

# HEALTH & SAFETY POLICY AND PROCEDURES EMPLOYEE HANDBOOK

A+BILITY LIMITED

13 Salmon Springs Trading Estate  
Stroud  
Gloucestershire  
GL6 6NU

A+BILITY LIMITED

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# Table of Contents

A+BILITY LIMITED .....	1
<b>SECTION 1: INTRODUCTION .....</b>	<b>3</b>
<b>HEALTH AND SAFETY POLICY STATEMENT.....</b>	<b>4</b>
<b>ENVIRONMENTAL POLICY STATEMENT .....</b>	<b>5</b>
<b>ORGANISATION.....</b>	<b>6</b>
<b>ORGANISATIONAL CHART .....</b>	<b>7</b>
<b>SECTION 2: RESPONSIBILITIES.....</b>	<b>8</b>
Responsibilities of Owen Blair & Tina Claridge .....	8
Responsibilities of Fiona White, A+bility .....	9
Responsibilities of Managers and Supervisors .....	11
Responsibilities of all Employees.....	12
<b>SECTION 3: ARRANGEMENTS .....</b>	<b>13</b>
Risk Assessment / Risk Management .....	13
Safe Systems of Work and Working Procedures.....	15
Information, Instruction and Training .....	16
Consultation .....	17
Health Surveillance .....	18
Accident Reporting and Investigation.....	19
Fire Safety and Other Emergencies .....	20
First Aid.....	22
Manual Handling .....	24
Driver Safety and Security .....	25
Slips, Trips and Falls.....	27
Stress.....	28
Display Screen Equipment.....	29
Personal Protective Equipment (PPE).....	30
Visitors.....	31
Contractors.....	32
Lone Working .....	33
Violence and Aggression in the Workplace .....	34
New or Expectant Mothers .....	35
Drugs and Alcohol Misuse .....	36
Smoking at Work .....	37

Homeworking .....	38
Sun Exposure to Outdoor Workers.....	39
Working at Height - Ladders and Step Ladders .....	40
Welfare Facilities .....	41
Drugs and Medicines .....	42
Biological Hazards.....	43
Hazardous Substances/CoSHH .....	44
Asbestos .....	45
Legionella .....	47
Safe Hot Water and Hot Surface Temperatures .....	48
Electricity .....	49
Control of Gas in Premises.....	50
Food Safety.....	51
<b>COVID-19 .....</b>	<b>52</b>

## SECTION 1: INTRODUCTION

This policy outlines the commitment of A+bility Limited to meeting our legal duties and providing, as far as is reasonably practicable, the required standard or above for the Health, Safety and Welfare of the company and the people affected by our business activities.

It outlines details of:

- Our organisation;
- The Health and Safety structure of our organisation;
- Responsibilities within the company for implementing our management system;
- Responsibilities of Personnel outside the company;
- Safety arrangements and procedures;
- Arrangements for auditing, monitoring and reviewing the Health and Safety systems.

We have examined the way in which we carryout our business activities in line with the responsibilities placed on the company by the Health and Safety at Work Act 1974 (HASWA), established industry standards, nationally issued guidance and codes of practice.

The policy will be reviewed on an annual basis or more frequently if required, to ensure that it is current and reflective of our arrangements and legal requirements. The Health and Safety Policy Statement will be displayed in a prominent position.

A+bility Limited will exceed their standards for Health, Safety and Welfare within the work environment by engaging our employees through delegating responsibilities to managers, supervisors and any other personnel that have been given suitable and sufficient information, instructions, training and supervision.

All employees working for A+bility Limited understand their responsibilities for Health and Safety. Compliance and performance will be measured during management appraisals and company audits, this will be documented and kept on file with [Fiona White, A+bility](#).

We support a 'don't walk by' culture and encourage everyone to be an ambassador of safety for the company. We will continue to monitor and review our business activities to ensure we maintain and improve the Health and Safety of the Company.

Competent Health and Safety advice is provided by Aventure Limited to support our responsible personnel. Specialist advice and services will also be sought if required, and we will consult with our

For more in depth or specific information, please contact [Fiona White, A+bility](#) who is the overall Responsible Person in charge of Health and Safety.

## HEALTH AND SAFETY POLICY STATEMENT

A+bility Limited are committed to, and accept our moral and legal duties for ensuring, so far as is reasonably practicable, the Health, Safety, Welfare and Wellbeing for all our employees within the work environment.

We take safety seriously and we will set clear action plans to continually improve our performance. Everybody in the company must 'play their part' so if you see something that is unsafe, 'don't walk by', take appropriate action.

In particular we will:

- Provide adequate control of the Health and Safety risks arising from our work activities;
- Consult with our employees on matters affecting their Health and Safety;
- Provide and maintain safe plant and equipment;
- Ensure safe handling, storage and use of substances;
- Provide information, instruction and supervision for employees;
- Ensure all employees are competent to do their tasks, and give them adequate training;
- Ensure sufficient resources are provided to meet the needs of the Health and Safety Policy;
- Prevent accidents and cases of work-related ill health;
- Maintain safe and healthy working conditions;
- Review and revise this policy as necessary at regular intervals.

To assist us in complying with our legal duties, all employees are required to cooperate with A+bility Limited, to ensure that they promote a positive safety culture and that their acts or omissions do not cause harm to themselves or others. Any dangerous activity will be subject to review which may result in disciplinary action for breach of the company rules.

A+bility Limited has employees that carry out work activities on external premises. We will ensure that all personnel are assessed, given suitable and sufficient information, training as well as ensuring they comply with our client's induction, emergency arrangements and procedures.

A+bility Limited also recognise our duty of care to ensure that the Health and Safety of visitors, contractors and the general public is not affected as a result of coming into contact with our premises and activities. These persons will be given the relevant information and instruction prior to visiting the premises/working with us and ensure that their activities are controlled and monitored in such a way as to identify health and safety failings early, so as not to cause harm to our employees or themselves.

All sections within this policy have been approved by Owen Blair and Tina Claridge and are reviewed annually, or earlier if there is a significant change within the business.

Date 15.02.2023

Reviewed 04.07.2024

Name: Owen Blair & Tina Claridge

Position: Director

Signed

O Blair

## ENVIRONMENTAL POLICY STATEMENT

A+bility Limited recognises the need to control environmental issues through a planned, systematic approach through an Environmental Management System (EMS), by reducing our global environmental burden. We aim to look at our direct effect on the surrounding environment, the disturbance that our work activities have on the people in the surrounding vicinity and the wider effect of our activities on global resources.

A+bility Limited aim to suitably control the environmental effects of our work activities by protecting and improving the environment through good management and adopting best practice wherever possible. This includes a commitment to develop a culture of continual environmental improvement and wherever possible, adopting greener alternatives.

We will:

- Assess the environmental impact of business operations and continuously seek to improve environmental efficiencies of our operations, including buildings and work practices;
- Raise staff awareness through the provision of suitable information and training on environmental issues and encouraging participation in environmental matters;
- Comply fully with relevant environmental legislation, codes of practice and regulations;
- Commit the necessary financial resources to fulfil the environmental policy;
- Endeavour to use sustainable materials and products that are reusable or can be recycled in order to minimise waste;
- Reduce energy consumption, and where possible, work with suppliers who themselves have sound environmental policies;
- Where necessary, ensure that all waste (*including hazardous*) is transported and disposed of in an environmentally acceptable manner, in accordance with statutory duty of care requirements.

We will regularly monitor performance and compliance with the Environmental Policy and carryout an annual review of its content and amend where necessary. A+bility Limited will communicate the Environmental Policy to all employees and sub-contractors, to ensure that we work together to reduce our environmental burden. Upon request, it will also be available to customers and the general public.

Date 15.02.2023

Reviewed 04.07.2024

Name: Owen Blair & Tina Claridge

Signed

Position: Director

O Blair

## ORGANISATION

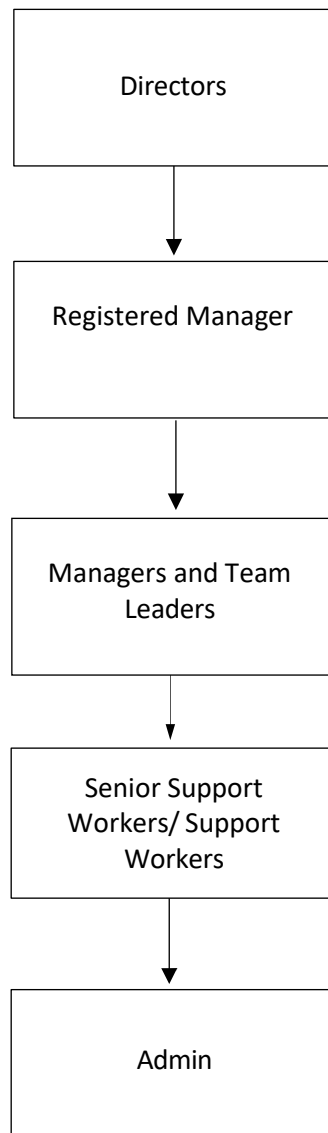
A+bility Limited recognises our legal duties to safeguard the Health, Safety and Welfare of all the people our business affects, as well as the environment. Owen Blair & Tina Claridge have overall responsibility for this task. We have looked at how our workplace operates as well as the factors that may affect our operations. We shall continue to monitor, review and act on our findings in our commitment to continuous improvement of our Health and Safety procedures. See Work Inventory and Risk Assessment.

### General Responsibilities

As part of our responsibilities for A+bility Limited we will:

- Owen Blair and Tina Claridge and the management team will actively encourage and demonstrate by example, a commitment to promoting a positive Health and Safety culture;
- Fully involve all staff in our Health and Safety procedures and consult at all levels to ensure good two-way communication;
- Ensure adequate cover for Employers' Liability Insurance is in place and display the certificate in our workplace;
- Ensure that the Health & Safety Policy and Welfare Management System is kept up to date;
- Review the Health, Safety and Welfare Management System on a regular basis or if there is a need to address any issues, at any time;
- Establish good reporting procedures and maintain a record of significant findings, in addition to the legal requirements to record and monitor our procedures;
- Provide and liaise with an appointed Health and Safety Representative and have access to Health and Safety advice, in order to ensure we work within the current legislation;
- Make sure that the risk management systems are in place and effective. We will consider these in identifying risks, evaluating their potential consequences and determine an effective method of eliminating or controlling personnel, and where the risks cannot be eliminated, action will be taken to minimise the impact;
- Make sure that the whole of the Health and Safety requirements of the company are addressed and that individuals are aware of their own responsibilities;
- Ensure that this policy will be supported by supplementary written procedures, arrangements and guidance;
- Provide the necessary support and assistance (interpreters, appropriate signage, etc.), should we employ or utilise the services of anyone who is non-English speaking;
- Employees have a legal duty to take reasonable care for the Health and Safety of themselves and other persons who may be affected by their acts or omissions and to fully engage in the environmental policy.

## ORGANISATIONAL CHART



## SECTION 2: RESPONSIBILITIES

### Responsibilities of Owen Blair & Tina Claridge

Owen Blair & Tina Claridge have overall responsibility under the Health and Safety at Work Act 1974 for health and safety matters within the Company and in particular will:

- Take an active role around health and safety matters by promoting a positive work culture and acting promptly where deficiencies are identified;
- Ensure that resources are widely available for the successful implementation of the Health and Safety Policy;
- Delegate responsibilities to appointed, competent persons who will manage the Health, Safety and welfare arrangements within the company;
- Ensure agendas for meetings incorporate Health and Safety matters, to ensure that the policy requirements detailed above, are fulfilled;
- Regularly review the Health and Safety standards and practices within the company and ensure that at least annually or more frequently, this Health and Safety policy is reviewed and reflects any relevant changes (business activities or legislation and guidance);
- Take an active role within the investigation procedure for serious accidents, incidents and cases of ill health. We will ensure that serious incidents are reported in accordance with RIDDOR, and will seek assistance from Aversure where necessary;
- Owen Blair & Tina Claridge have the ultimate responsibility for ensuring that all contractors carrying out maintenance and or construction work on the premises, are passed through the selection process, whereby we will require evidence of their competence and other supporting documentation (risk assessments, method statements, Health and Safety policy, accident reporting procedure, etc.).

## Responsibilities of Jo Hardulak, Ability Supported Living and Fiona White,

The person identified as the overall responsible person for overseeing the day-to-day activities and maintaining high standards of Health and Safety within Ability Supported Living Limited & A+bility Limited is **Fiona White, A+bility**.

They will:

- During meetings, inform Owen Blair & Tina Claridge of any Health and Safety issues or concerns that have the potential to affect the company, our employees or others who may come into our company;
- Following meetings, they will consult with employees and any other relevant persons on Health and Safety matters through team meetings, memos, toolbox talks or on the noticeboards;
- Consider arrangements if/when purchasing materials and equipment outside the EU to ensure that the relevant Product Safety Legislation and Labelling requirements are complied with through manufacturer instructions, maintenance schedule and Safety Data Sheets;
- Ensure that the premises are maintained in a safe and sound condition by carrying out or, outsourcing testing, inspection and maintenance as applicable. This may include:
  - *Fixed electrical installations;*
  - *Portable Appliance testing;*
  - *Fire alarm tests;*
  - *Facilitate Fire evacuation drill;*
  - *Fire extinguishing media checks;*
  - *Emergency lighting checks;*
  - *Carry out a first aid needs assessment;*
  - *Housekeeping;*
  - *Combustible waste;*
  - *Access and Egress to premises.*
- Make suitable arrangements for supervision and monitoring of employees (and sub-contractors) so far as is reasonable, taking into consideration the level of risk from the work activities and the competence within the workforce;
- Ensure so far as is reasonably practicable, work equipment and PPE (Personal Protective Equipment) is supplied to employees, and any other persons who enter our workplace and may be affected by our activities. These will be assessed for suitability and where necessary, maintained;
- Ensure that our external Health and Safety advisory service, Avenure, and any other specialist advisors as required, are informed of:
  - Any dangerous occurrence, incident or work-related illness which caused or had the potential to cause serious injury or ill health;
  - Any proposed changes to the business (premises location, activities or management structure);
  - Any potential new hazards brought to attention that may need to be assessed within the current risk assessments;

- Any notification of health and safety failings from enforcing authorities through correspondence or visits;
- Where further assistance is required **Fiona White, A+bility** will contact Aversure or a specialist advisor, to ensure that the relevant risk assessments for A+bility Limited are suitable and sufficient and communicated appropriately to all employees (and sub-contractors).

## Responsibilities of Managers and Supervisors

All Managers and Supervisors are required to:

- Read and understand A+bility Limited Health and Safety Policy and comply with the arrangements identified in this document;
- Understand the importance of a positive Health and Safety culture by leading by example and enforcing health and safety rules;
- Co-operate with A+bility Limited to fulfil our various statutory requirements; Ensure compliance of the company's requirements under health, safety and environmental legislation.
- Monitoring on a daily basis that high standards of housekeeping are maintained, with gangways and exits remaining clear and unobstructed, and kitchens/toilets are in a clean condition; Ensure that the no smoking policy is strictly applied;
- Ensure that risk assessments are acted upon and that the results are shared with employees
- undertaking those activities; Report to Owen Blair & Tina Claridge any health and safety concerns, which they are not able to resolve.
-

## Responsibilities of all Employees

All employees have legal duties under the Health and Safety at Work Act 1974. These duties are:

- To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work;
- To co-operate with the management to enable the employer to carry out legal duties or any requirements as may be imposed;
- Not to intentionally or recklessly interfere with, or misuse any item provided in the interest of Health, Safety and Welfare.

In order to fulfil these duties, employees at A+bility Limited will:

- Upon receiving of any health and safety information, familiarise themselves with the procedures relating to their work activities;
- Abide by the requirements set out in the Policy and Risk Assessments and raise any issues with their Manager;
- When carrying out work on our client's premises, employees will follow the site safety rules and be familiar with the emergency procedures;
- When working with company vehicles, machinery/equipment, materials or substances, ensure that they are used in accordance with the manufacturers guidance and follow the information, instruction and training provided by Ability Supported Living Limited & A+bility Limited. This includes:
  - Following the Safe System of Work and not misusing equipment/machinery
  - Not to knowingly use defective equipment and report immediately to the superior if any defects are found
  - Wearing suitable PPE that has been provided, and ensure maintenance is carried out including reporting loss or damage.
- Report any colleagues who are not complying with the safety arrangements to their manager. This includes safety concerns, accidents or near misses;
- Not to work under the influence of alcohol or drugs.

**All employees of A+bility Limited are aware that any activity carried out which places colleagues or others in danger, or those who breach their legal requirements under health and safety legislation is a criminal offence and following further investigation, action may be taken against the individual by the company or an Enforcing Authority.**

## **SECTION 3: ARRANGEMENTS**

### **Risk Assessment / Risk Management**

A+bility Limited recognises that we have a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that all significant risks arising from work activities are adequately managed.

A+bility Limited will endeavour to comply with the relevant legal requirements, as contained within the relevant legislation, other applicable legislation and guidance notes issued by the Health and Safety Executive.

In particular, the following rules and procedures will be applied in relation to these areas or work activities:

A+bility Limited will institute a programme of hazard identification and risk assessment of all its activities in order to eliminate, reduce or control, so far as is reasonably practicable, any harm or danger to employees or other affected persons.

- All risk assessments will be fully documented and recorded;
- All risk assessments will be reviewed annually (or sooner if an accident should occur or there is a change in the work process);
- All Risk Assessments will be monitored on a regular basis at a frequency determined by, and stated within, the assessment;
- All relevant employees or other persons will be informed of the significant findings of risk assessments that relate to their work activities or otherwise affect them.

## **DEFINITIONS**

**Hazard** - something that has the potential to cause harm.

**Risk** - is the likelihood of the harm being realised. The risk, therefore, reflects both the likelihood that harm will occur and its severity. It will generally be recorded as insignificant, low, medium or high.

## **CONTROL MEASURES**

Where work activities, items or areas with significant risks are identified, the risk assessment will contain details of the measures that must be applied or actions that must be taken in order to eliminate, reduce or control the risks in question and therefore allow the activity etc. to be carried out safely.

These required measures or actions are referred to as 'control measures'.

The following principles will be applied to adopting control measures:

- Avoiding the risks altogether;
- Evaluating the risks which cannot be avoided;
- Combating risks at source;
- Adapting the work to the individual;
- Adapting to technical progress;
- Replacing the dangerous with the non-dangerous or less dangerous;
- Developing a coherent overall prevention policy;
- Giving collective protective measures priority over individual protective measures;
- Giving appropriate instructions to employees.

## **REVIEW AND REVISION**

The risk assessments must be kept up-to-date and be reviewed and modified, where necessary. If changes take place which mean that the current risk assessment is no longer valid or that it can be improved, the assessment must be reviewed. In all cases, risk assessments will be reviewed on a regular annual basis.

All significant findings of risk assessments and subsequent monitoring must be recorded. The records must include:

- The significant hazards identified in the assessment - those which might pose serious risk to workers or others who might be affected by the work activity if they were not properly controlled;
- The levels of risk associated with the hazards;
- The existing or required control measures;
- The people who may be affected by the risks or hazards, including any groups of employees who are at special risk;
- Decisions taken as a result of the assessment.

The person responsible for Risk Assessment and Management is [Fiona White, A+bility](#).

## Safe Systems of Work and Working Procedures

A+bility Limited recognises that we have a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that safe systems of work and/or safe working procedures are developed, understood and followed.

In particular, the considerations that will be applied in relation to the preparation and development of safe systems of work and safe working procedures will include:

- The work or tasks being carried out;
- The associated potential hazards;
- Any existing instructions or procedures;
- Who is doing the work;
- The skills and abilities of the people;
- The level of control and supervision required;
- The tools or equipment that are required;
- The personal protective equipment required;
- The associated training requirements;
- Any isolation or locking-off requirements;
- Any permit to work requirements;
- Other activities being carried out;
- Communication requirements;
- Emergency planning;
- Handover procedures upon completion;
- Monitoring requirements;
- Review and updating requirements.

The following rules and procedures will be followed in relation to this area:

- All safe systems of work and safe working procedures will be developed by the relevant manager / supervisor in conjunction with **Fiona White, A+bility**;  
All safe systems of work and safe working procedures will be brought to the attention of all
- employees and other persons that they affect;  
Regular monitoring of compliance with, and the effectiveness of, all safe systems of work and
- safe working procedures will be carried out;  
All safe systems of work and safe working procedures will be reviewed and amended, where
- necessary, on an annual basis or when significant changes in the activities or other matters to which they relate occur;  
All safe systems of work and safe working procedures will be reviewed and amended, where
- necessary, following an accident or incident arising from the related activities, or when the results of monitoring reveals problems of compliance or effectiveness.

The person responsible for our Safe Systems of Work arrangements **Fiona White, A+bility**.

## Information, Instruction and Training

The need for effective communication between all parties in the workplace is recognised by A+bility Limited.

To enable them to carry out their work activities, A+bility Limited will ensure that its employees are provided with adequate information and suitable instructions.

Information and instruction will be provided in a form which takes account of any language difficulties or disabilities.

Information relevant to the safety of all will be communicated where the workplace is shared.

- A+bility Limited will not require any employee to perform any work activity or task unless he/she has received suitable and adequate information, instruction and training, or is working under the supervision of a trained and competent employee;  
A+bility Limited acknowledges the importance of providing information, instruction and training to all new staff as soon as is practicable after commencement of employment;
- A+bility Limited recognises that instruction and training may also be necessary for existing employees to act as a reminder and to accommodate any changes in their work practices or environment;
- A+bility Limited accepts the responsibility of ensuring that all temporary employees are also given basic health and safety information, instruction and training appropriate to their work activities and environment;
- The training needs for all employees (or groups of employees) and their related work activities will be evaluated, and the results of the evaluation will form the basis of a training matrix;
- Training need's assessments will be reviewed periodically, and the training matrix updated as required;
- Records will be kept of all training provided to employees and any relevant outcomes.
- 

At all workplaces where employees are located, all relevant safety information will be provided. This will include:

- HSE law poster
- Fire safety instructions
- Names of Fire Wardens and First Aiders
- Employer's Liability Insurance Certificate
- Health and Safety Policy
- Environmental Policy
- Other safety instructions relevant to that workplace

The person responsible for overseeing Information, Instruction and Training is **Fiona White, A+bility.**

## Consultation

A+bility Limited recognises that communication is a two-way process.

Fiona White, A+bility or an appropriate supervisor will call regular meetings in which all onsite employees will be briefed as to what is required of them on a day-to-day basis and also, should an emergency arise, what steps should be taken.

At such meetings, in addition to the technical aspect of the work activities, safety will be discussed, and controls developed and handled on an equal level of priority with other elements of the business meeting.

Details of these meetings and discussions will be documented.

The consultation will involve not only giving information to employees but also listening to and taking account of what employees say before any Health and Safety decisions are made.

We will ensure that Safety Representatives have the required facilities, equipment and information for them to participate fully and effectively to enable them to carry out their functions, as proportionate to the workplace and that they are treated in line with the current Regulations and our HR Policy.

In order to communicate effectively, we will ensure that employees understand the meaning and purpose of the policy, vision, values and beliefs, which underline it.

Designated Managerial/Supervisory staff (as applicable) will establish lines of communication with other organisations/persons that may be affected by Ability Supported Living Limited & A+bility Limited's activities. This may be through the use of signage, verbally, in writing or a combination of these methods.

Likewise, Managerial/Supervisory staff (as applicable) shall expect that other organisations/persons will communicate health & safety or organisational issues that may affect Ability Supported Living Limited

The person responsible for overseeing our consultation arrangements is Fiona White, A+bility.

## Health Surveillance

Certain substances and materials that may pose risks to health are sometimes required to be used by Operatives. Activities or work in environments which may equally affect the operative's health may additionally be carried out.

Workers may suffer from ill health caused or made worse by work, which Ability Supported Living Limited

- Work-related stress;
- Musculoskeletal disorders (MSDs), Including work-related upper limb disorders (WRULDs) and back injuries;
- Occupational dermatitis etc.

Reporting of any suspected work-related ill health through Managerial/Supervisory staff (as applicable) is encouraged for employees, so that action can be taken to manage the situation.

The person responsible for overseeing our Health Surveillance arrangements is Fiona White, A+bility.

## Accident Reporting and Investigation

A+bility Limited recognises that it has a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that all accidents and incidents are reported and investigated.

In particular, the following rules and procedures will be applied in relation to this area by A+bility Limited and its employees:

All employees are required to report all accidents to **Fiona White, A+bility** as soon as possible.

For these purposes, an accident is defined as any unplanned event which may give rise to injury, ill health, property or any other potential loss, including near misses. All accidents involving injury must be recorded in the accident book or equivalent form of recording. This record can be made by the relevant first aider, injured person or another suitable person e.g. manager, colleague or another appointed person.

- All accidents must be recorded by the appropriate manager on the Accident Report Form. The completed accident report form must be forwarded to **Fiona White, A+bility** for further analysis or investigation;
- All accidents must be investigated by the appropriate manager and recorded on the Accident Investigation Form;
- If the accident or incident is reportable under RIDDOR the required notification procedures as detailed below must be followed by the nominated person/s;
- Where an accident investigation reveals matters that are required to be implemented in order to prevent a recurrence, the required action must be taken immediately by the appropriate manager;
- Where an investigation reveals that immediate action is required to prevent a recurrence but circumstances dictate that it is not possible or feasible, any required interim measures to ensure the safety of the persons affected must be taken (e.g. disconnection of equipment).

The person responsible for overseeing our Accident Reporting and Investigation arrangements is **Fiona White, A+bility**.

## Fire Safety and Other Emergencies

A+bility Limited will endeavour to control the associated risks and to comply with the legal requirements relating to fire safety and other emergencies, as contained within the relevant Legislation.

The following rules and procedures will be applied in relation to this area and associated work activities:

- The company will take such general fire precautions as will ensure, so far as is reasonably practicable, the safety of all employees and other persons that may be affected by its activities;
- Risk assessments will be completed for all premises occupied by the Company for the purpose of identifying the general fire precautions required to be implemented;
- The significant findings of the assessments and details of any groups of persons identified as being especially at risk will be recorded and brought to the attention of relevant employees and other affected persons;
- All relevant risk assessments will be subject to periodic monitoring at a frequency prescribed by the assessment, usually annually;
- All relevant risk assessments will be subject to periodic review at a frequency prescribed by the assessment usually annually, or when they are no longer valid or significant changes have occurred;
- Where dangerous substances may be present in or on premises, the risk assessment will take account of any relevant special hazards with a view to eliminating or reducing the risks so far as is reasonably practicable;
- All premises will be equipped with appropriate fire-fighting equipment and with fire detectors and alarms where considered to be necessary, as determined by the risk assessment;
- All non-automatic fire-fighting equipment will be easily accessible, simple to use, and their location will be indicated by signs.
- Suitable and sufficient emergency routes and exits in order for employees and any other persons to evacuate as quickly as possible;
- All emergency routes and exits will lead to a place of safety and will be indicated by signs;
- All emergency exits and the routes to emergency exits from premises must be kept clear at all times. All emergency exit doors will open in the direction of escape and allow easy and immediate opening. All emergency exit doors must remain unlocked and unfastened at all required times;
- All emergency exits and routes requiring illumination will be provided with suitable emergency lighting;
- All fire alarms will be maintained in efficient working order, good repair, serviced at required intervals and tested at regular intervals, as determined by the risk assessment. A suitable record of such tests will be kept and maintained;
- Fire drills / emergency evacuations will take place at required intervals. A suitable record of such drills shall be kept and maintained;
- All employees will be provided with suitable and sufficient instruction and training on the appropriate precautions and actions required to be taken by them in case of fire or other emergencies. This training will be provided at induction and repeated periodically, usually annually, and/or when required;

- All visitors to company premises, including contractors, will be provided with suitable information and will be required to record their details in a register, including times of arrival and leaving.

A+bility Limited will appoint one or more suitable `Competent Persons` for every premise, who will be responsible for ensuring that all preventative and protective measures for fire and other emergencies are in place. All such appointees will be provided with adequate information, training and other resources in order to carry out his/her role and duties effectively.

A+bility Limited will appoint a sufficient number of fire marshals at every premise in order to implement and manage the emergency evacuation procedures. Duties of fire marshals will be as detailed below.

The company will prepare and publish a Fire / Emergency Plan for all company premises as detailed below.

### **Fire / Emergency Plan**

Any person discovering a fire shall raise the alarm and then notify the fire marshal or appropriate Manager/Supervisor. The Fire Marshal or Manager/Supervisor shall ensure that the relevant emergency services are phoned giving the following information:

- Name of person making call Site address;
- Telephone number;
- Nature of incident (if known);
- The Fire Marshal shall remove the visitors book/staff register and vacate the premises by the nearest available exit.

All personnel should vacate the premises calmly and quickly by the nearest available emergency exit and assemble at their nominated point.

Once at the assembly point employees must report to the fire marshal who will conduct a roll call to establish complete evacuation or any missing persons.

The person responsible for overseeing our Emergency arrangements is **Fiona White, A+bility.**

## First Aid

A+bility Limited recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the provision of adequate numbers of trained first aiders and adequate first aid equipment and facilities.

In particular, the following rules and procedures will be applied in relation to this area:

- The Company will ensure that adequate and appropriate equipment, facilities and personnel are provided at all workplaces to enable first aid to be given to employees and other persons if they are injured or become ill at work;
- The level of provision of first aid facilities at each workplace will be determined by an assessment of the particular circumstances and risks involved, see First Aid Risk Assessment;
- When carrying out an assessment to determine the level of provision of first aid facilities the factors that will be considered will include:
  - Any significant risks present as identified within a risk assessment;
  - Any specific risks present e.g. hazardous substances, dangerous machinery;
  - Areas where different levels of risk have been identified;
  - Records of accidents or ill health;
  - Numbers of employees;
  - Employees with special problems or disabilities;
  - Special site location issues;
  - Shift work or out-of-hours working;
  - Employees who travel or work alone;
  - Employees on sites occupied by other employers;
  - Work experience trainees;
  - Access by members of the public.
- Suitable and sufficient first aid boxes will be provided in all workplaces and work situations;
- All first aid boxes will be stocked in accordance with the outcomes of the first aid assessment; Where no significant risks or other factors are revealed by the assessment, boxes will contain a minimum stock of the items recommended by HSE guidance;
- First aid boxes will be located in conveniently accessible positions in workplaces and these locations will be clearly marked;
- The company will ensure the appointment of suitable and adequate appointed persons and first aiders for every workplace, with an aim that all staff are trained;
- The numbers of appointed persons and first aiders in each workplace will be determined by the first aid risk assessment and in accordance with HSE guidance;
- A list of current first aiders and appointed persons will be displayed on all company notice boards or otherwise brought to the attention of employees;
- All appointed persons and first aiders will receive suitable and sufficient training in accordance with HSE guidance and will receive appropriate refresher training as and when required, usually 3 years;
- The duties of appointed persons and first aiders will be as indicated below.

### **Duties of First Aiders**

- To ensure the first aid facilities are available and boxes are stocked according to the companies issued instructions;
- To maintain records in all of the cases that they treat;
- To inform Fiona White, A+bility of any matter relating to the provision of first aid that they deem necessary;
- To carry out the duties of an Appointed Person as appropriate;
- To maintain a current first aid certificate;

### **Duties of Appointed Persons**

- To take charge of situations where someone is injured or falls ill;
- To ensure a first aider is summoned (if available);
- To call an ambulance and/or other emergency service;
- To give any emergency first aid treatment to the level for which they have been trained;
- Maintain the First Aid box and replenish as necessary.

The person responsible for overseeing our First Aid arrangements is Fiona White, A+bility.

## Manual Handling

The main injuries associated with manual handling include:

- Musculoskeletal disorders (MSDs) e.g. back strain, slipped discs;
- Hernias;
- Lacerations, crushing of hands or fingers;
- Repetitive strain injuries e.g. tenosynovitis;
- Bruised or broken toes or feet;
- Various sprains and strains.

The following rules and procedures will be applied in relation to this area and associated work activities:

- A+bility Limited will, wherever possible or feasible, avoid the need for potentially hazardous manual handling by providing mechanical means or other working systems;  
Where it is not possible or feasible to avoid potentially hazardous manual handling, suitable
- and sufficient risk assessments of the tasks involved will be carried out, with a view to reducing the risk of injury by the implementation of control measures;  
All manual handling assessments will be designed to look at all of the following areas (see Manual Handling Risk Assessment):
  - The tasks involved;
  - The individual capacities required
  - The loads involved;
  - The working environment involved;
  - Other factors (PPE).
- Suitable records will be kept of all manual handling assessments, which will be brought to the attention of all relevant employees.
- Suitable and sufficient instruction, training (3 yearly) and supervision will be provided in the correct handling and lifting techniques to all employees involved in manual handling tasks.
- Suitable and sufficient required personal protective equipment will be provided to all employees involved in manual handling.
- Employees will not be required to lift or move any loads that are beyond their individual capabilities.
- Employees will be encouraged to seek assistance when lifting or moving loads from other employees when required.
- The selection of persons to carry out manual handling or lifting tasks will be based on the training given, individual etc.

The person responsible for overseeing our manual handling arrangements is [Fiona White, A+bility](#).

## Driver Safety and Security

The statistics released annually by the HSE and information in the media, is recognised by A+bility Limited who acknowledges the risks from driving when at work. Controlling the health, safety and welfare of their employees whilst driving either company or self-owned vehicles used for work, is a responsibility of A+bility Limited. See Driving Risk Assessment.

The hazards and problems associated with driving include:

- Fatigue due to excessive driving hours;
- Distractions during driving;
- Driving without care or attention;
- Driving without a valid licence or insurance;
- Driving when disqualified or under the influence of alcohol or drugs;
- Exceeding speed limits due to unreasonable demands;
- Loading and unloading of vehicles;
- Failing to report accidents or offences;
- Driving in adverse weather conditions;
- Unsafe conditions of vehicles;
- Overloading or unsafe loading of vehicles;
- Theft from vehicles and associated violence.
- Anything other than local journeys to be discussed with a manager.

Drivers must be in control of their vehicle at all times, this is company policy. Even for the shortest period when in control of a vehicle, no electronic devices are to be used. Means of communication including mobile phones are to be used only if the vehicle has stopped in a safe place with the handbrake applied.

- Drivers must be fit to drive. It is forbidden for any employee who is under the influence of drugs, alcohol or any substance likely to cause a danger to themselves or others to drive. A Supervisor or Manager should be immediately informed, should any member of staff feel unfit to drive for any reason;
- Only those employees who hold a current valid driving licence for the vehicle type they plan to drive are authorised to do so;
- A copy of all drivers full UK driving licence will be held on file in order for authority to drive company vehicles/on company business to be given;
- It will be required of authorised drivers to notify the Company of driving convictions and offences. For all drivers, business use insurance must be in place;
- The required Road Tax and MOT (if applicable) will be held and a register kept and held on file for all company vehicles;
- Company vehicles will be subject to maintenance and servicing, in accordance with manufacturer's instructions. Additionally, regular checks will be carried out on the roadworthiness of all company vehicles;
- Instructions on how to carry out these checks will be issued to employees and they will be reminded to undertake them;

- Driving without the correct glasses or contact lenses (where required), when fatigued, when under the influence of alcohol or drugs, or if suffering from any illness or taking any medication that may affect their ability to drive safely, will be highlighted to employees as circumstances when they must not drive;
- A+bility Limited employees should, as far as possible, avoid the use of mobile phones when driving in order to avoid the disturbance of their concentration; A+bility Limited will not put
- any pressure on its employees to answer calls whilst driving;  
Calls should be made prior to the start of the journey or when the journey has concluded;
- If calls need to be taken or made during a journey, employees will only do so when they are
- parked in a safe area and the engine switched off.

The person responsible for overseeing driver safety is **Fiona White, A+bility.**

## Slips, Trips and Falls

A+bility Limited will ensure that areas and operations which involve a high risk of slip, trip and fall accidents will be eliminated, so far as is reasonably practicable.

A+bility Limited will designate a senior member of staff to oversee and implement the necessary control measures.

A+bility Limited will look in detail at the design of work areas and traffic routes and ensure regular maintenance.

Risk assessments, processes, methods and controls will be developed, implemented and clearly communicated to all involved. All risk assessments must consider the hazards that could result in slips and trips and, where identified, measures must be taken to eliminate, reduce or control the risks involved. When carrying out risk assessments, account must be given to access of areas by members of the public and possible vulnerable groups (e.g. older people and disabled).

A+bility Limited will ensure there are periodic visits and monitoring of work areas and traffic routes by the Responsible Person and carry out checks on site so as to ensure that the applicable controls are maintained.

A+bility Limited will ensure that our staff are kept safe by identifying the risks and providing the necessary training for which the appropriate records will be kept.

Other measures that A+bility Limited will include:

- Selecting floor surfaces must include consideration of the slip resistant qualities and general suitability to the areas in question and the activities or processes carried out;
- Spillage procedures must ensure the rapid clean-up of any spillages or contamination by designated personnel without further endangering employees and other persons. Where floors are greasy a suitable cleaning agent must be used;
- Warning signs and barriers must be erected during the removal of spillages;
- Levels of lighting must be provided and maintained in all areas and walkways;
- Trailing leads must be avoided in all working areas and walkways;
- All accidents and incidents involving slips and trips must be recorded and investigated fully, with consideration being given to the underlying causes and required improvements to prevent a recurrence. Employees must report all spillages immediately to their Manager/Supervisor together with any building defects or other problems that are causing floors to be wet, slippery or uneven.

The person responsible for overseeing our slips, trips and falls policy is **Fiona White, A+bility.**

## Stress

The likelihood of an employee having or contributing to an accident, becoming a hazard to himself/herself as well as to others, may significantly be increased by an employee who is severely stressed.

A+bility Limited will review the impact of stress at work and acknowledges they have a responsibility to manage the health, safety and welfare of its employees. The HSE's management standards for stress shall be applied in order to manage stress in the workplace.

Primary sources of stress at work are covered by these:

**Demands** - workload, work patterns and the work environment

**Control** – how much say the employee has in the way they do their work

**Support** – the encouragement, sponsorship and resources provided by the employer, management and fellow employees

**Relationships** – includes promoting positive working, the avoidance of conflict and dealing with unacceptable behaviour

**Role** – whether the employee understands their role and conflicting roles are avoided

**Change** – how change is managed and communicated.

The symptoms of stress in individuals and in groups should be looked for by management and supervisory staff who should have a good awareness of this. Additionally, any employee strongly suspecting a fellow employee or themselves are being affected by stress must refer this to the appropriate Manager who will arrange for the person to be supported.

A+bility Limited employee's work performance and workload will regularly be reviewed under this policy. Every chance to air views and grievances at these reviews will be offered.

See Workplace Stress Risk Assessment

The person responsible for overseeing our stress policy is **Fiona White, A+bility**.

## Display Screen Equipment

Cases of Musculoskeletal Disorders (see separate section within this Policy) and eye problems have been linked to the use of Display Screen Equipment (DSE).

The main health problems associated with the use of display screen equipment include:

- Aches and pains in the hands, wrists, arms, neck, shoulders or back;
- Eyestrain or similar visual problems;
- Headaches;
- Stress and fatigue;
- Skin irritation or rashes.

Ability Limited will identify all “Users” in accordance with current legislation – those employees who use DSE for a significant part of their working day (usually in excess of 1 hour).

For all “Users”, a suitable assessment of the risk will be carried out. As far as is reasonably practicable, any risks identified will be reduced.

Adequate training and information in the correct set up and use of DSE will be received by all “Users” on a regular basis.

A+bility Limited will make a contribution to the basic price of spectacles provided specifically for the use of DSE and eye tests will be provided upon request.

Any user who works at home or away from the Company’s premises will receive adequate information on the correct set up and use of DSE. This information should enable the person to complete their own DSE risk assessment, which once done, must be returned to their Managerial/supervisory staff (as applicable).

Any risks identified will be reduced to as low as is reasonably practicable.

The person responsible for overseeing our DSE arrangements is **Fiona White, A+bility**.

## Personal Protective Equipment (PPE)

A+bility Limited recognises PPE will be selected following a risk assessment identifying its need. The use of PPE is part of A+bility Limited's strategy to control risk.

PPE shall be provided free of charge, to all personnel requiring it to carry out their allocated tasks. The selection will be based on the PPE's ability to afford the best protection.

It will be ensured, by A+bility Limited, that suitable and adequate quantities of PPE are available at all workplaces and used appropriately.

Personnel shall report any loss or damage of PPE. Employees will utilise issued PPE fully and correctly.

PPE will be personally issued to the individual.

Other considerations include:

- A+bility Limited acknowledges that, as a means of hazard elimination, the use of PPE is the last consideration;
- Where it has been established that PPE is the only means, or is required to supplement other control measures, A+bility Limited will ensure that adequate supplies of suitable PPE are available and maintained;
- Each department will maintain a list of all tasks requiring PPE and specify the standard of the PPE required;
- Registers of PPE will be kept, including details of any inspection, maintenance or replacement requirements and relevant records;
- Where appropriate, all PPE will conform to the applicable British Standard, and/or the relevant 'Certificates of Approval' issued by the Health and Safety Executive, or will be required to have the appropriate CE marking;
- Where required, suitable and sufficient storage accommodation will be provided for PPE when not in use;
- All employees required to wear PPE will receive suitable and adequate information, instruction and training in its use, maintenance, cleaning and storage and the relevant risks it will avoid or limit;
- All employees required to wear PPE must use it in accordance with the training and instructions provided;
- All employees must report any defects to PPE or loss to **Fiona White, A+bility**.

The person responsible for overseeing our PPE arrangements is **Fiona White, A+bility**.

## Visitors

Visitors are asked to sign in and out of our buildings as it is good practice and the register forms an essential part of the roll call during an emergency evacuation. Visitors will be under the supervision of one of our members of staff/will be provided with information via signage that will assist them in remaining safe during their visit.

Contractors undertaking work within the premises will be subject to our contractor control arrangements.

The person responsible for overseeing our Visitor arrangements is Fiona White, A+bility.

## Contractors

A+bility Limited and any appointed contractors have responsibilities under health and safety law. We will only use contractors who we have considered suitable to ensure the protection of all persons who their activities affect.

We will work with the contractors to ensure that everyone knows their roles and responsibilities in taking all necessary precautions and control measures to reduce the risks of workplace dangers where work activities are carried out.

We will identify and assess risks and implement control measures required to deal with them.

We will work with the contractor to ensure that processes, methods and controls will be clearly communicated to all involved.

We will ensure there are periodic inspections by the Responsible Person to carry out checks on site, so as to ensure that a consistently high level of technical expertise, good practice and the necessary Health and Safety controls are maintained.

We will ensure that our staff and customers are kept safe by identifying the risks and making sure that the works are separated from non-essential personnel where required.

We will consider:

- The scope of the works;
- The suitability of the contractor and their personnel;
- Responsibilities under the CDM regulations;
- The planning and design of the works;
- Certification and outside bodies such as Local Authorities;
- Who will be responsible for the work;
- The roles and responsibilities for the work and the personnel;
- What measures are required to control the risks;
- What equipment will be used;
- The methods of work;
- Emergency procedures;
- Controls in place to stop the work if there are serious health and safety concerns;
- Monitoring and reviewing work in progress;
- Investigations for near misses and accidents;
- Reporting procedures.

We recognise that the above measures are not exhaustive and will be reviewed on specific activities and projects.

The person responsible for overseeing our contractors arrangements is **Fiona White, A+bility**.

## Lone Working

A Lone worker is defined as 'a person who works by themselves without close or direct supervision'.

Examples of lone workers would include:

- People who work in isolation in premises or areas of premises;
- People who work outside normal working hours;
- Mobile workers.

Employees working alone is not generally prohibited. In cases where specific legislation requires more than one person to be involved in the operations or activity and circumstances where either the location or the nature of the work is unsuitable to a lone worker in some specific instances, we will ensure that lone working does not take place.

If it is the case lone working is likely to occur as part of an employee's working conditions, this must be established and confirmed. This is the case with both companies.

Prior to the lone work commencing, risk assessments must be carried out and control measures put in place. Communication, as an element of remote supervision should be included as part of the method of work. All lone working staff can call an on call manager 24:7. Only employees who display a high level of competence in their given tasks should be involved in lone working.

Certain cases of lone working are not permissible, and the worker will require physical supervision, included are young people undergoing training and other potentially vulnerable staff.

The person responsible for overseeing our Lone Working arrangements is **Fiona White, A+bility.**

## Violence and Aggression in the Workplace

A+bility Limited has strict rules and codes of conduct to ensure that all persons, work colleagues, visitors and members of the public are treated with equal respect and consideration.

We actively encourage reporting of all forms of harassment, aggression or violence in the workplace and make sure our managers and supervisors are adequately trained to recognise any signs of such issues. They will oversee and implement the necessary control measures.

It is necessary to have an easy channel of communication for people to make the senior management aware of any issues regarding workplace aggression and violence.

In particular, the following rules and procedures will be applied in relation to this area and associated work activities:

- An assessment of the risks relating to work related violence faced by employees must be carried out for all relevant work activities or situations. This is in the service user/young person individual risk assessment;
- Management and employees at all levels will be encouraged to take work related violence seriously. It must not be accepted as “part of the job”;
- The Company will adopt suitable measures to minimise exposure of employees to work related violence;
- All employees who could be affected by work related violence must receive adequate and suitable information, instruction and training to assist them in recognising signs of aggression and situations that could result in violence and how to avoid or deal with them;
- The Company will implement and monitor a system for the reporting and investigation of any incidents of work-related violence;
- Where work-related violence is due to physical violence, mental abuse or threatening behaviour by management or a fellow employee the Company will fully investigate the feasibility of taking legal and/or disciplinary proceedings against any perpetrators as appropriate;
- All employees are required and encouraged to report to their manager / supervisor any incidents of work-related violence regardless of the circumstances;
- Employees who have been victims of, or otherwise affected by, work related violence will receive all support, counselling, legal advice or other assistance from the Company as is necessary to assist them in their recovery.
- Staff receive annual Positive Behaviour Management training. See Managing Challenging Behaviour Policy.

The person responsible for overseeing our Violence and Aggression policy is [Fiona White, A+bility](#).

## New or Expectant Mothers

An employee is required to notify A+bility Limited (in writing) that she is pregnant, has given birth within the previous six months, or is breastfeeding.

A certificate from a registered medical practitioner or a registered midwife showing that she is pregnant is required to be provided to A+bility Limited by the employee.

In the event that an employee notifies A+bility Limited that she is pregnant, and on return to work following birth, we will undertake a specific risk assessment of her work taking into account HSE guidance and any particular information which the employee has provided.

Reviews of the assessment at regular intervals by Managerial/Supervisory staff (as applicable) or as/when the employee requests it, will be carried out.

Suitable facilities for pregnant and breastfeeding mothers to rest while at work will be provided by A+bility Limited.

Some activities involve risks to new or expectant mothers at work e.g. use of chemicals, exposure to vibration, risk of specific infections, exposure to lead, heavy lifting, etc. As a result, additional risk control measures which are implemented on notification of pregnancy should be informed to the employee and anyone else who would need to know and be observed by all parties. These control measures will be the outcomes of a specific risk assessment for the employee, which will take into account such considerations as the impact of their pregnancy on them, the nature of the work and physiological changes during the period they are pregnant.

Recommendations arising from the assessment are implemented promptly and the assessment is reviewed every 3 months or as required.

If a new or expectant mother has a medical certificate stating that night work could adversely affect her health, we will offer alternative day time work or if such work is not available, will suspend her from work on paid leave.

The person responsible for overseeing our New or Expectant Mothers policy is [Fiona White, A+bility](#)

## Drugs and Alcohol Misuse

The health and safety of staff, employees and others effected by Ability Supported Living Limited & A+bility Limited's work or in Ability Supported Living Limited & A+bility Limited premises, could be adversely impacted by alcohol or drug misuse by their employees or contractors.

Therefore, alcohol and/or drugs are prohibited in the workplace and whilst representing Ability Supported Living Limited & A+bility Limited as a matter of policy.

A report must be made to the appropriate supervisory or management representative in the event that any persons are known to be, or strongly suspected of being affected by alcohol and/or drugs. Arrangements will be made for the person under the influence to be removed from the workplace.

Substance abuse is divided into three main categories:

- Alcohol Dependence/Excessive Consumption;
- Taking or possession of illegal drugs;
- Solvent abuse (inhalation of glues or gases).

Substance dependency is a condition where an employee's consumption of alcohol/drugs/solvents continually or repeatedly interferes with his/her health, attendance or work performance.

If any employees feel there may be an issue with any of the above in relation to themselves or colleagues, they will inform **Fiona White, A+bility**.

The person responsible for overseeing our Drugs, Alcohol & Substance Misuse policy is **Fiona White, A+bility**.

## Smoking at Work

With no exceptions, smoking is prohibited throughout the entire workplace. Any Company vehicles are also inclusive of this. Employees, contractors, or visitors are covered by this policy.

To smoke or permit smoking in a smoke-free area is an offence. Should anyone be seen smoking in a smoke-free area this should be reported to Managerial/Supervisory staff (as applicable).

On clear display at or near the entrances to smoke-free premises, public spaces and within vehicles are 'No Smoking' signs of the appropriate size and containing the information required by the relevant regulation.

The person responsible for overseeing our Smoking policy is **Fiona White, A+bility.**

## Homeworking

The definition of a homeworker is 'any person who carries out work at their home on behalf of, authorised by or with the consent or knowledge of A+bility Limited and its management'.

In particular, the following rules and procedures will be applied in relation to this area and associated work activities:

- Work activities carried out at an employee's home will be subject to risk assessment in the same way as if the work was carried out at company premises;
- All equipment provided by A+bility Limited for use at home will be maintained inspected and maintained in accordance with the relevant legal requirements and company policy;  
The employee will be responsible for the maintenance of the building structure and
- equipment, fixtures and fittings within their home that they own, including the domestic electrical system;  
All display screen equipment provided by A+bility Limited for use at home will be subject to a
- system of analysis and inspection;  
All homeworkers will be provided with suitable and adequate information, instruction and
- training relevant to the work activities carried out by them at home;  
All homeworkers will be provided with adequate first aid provisions in accordance with an
- assessment of the nature of the work activity and the risks involved;  
All homeworkers are required to report all accidents and incidents involving work activities
- carried out at their home to their manager / supervisor;  
Managers / supervisors of homeworkers are responsible for ensuring their health, safety and
- welfare, including making regular contact by telephone or other means of communication.

The person responsible for overseeing our Homeworking arrangements is [Ability Fiona White, A+bility.](#)

## Sun Exposure to Outdoor Workers

A+bility Limited recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that the health risks to outdoor workers associated with exposure to ultraviolet (UV) radiation from the sun are adequately controlled.

The hazards and other problems associated with exposure to the sun include:

- Skin damage, including sunburn, blistering, skin ageing and skin cancer;
- Heat stress;
- Dehydration;
- Damage to the eyes due to glare;
- Increased skin sensitivity to sunlight caused by some types of medication;
- Increased skin sensitivity arising from contact with certain chemicals such as dyes, wood preservatives and coal-tar;

The person responsible for overseeing our outdoor working arrangements is **Fiona White, A+bility.**

## Working at Height - Ladders and Step Ladders

Only where the use of more suitable work equipment is not justified, will ladders be used. Factors such as risk and short duration of use or, because of existing features within the workplace, which cannot be altered, which make ladders the only possible suitable equipment, are examples of reasons for this.

Unless a risk assessment shows that this is the only reasonably practicable and final option, no work will be conducted from ladders. A+bility Limited will make every attempt to eliminate the use of ladders and step ladders as an option for working at height.

Where it is decided that ladders are the only option, only if a risk assessment shows the following, will they be used:

- That the task is low risk;
- That the operative can maintain three points of contact;
- Ladders are clearly identifiable and subject to regular inspections;
- Ladders are industrial use class 1 or EN131;
- That the task is of short duration (under 30 minutes);
- Ladders can be set at an angle not exceeding 75 degrees (1 out to 4 ratio).

To reduce the risks to a minimum, additional control measures will be introduced (if practicable). Ladder stays, stand offs or other proprietary ladders or ladder securing devices will contribute to such measures.

Persons using ladders will be familiar with the hazards associated with the use of this equipment and will have attended training in the use of ladders and any associated accessories.

Only when the risk assessment determines that their use has a low risk and is of a short duration (less than 30 minutes), and where other equipment cannot fit due to space restrictions, will step ladders be used. For work whilst the operative is on the steps, priority will be given to selecting work equipment with a working platform and some type of edge protection or rail. In the first instance, podium steps or similar design equipment will be considered. Use of step ladders is included in manual handling training.

To enable the work to be carried out from no higher than the third tread from the top, we will ensure step ladders will be of sufficient height and only used on a firm and level base.

Prior to each use and on a regular basis, all ladders and step ladders will be inspected, which shall be recorded.

The person responsible for overseeing our Ladders policy is **Fiona White, A+bility**.

## Welfare Facilities

Availability of suitable and sufficient welfare facilities at all workplaces for all employees, contractors and visitors will be facilitated. This should include:

- Drinking water;
- Toilet facilities;
- Washing facilities;
- Facilities for rest, preparing/eating meals, including means for boiling water.

At all facilities, a satisfactory standard will be upheld, with regard to:

- Temperature;
- Ventilation;
- Cleanliness/hygiene;
- Accessibility;
- Lighting.

The person responsible for overseeing our Welfare arrangements is **Fiona White, A+bility.**

## Drugs and Medicines

A separate policy is in place for the drugs and medicines administered along with the relevant legislation. Controlled drugs and medicines are locked away in a cupboard.

The Drugs and Medicines Policy should address issues such as:

- Training and education of employees that distribute, order and store drugs and medicines;
- Safe storage of drugs and medicines;
- Risks involved with handling;
- Labelling;
- Procedures for issue;
- Procedures for auditing and accounting during distribution;
- Authorised drugs and medicines workers;
- Emergency procedures.

The policy is available to all employees, particularly those who are registered to administer drugs and medicines. The policy must be read and understood and signed to state that they fully understood the content of the policy. See Management of Medicines policy. There is also a Risk Assessment in place.

The person responsible for overseeing our Drugs and Medicines policy is **Fiona White, A+bility.**

## Biological Hazards

### Control of Infection

To control the risks associated with biological hazards such as viruses from blood, faeces, and urine there must be infection control policies put into place as a separate item to the Health and Safety Policy, although they should both support each other. See Infection Control Policy and Infection Control and Personal Care Risk Assessment.

The Infection Control Policy must address such issues as:

- Education and training of employees in infection control issues;
- Protocols on hand washing;
- Service user isolation;
- Aseptic procedure;
- Disinfection and decontamination including domestic cleaning;
- Ill health reporting and recording;
- Monitoring, surveillance, and auditing;
- Prevention of exposure to blood borne viruses including prevention of sharps injuries and immunisation policies for employees at risk;
- Use of personal protection equipment including disposable powder free gloves;
- Generation, collection, and disposal of clinical waste;
- Legionella.

The policy must be made available and read by all employees who must sign the signature sheet to indicate that they have read and understood the policy. The policy must be reviewed annually or when any significant change occurs whichever is soonest.

The person responsible for overseeing our Infection Control policy is **Fiona White, A+bility.**

## **Hazardous Substances/CoSHH**

(Control of Substances Hazardous to Health)

A Hazardous Substance is any material, substance or process to be used or likely to be encountered which could be a hazard to the health of employees or others.

Risk assessment(s) related to the use of products or the creation of by-products, to identify whether those substances are hazardous to health, shall be carried out by A+bility Limited. A workplace/job specific Control of Substances Hazardous to Health (COSHH) assessment will be produced if necessary. To ensure the health and safety of personnel affected by the use of substances hazardous to health and the protection of the environment, appropriate control measures must be identified and implemented. To provide collective protection and/or personal protection, such control measures may seek to eliminate/substitute the substance.

### **General Precautions**

The following general precautions apply to the use, handling and transporting of chemicals and other hazardous substances:

- Products must never be allowed to come into contact with, for example the eyes and skin;
- Personal protective equipment and clothing must be worn, if required;
- Always observe good industrial hygiene practices;
- Do not swallow materials or use in areas where food is being consumed;
- Inhalation of chemical vapours or dust should be avoided;
- Adequate ventilation must be provided;
- Suitable respiratory protection must be worn, if required;
- Facilities for the washing and cleansing of the skin must be made available with the necessary cleaners and barrier creams;
- Store all products in ventilated areas away from extremes of temperatures;
- Clean up spillages instantly and dispose of waste using suitable containers;
- Except for transport in closed packages, materials must only be handled by authorised personnel;
- Ensure the correct equipment for handling the products is made available;
- Any person using or handling chemicals and other hazardous substances who shows symptoms which may possibly have been caused by exposure to the product should immediately be removed from the area and medical advice sought. Reference should always be made to the relevant COSHH assessment and material safety data sheet. Product safety data sheets must be filed, and only those products can be used.

The person responsible for overseeing our COSHH policy is [Fiona White, A+bility](#).

## Asbestos

A significant risk within the work environment is presented by asbestos where it is in situ. Such steps as are necessary will be taken by A+bility Limited to control this risk as it affects their undertakings.

Common sources of asbestos in buildings include:

- Sprayed asbestos and asbestos loose packing - generally used as fire breaks in ceiling voids;
- Moulded or preformed lagging on pipes and boilers;
- Sprayed asbestos used as fire protection in ducts, firebreaks, panels, partitions, soffit boards, ceiling panels and around structural steel work;
- Insulating boards used for fire protection, thermal insulation, partitioning and ducts;
- Millboard, paper and paper products used for insulation of electrical equipment;
- Asbestos pipe lagging;
- Asbestos insulation board;
- Perforated ceiling tiles;
- Asbestos cement products including corrugated roofing, gutters and rainwater pipes.

### Management of Premises Containing Asbestos

In premises under its control, A+bility Limited recognises its duty to manage asbestos.

To establish the presence of asbestos any premises under A+bility Limited control will be surveyed. Information produced from that survey must be provided to any person carrying out work within those premises where the asbestos could be disturbed.

Asbestos condition monitoring and an assessment of the likelihood of anyone being exposed to the materials must be considered and adequate provisions for this be made. The asbestos management plan will be reviewed annually or if deemed necessary, more frequently.

A+bility Limited controlled buildings where asbestos is present and is in such a condition that it represents a significant risk, shall be removed under suitable controls.

### Work where Asbestos may be encountered

In order to locate materials in A+bility Limited's controlled premises likely to contain asbestos, steps will be taken to locate, identify and test any suspect materials via a competent person.

Awareness training will be provided to employees and any others who are likely to encounter asbestos, which will include safe working practices, emergency procedures and decontamination processes.

Contractors working at A+bility Limited controlled buildings will be made aware of the location of any asbestos-containing materials prior to the start of any work and will be trained in asbestos awareness.

A specific and intrusive investigation may be required to ensure that any concealed asbestos-containing materials are identified, before any work is carried out on the fabric of any premises.

**No works that will result in disturbance of asbestos-containing materials will in any circumstances be undertaken.**

The person responsible for overseeing our asbestos control arrangements is **Fiona White, A+bility.**

## Legionella

The presence of legionella bacteria in water systems can, under certain circumstances, result in the potentially fatal legionnaires disease in employees and other persons who breath in the contaminated water droplets.

A+bility Limited has implemented arrangements to prevent the growth of legionella bacteria in water systems in accordance with the relevant Legislation.

These arrangements include:

- An assessment of the risk of Legionnaires' disease and preparation of a scheme for preventing or controlling the risk, conducted by a competent contractor;
- Appointment of a responsible person internally with authority and responsibility for day-to-day implementation of the universal precautions and testing specified in the Health and Safety Executive's Approved Codes of Practice (ACoPs) and any precautions specified in the risk assessment;
- The retention of records of all applicable maintenance and testing which are held onsite and readily available with a copy of the risk assessment and details of the competent person who conducted it;
- Monitoring by the responsible person to check the records and confirm that the precautions have been implemented.

In the event of difficulties in implementing the risk control programme, or test results falling outside of the required limits, the responsible person should report this immediately to the HS responsible person (where this is not the same individual) and additional resources, water treatment contractors or plumbing specialists will be employed as necessary to resolve the causes.

All plumbing alterations are carried out by trained plumbers in order to ensure compliance with water regulations and byelaws.

An additional risk management plan and the necessary notification requirements are in place where any cooling towers are present.

The person responsible for overseeing our Legionella arrangements is **Fiona White, A+bility.**

## Safe Hot Water and Hot Surface Temperatures

We ensure that temperatures at hot water outlets accessed by more vulnerable persons are thermostatically controlled to prevent scalding. We also ensure that taps delivering water at unregulated temperatures are clearly marked 'warning, very hot water', and are not located in areas accessible to vulnerable persons. This means that doors to such facilities are locked, and the keys restricted to authorised staff.

Heating appliances within the areas accessed by more vulnerable persons, are designed in such a way as to prevent accidental burns, thus ensuring that surfaces do not exceed 43°C.

A testing regime is undertaken by the responsible person to check that the temperatures are within the safe range. Records are kept of the tests and appropriate remedial action where it is identified.

All staff are trained in safe systems of work such as bathing, including a clear understanding of when additional supervision and temperature checks must be carried out. They are made aware that any temperature they observe which appears to be outside of the expected range must be reported for appropriate remedial action. Sufficient numbers of staff are also trained in emergency first aid for burns and scalds.

The person responsible for overseeing our Safe Hot Water and Hot Surface Temperatures policy is [Fiona White, A+bility](#).

## Electricity

The use of electricity in the workplace is widespread and represents a significant risk of personal injury and fire.

NoA+bility Limited employee is to undertake electrical work on any equipment or system within the workplace.

In the event of faults or hazards related to electrical equipment or installation, this should be reported to Managerial/supervisory staff (as applicable) for action.

Electrical installations are subject to inspection, testing and where required maintenance, which A+bility Limited will ensure is carried out.

A+bility Limited ensure that any permanent or temporary (if required) electrical installations are on record and in date, managers responsible for premises will obtain certification.

As suggested by associated guidance or specified by the A+bility Limited's insurance company, in accordance with whichever is the shortest period, Periodic Portable Appliance Testing (PAT) will be carried out for all electrical equipment.

Visual inspection of any electrical equipment under their control by personnel is required and intended to identify defects, which should be reported for corrective action.

In the event of an employee having problems powering equipment through such issues as a lack of integrated plug sockets, the employee should not remedy this in isolation by using extension leads but report the situation to a Supervisor or Manager.

The person responsible for overseeing our Electricity arrangements is **Fiona White, A+bility.**

## Control of Gas in Premises

Regular inspection by A+bility Limited will ensure that its gas equipment and storage is regularly checked and maintained in accordance with supplier advice and guidance. Only a competent contractor/individual should carry out this work. Documentation related to such work will be kept on record.

The person responsible for overseeing our Gas in premises arrangements is Fiona White, A+bility.

## Food Safety

A Food Safety Policy is required for our food handling activities. This must be developed alongside this Health and Safety Policy. See Cooking with Service Users Risk Assessment.

Food preparation safety falls under the requirements of this Health and Safety Policy. This requirement covers housekeeping, cleaning, layout of the food preparation area, the equipment in use and the condition of floors and surfaces etc.

All employees have a responsibility to ensure that a high degree of personal hygiene is maintained particularly when preparing food for service user consumption.

All employees have a duty to ensure a high degree of housekeeping is maintained but the person identified below has the duty to ensure this is carried out.

The person responsible for overseeing Food Safety is **Fiona White, A+bility.**

## **COVID-19**

This policy has been superseded by the Infection Control Policy and the Pandemic Virus policy.

