Wardens will ensure they are familiar with their search area and that the search area is small enough to be searched in a reasonable time. Wardens will be trained in their duties, as will their deputies. (Wardens will not put themselves at risk during the sweep of their area).
2. The nominated Fire Wardens will upon hearing the alarm, put on the “Fire Warden” high visibility vest.
3. Sweep their designated areas, entering all office areas, cloak rooms, toilets and unlocked storage areas for personnel. (If away from the department, wardens must not return to their normal place of work or area to perform sweep, report to the IC assembly area at the front of the building, determine whether the deputy performed the role of warden, report this fact to the fire service as appropriate).
4. Shout fire as they sweep the area if sounder audibility is poor or personnel are not responding to alarms.
5. Ensure any heat sources are left isolated or safe.
6. Close all doors as they sweep their area. (If safe to do so)
7. If evacuating via the core stairs, ascertain the location of the fire by reading the fire alarm panel. Do not assume another warden has done this – it is better for two or three wardens to know the fire location than none.
8. Report to the Wardens assembly area in the car park.
9. Pass on any information about the incident to the Fire Service.
10. Communicate with their deputy times when they are likely to be away from work due to sickness absence, holidays, flexi time or working on other sites/locations.
11. The deputy will perform the duties as Fire Warden jointly with the primary Fire Warden during **all** incidents to ensure familiarity of the role and to speed up and aid the primary Fire Warden’s duties.
12. Both parties to this end will determine the scope of their sweep areas.
13. Give the all-clear to the assembled staff when the fire service give permission to re-enter the building

Caution!

The alarm has been sounded due to the possible presence of fire; therefore fire may be present in one of the Wardens' sweep areas, avoid putting yourself at risk from fire and smoke.

After evacuation to assembly point – fire wardens

If in the event of a fire there is no nominated Fire Marshall to act as Incident Controller (IC) the Wardens will:

1. Summon the emergency services by dialling 999.
2. Ascertain the location of the fire by reading the fire alarm panel.
3. Proceed to the Fire Wardens assembly point in the car park.
4. Liaise with the attending fire service personnel, giving information concerning:
 - Location of fire.
 - Missing employees/contractors/visitors.
 - Dangerous chemicals/substances.
 - Service isolating points.
 - Silence and reset the system as directed by the emergency services.
 - Ensure that the all-clear is given to Wardens who should inform the general assembled staff in the car park.
5. Nominated Fire Wardens are:
 - Penny Webb – Business Centre Manager
 - Lloyd Brudenell – eVolve your future

Staff working out of hours

1. On arrival to site, sign in the visitors book in Reception, with time, date and work location.
2. The first person to leave the building will become Out of Hours Fire Warden and be responsible for roll call of staff using the sign in book. They must take the sign in book and high visibility vest with them and follow the role description above.
3. In the event of fire you should follow the appropriate procedure, but at the assembly point you must report to the Out of Hours Fire Warden for roll call. If you are first out, follow step 2.

General Guidance

DO:

- ✓ **Always take a fire alarm seriously and evacuate immediately**
- ✓ **Exercise self-control in an emergency, do not panic**

- ✓ **Help disabled persons where required.**
- ✓ **Obey the Fire Wardens instructions.**
- ✓ **Where possible close doors and windows to limit the spread of fire**
- ✓ **Once outside the building, go to the prearranged assembly point and wait there until you are told to otherwise.**

DON'T

- × **Stop to collect personal belongings.**
- × **Use the lift**
- × **Run down an escape stairway.**
- × **Remain in the building.**
- × **Return to the building until instructed to do so.**

You and all employees are required to:

- Always keep your place of work neat, tidy and free from potential hazards e.g. materials left untidy, trailing extension cables, drawers left open etc/
- Ensure that the storage of items above ground level are safely situated as not to represent a hazard to others.
- Maintain passages, gangways and exits, ensuring that they are clear of obstructions at all times.
- Ensure exits and routes both inside and out remain clear at all times.
- Empty bins when they are full.
- Ensure all outside doors, windows are secured.
- Report any hazards (including near misses) immediately.
- Ensure heaters are correctly positioned.
- Ensure files, paperwork are not located too close to heaters.
- Ensure there is no obstruction to the ventilation of heaters, machinery, electrical appliances, office equipment etc.
- Report any electrical appliances where you observe wear and tear.
- Ensure electrical appliances are not left switched on, or on when not in use at the close of business daily (unless it is designed to be permanently connected).

5. First Aid

First Aiders are on-site, and you will be advised of the name and location of your designated First Aider(s).

First Aid Equipment can be found at:

Located in the main office (Unit 28).

The First Aid box will be checked every three months by the First Aiders and stocks replenished as required.

As a minimum, the First Aid box will be equipped with:

- Plasters.
- Lint.
- Bandages.
- Safety pins.
- Latex gloves.
- Mouth protector.

6. Reporting Accidents and Injuries at Work

Any accident or injury in the office (employees and/or customers), which includes whilst while you are carrying out your duties in another office location, must be recorded in the Accident Record Book.

The Accident Record Book will be held in Unit 28.

7. Manual Handling

Always make full and proper use of any handling aids and personal protective equipment provided. If for any reason you have to move any bulky items, there are six pointers to safe lifting which you should follow:

- **FEET:** Face the direction of travel with your leading foot at the side of the load, rear foot behind the load and a firm, balanced stance.
- **BACK AND LEGS:** Keep your back straight, shoulders level, in line with and facing in the same direction as your pelvis. Bend with your legs – not your trunk.
- **GRIP:** Always grasp firmly using the palms of your hands, roots of your fingers and thumbs.
- **ARMS:** Should be kept close to your body, minimising the work required of your shoulders, upper back muscles and chest.
- **CHIN:** Look straight ahead with your chin tucked in. This helps to keep your back straight and reduces the stress on your spine.
- **BODYWEIGHT:** Always use your body weight to the best advantage to initiate load movement and then lift using your leg muscles.

Computer equipment must not be moved without the authorisation of a Director.

8. Risk Assessments and Audits

An assessment of the Company's main working environment will be conducted annually.

Offsite locations will be assessed by the person responsible for training delivery before the session has commenced. The assessment will cover:

- Computer positioning (in relation to the individual using it).
- Seating.
- Wiring.
- Obstacles.
- Fire Exits.
- Lighting.
- Electrical equipment functionality, including in the kitchen.
- Identification of potential hazards.

Any reported persistent complaints by employees or customers, e.g. headaches, back pain etc., will be investigated and appropriate action will be taken, if the cause is considered to be related to office equipment.

A detailed assessment report will be completed, approved by the nominated person and reported to a Director who will be responsible for filing information for each delivery location on an annual basis.

8.1 Lone Working

This section is designed to provide safety guidance for occasions where you may be working alone. Whilst there is no general prohibition on working alone, the general provisions of the Health and Safety at Work Act 1974 places responsibilities on us to make necessary provisions for certain work activities to be undertaken safely by more than one person or by making alternative arrangements for the provision of help or back up, for example:

- Entry into confined spaces.
- Certain ladder work.
- Certain use of dangerous machinery.
- Diving operations.
- Certain work with hazardous chemicals.

Keys and entry fobs

Staff who regularly use the building will be issued with a key to the Administration Office (Unit 44) and an out of hours entry fob. Keys to Unit 30 (examination suite), Unit 29 and Unit 27 will be kept in a key safe located in the Admin Office.

Staff are responsible for keeping their own key and fob safe. If they are lost or misplaced, you may be charged for replacements. The approximate cost is:

- Key – £20
- Fob - £26
- Admin and postage fee - £12 (this because they are security keys and are only available from the manufacturer of the locks).

Lifts

There is lift access to floor 1. However, outside of office hours, the lift alarm system will not alert anyone if you should become stuck, so use at your own risk.

8.2 Management Action

In our work environment from time-to-time you may be required to work alone, therefore we have a responsibility to identify any hazards that may be present. Any risks or hazards identified will be subjected to a Risk Assessment, following which necessary arrangements will be made or actions taken to ensure these risks are either; eliminated, mitigated or adequately controlled. Where it is envisaged there may be substantial risks to health and safety, identified hazards and risks will be assessed and the process documented.

8.3 Hazard Identification and Assessment

If you are working alone, you should not be exposed to any more risks than others working together, therefore we will take into account precautions in regard to existing working conditions and foreseeable emergency situations, for example:

- Accident.
- Assault.
- Equipment failure.
- Fire.
- Illness.

An assessment will identify all situations where employees are working alone and will cover the following:

- Ensuring the workplace does present a special risk to the lone worker.
- Access and exit can be undertaken safely.
- Temporary access equipment can be operated safely and presents no additional risks.
- All equipment or substances can be safely used by one person.
- That there is no risk of violence.

Once an assessment has been conducted, any areas identified as a concern will be further assessed to account for:

- The health of the lone worker e.g. if they have any pre-advised medical conditions which would put them at risk if working alone.
- The extent of supervision necessary to account for the level of employee competence required for the activities they will be engaged in, to establish if there may be any associated risks.
- Any training required to take into consideration limited supervision.
- Line managers are required to ensure that lone working team members fully understand any risks presented by lone working activities and are conversant with preventative and protective measures, to ensure they do not engage in any work activities which have not been approved or are unsuitable for lone working.
- Arrangements for dealing with any workplace emergencies for example as a minimum: fire and first aid procedures, means of raising the alarm, access to a telephone etc.
- Recording employees movements to ensure that the Company is kept apprised of their whereabouts and safety.

9. Eye Tests

All permanent and fixed-term employees using display screen equipment (DSE) are entitled to eyesight tests and we will reimburse you for the cost of one eye test each year, where the eye test identifies that these are required specifically for DSE use.

All tests are to be carried out by a suitably registered Optician, or medical practitioner qualified in optical work. You must pay the Optician carrying out the test and claim for reimbursement towards the costs incurred through the normal expenses procedure.

10. Drugs and Alcohol

Inappropriate use of alcohol or (non-prescribed) drugs can damage your health and well-being and have far reaching effects on your personal and working life. At work alcohol or drug misuse can result in reduced levels of attendance and increased health and safety risks.

As well as causing ill health, the inappropriate use of (non-prescribed) drugs and/or alcohol can result in sub-standard work performance, impair judgement and affect our own health and safety, including that of others around us. Irresponsible behaviour, or the commission of offences resulting from the misuse of (non-prescribed) drugs and/or alcohol, may also damage our reputation and as a result, our business.

Therefore, attendance at work when under the influence of (non-prescribed) drugs and/or alcohol is strictly prohibited and may result in disciplinary action being taken up to and including dismissal.

You must not possess, use, or distribute illegal drugs or other substances whilst at work or bring any non-prescribed drug(s) or alcoholic beverages onto either our premises, or the premises of any of our customers, suppliers, or other business contacts.

The possession, use, distribution, purchase, sale or being under the influence of alcohol (except on authorised occasions) or any controlled drugs whilst at work, on our premises, or the premises of any of our suppliers, clients or other business contacts in the course of your duties, is strictly forbidden and may be viewed as gross misconduct.

It is important you understand the implications of us not tackling drug and/or alcohol misuse, particularly where safety is involved. For instance, the possession of some drugs is illegal therefore we would be breaking the law if we knowingly allowed drug-related activities in our workplace and failed to act in a proper and positive manner. Therefore, if this activity is discovered or suspected we will inform the appropriate authorities who may then initiate legal proceedings.

We view drug and alcohol dependency as a health problem that requires specialist treatment and our intention is to support rather than treat this as a disciplinary matter. However, we reserve the right to take disciplinary action to deal with the problem where this is appropriate.

10.1 Smoking

As a responsible employer, we acknowledge the right of our employees to work in a smoke free environment and our duty to protect, so far as reasonably practicable the health, safety and welfare of our employees, customers and visitors, which includes exposure to second-hand smoke.

If you wish to smoke you must do so away from our offices, in designated areas and dispose of any rubbish in a responsible manner.

You are expected to inform all customers and visitors to abide by our smoke free policy, however you are not expected to enter into any confrontation that may put your personal safety at risk, in this instance you should report the situation to your Line manager immediately.

Cigarettes, e-cigarettes, smoking or 'vaping' is not permitted anywhere on the premises, including the car park. This rule applies equally to employees and any other customers and visitors on the premises and includes trips taken off premises.

11. Dress Code

It is expected that your appearance, personal hygiene and dress will be in keeping with portraying a good image of our Company, therefore we would ask you to dress in a manner that is commensurate with your job role. All customer, partner or third-party facing staff should wear business dress in such circumstances, this would also apply to those working at the office.

No dress code can cover all contingencies, so common sense should apply to the choice of appropriate clothing. If you experience uncertainty, please refer to your Line manager for advice.

12. Our Work Environment

12.1 Clear Desk Policy

With the implementation of a clear desk policy we aim to achieve the following objectives:

Improve cleanliness of the company: When desks are clean and all areas of the Company are free from paper and clutter, the office looks clean and efficient. People feel more comfortable in a well-organised environment and customers and visitors will have a good impression of our Company.

Improve protection of confidential and private data: A lot of our information and documentation is confidential and needs to be protected from unauthorised access by internal or external parties. The application of a clear desk policy reduces this risk.

Improve our productivity: We strongly believe that a clear desk policy increases productivity as less time is spent searching for items and information – helping us to focus and keep a clear mind.

Enables the use of hot desks: Our clear desk policy allows us to share desks amongst work colleagues. This reduces infrastructure costs and increases flexibility to change desks and locations, depending on projects or schedules.

In order to practice a clear desk policy, we encourage you to follow these three basic rules:

12.2 When you are at your desk:

Only keep items on your desk which you need for the day. After you have [planned your day](#) we recommend you only have relevant documents related to that days' work on your desk. All other documents should remain in the cabinets provided.

12.3 When you temporarily leave your desk:

You will have occasion to leave your desk during the day e.g. to attend meetings, take breaks etc., in these instances you should check if there is any sensitive or confidential information on your desk and if so, lock it away in a secure cabinet, as necessary. For security reasons you should also switch on your computer's password and protected screen saver.

12.4 When you leave your desk:

When you leave your desk at the end of the working day it should be free from documents, these must be stored in locked cabinets, so that unauthorised personnel cannot gain access.

12.5 Photocopier

Photocopying is limited to business use only.

The Business Enterprise Centre will carry out our photocopying for us. However, we should, as far as possible, aim to be paperless.

Photocopying requests should be sent to Laura Dage at:

Email: Lauren.Drage@bizspace.co.uk

Costs are:

- Black and white; 10p/sheet
- Colour; 20p/sheet

Please specify when making the request.

12.6 Post

If you have anything that needs to be posted, you must enter it into the post book and then postage will be issued. Postage of personal mail is prohibited.

12.7 Conflicts of Interest

A conflict of interest can arise where your outside activities interfere with your work, or if your outside activities are viewed by others as affecting the Company's reputation and/or integrity.

In a situation where you have a duty to more than one person, or organisation, there is the potential for this to interfere with your loyalty and commitment towards the Company. This does not mean that every outside activity is to be considered a potential conflict of interest, there will be many activities that have no bearing on your work or others, therefore provided they are declared in advance, and it may be possible to avoid conflicts of interest.

To assist you in making this decision and ensure you do not jeopardise your employment, you should refer to your Line manager to discuss the matter in the first instance.

13. Health and safety of work-based learners

The employer has the primary responsibility for the health and safety of apprentices and work-based learners and should be managing any significant risks. As the training provider, eVolve your future should take reasonable steps to ensure that the employer is doing this.

This does not mean trying to second guess an employer's risk assessment or risk control measures, and we are not required to carry out our own workplace assessment.

Prior to the assessors first visit, the Employers Health and Safety Risk Assessment form should be completed and agreed with the employer (see below). This will confirm that the employer has Employer Liability Insurance in place alongside an implemented Health and Safety Policy. These should be reviewed according to the risk level identified in the form.

We can rely on past experience, for example, if the employer is familiar to us and they have a good track record on health and safety. We will ensure that we keep checks in proportion to the environment:

- For low-risk environments, such as an office or shop, with everyday risks that will mostly be familiar to the apprentice or work-based learner, simply speaking with the employer to confirm this should be enough. This can be part of any wider conversation on placement arrangements that may take place.
- For environments with less familiar risks, like light assembly or packing facilities, talk to the employer to find out what the apprentice will be doing and confirm the employer has arrangements for managing risks, including induction, training, supervision, site familiarisation, and any protective equipment that might be needed.
- For higher risk environments such as construction, agriculture or manufacturing, discuss with the employer what the apprentice will be doing, the risks involved and how these are managed, satisfying yourself that the instruction, training and supervisory arrangements have been properly thought through.

Check the apprentice knows how to raise any health and safety concerns and that any incidents are reported to eVolve your future as well as the employer.

Should apprentices or work-based learners be involved in an accident or have ill health whilst taking part in their training, we invoke the employer's procedures whilst at the employer's site. Should training take place at on our training sites, our process will be the same as for eVolve your future employees detailed elsewhere in this document.

If an incident should occur whilst an assessor/tutor is at the place of work, then they should immediately inform the relevant person responsible for Health and Safety at the site.

More information can be found at:

<https://www.hse.gov.uk/legislation/>

Policy Review

This policy is reviewed at least annually by eVolve your future's Managing Director, Kay Brockall.

Date of latest review: January 2024

Signed:

A handwritten signature in black ink, appearing to read 'K Brockall', with a long horizontal flourish underneath.

This policy is next due for review December 2024.