



HEALTH, SAFETY AND WELFARE

1. Health & Safety

Bentilee Volunteers, as a responsible employer, takes the health and safety of its employees and anyone who may be affected by the work of the organisation very seriously and is committed to ensuring that high standards of health and safety are met and maintained.

Health and safety is also a partnership between employer and employees and accordingly, all employees and volunteers of Bentilee Volunteers have a legal duty to perform their duties in a manner that is safe both for themselves and others.

Staff and volunteers must report, at the earliest opportunity, to their manager (or other manager in their absence), any practice or situation within the organisation or external working environment that poses a threat to their own health and safety or that of others.

All staff and volunteers have a duty to understand, keep themselves informed and comply with policies and procedures at Bentilee Volunteers that relate to Health and Safety.

You should report all accidents, incidents and injuries at work in the Accident Book which can be found in the office.

2. Health and Safety Policies & Procedures

Any member of staff can access the Policies and Procedures at any time. This is kept in the Main Office.

Take the time to have a look at the health and safety policies & procedures – you do not need to know the contents, but it is there for your benefit and gives guidance as to how health and safety is to be carried out in this workplace.

The Policies & Procedures Hand Book contains the Health & Safety Policy Statement

In addition to the above, we have a number of safe working procedures which provide important information about how work activities must be carried out, which can also be

found in the Policies & Procedures Hand Book.

3. Emergencies

3.1 Fire

To reduce the risk of fire, you should familiarise yourself with the fire procedures in your workplace. Ensure that you know the following:

- How to get out of the building
- How to raise the alarm
- Where the assembly points are
- What the alarm sounds like

At all times, keep walkways clear and do not prop open fire doors. Fire action signs are provided for information purposes.

Keep your work area, including under your desk free from stored materials, such as paper or cardboard.

When visiting other workplaces, make sure you have a look at their emergency procedures – your host should normally do this, but this cannot be guaranteed.

3.2 Bomb or Other Terrorist Incident

The threat of a major incident in the UK is possible. The authorities are very proactive in preventing this and have plans in place to deal with major incidents if they occur. At a more local level, our Organisation has devised an incident plan, although at this time, it is not being generally issued. Should the circumstances dictate, all members of staff will receive regular briefings as appropriate.

4. First Aid

Signs are located around the work areas, denoting who the First Aiders are and where the first aid equipment can be found. Please familiarise yourself with this information.

5. Incident Reporting

All accidents and near-misses should be reported to the Administration Manager. This is so that appropriate action can be taken to ensure the event cannot occur again. All injuries, however trivial they may seem, should be recorded in the accident book. This will enable injury trends to be investigated and remedial action taken.

6. Aggression and Violence

All members of staff have the right to work without fear of verbal or physical aggression or violence. Members of staff who interface with client groups or those who work in the community may be at most risk.

It is the intention of Bentilee Volunteers, to take appropriate steps to minimise the risk of violence and aggression to staff, by:

- Carrying out risk assessments of appropriate work groups
- Recording all incidents of violence
- Provide training to members of staff where necessary
- Developing procedures to enable staff to work in relative safety

At no time should members of staff endanger themselves or put themselves at risk to

protect Bentilee Volunteers property.

7. Confidentiality

If you have a health and safety issue that you feel should be dealt with confidentially, this can be arranged. If your line manager cannot deal with the issue, contact the HSA direct.

8. Consultation and Communication

The law requires employers to consult with employees concerning health and safety. The term consult is different than communicate, as consult requires a two-way flow of information, employee to management and vice-versa. It is a requirement of our health and safety policy, that all Managers consult with members of staff periodically, with records made of the process.

9. Communication

In terms of communication, there are a variety of means of carrying this out. Primarily, this is done through word of mouth, or email, but can also be in the form of safety signs and posters. An example of this is the health and safety law poster, which is on display in the office area. You must follow the instructions given on safety signs and notices.

10. Display Screen Equipment

Display screen equipment is the term used to describe the computer equipment that you may use during the course of your work. Your 'workstation' is all of the equipment, including desk, chair etc.

Members of staff who use DSE more or less continuously throughout the working day are likely to be termed as being 'users' of DSE and this will trigger the need for a DSE risk assessment.

The following tips may help when using DSE:

- Plan your day, so that you take frequent short spells away from your computer
- Ensure that your chair is adjusted properly
- Experiment with the layout of your whole workstation, so that you find the best way of using the equipment
- Position your screen so that glare and reflection is minimised
- Keep food and beverages away from DSE
- Adjust the monitor so that you are not looking down at it – it should be positioned so that the top of the screen is just below eyesight level.
- Ensure that you have space around your desk to move around
- If you feel any aches or pains in the arms, shoulders or neck, report this to your Manager, so that appropriate action can be taken

Electrical Safety

In any workplace, there are essentially two types of electrical equipment:

- Portable, mains powered, plug-in equipment
- The mains system

Electrical services, when used correctly, cause no problems but when neglected or misused, can kill. To this end, we take action to periodically ensure that a contractor checks the systems.

Please help us ensure your safety and the safety of others by complying with the following points'.

- Do not attempt to repair or maintain any electrical equipment.
- Briefly check equipment before use and if you see any obvious problems, report them to your Manager.
- Avoid the use of extensions or multi-plug adaptors wherever possible.
- If you have to open copiers or printers etc. turn them off at the mains first
- Avoid leaving cables trailing, which can become trip hazards.
- Switch off all possible electrical equipment at the end of your working day
- Do not place drinks near electrical equipment.

11. Hazardous Substances

Hazardous substances at work can occur from containers, or can be created by the work process. They can also be in chemical form, such as bleach, or can be for a biological source, such as bacteria causing stomach upsets, colds, flu etc.

If you use hazardous substances, or if you come into contact with them, the risks they pose to you and others must be assessed and we carry out assessments of all hazardous substances.

Where assessments of substances require precautions to be taken they must be followed, for the sake of your and others health.

If you feel that you are, or have been exposed to a hazardous substance, ensure your line manager is informed immediately

12. Housekeeping

One means of solving a great number of issues in health and safety is the maintenance of a tidy workplace. Slips, trips and falls, on such things as obstructions in walkways, trailing cables and spilt liquids, cause many injuries in our work environment.

You can contribute to good housekeeping by:

- Keeping all walkways and exit doors free of obstructions at all times
- Storing and stacking materials safely
- Keeping drawers closed when not in use
- Ensuring that desks are cleared of as much paper and other documents at the end of the working day
- Clearing up spillages or dropped materials as they occur

13. Hygiene

If you are suffering from an infectious or contagious disease or illness you must not report for work without clearance from your own Doctor.

Contact with any person suffering from an infectious or contagious disease or illness must be reported before commencing work.

You must ensure that any cut or burn is covered with a first-aid dressing.

14. Lifting and Handling Operations

If you have to move objects around the workplace on a routine basis, the tasks themselves will be subjected to separate risk assessments, to ensure the risk of injury is minimised. In most cases though, lifting and handling objects can be carried out in complete safety, if the following common sense measures are adopted:

- Can you avoid lifting the object altogether – if so do!
- Before lifting anything check that it is within your capability
- If necessary, get help
- Check for things that could injure you, such as sharp edges etc.

If you must lift – adopt the following procedure:

- Position your feet to provide a firm base for a lift
- Keep your back straight
- Bend the knees and let your legs do the work
- Grasp the object firmly
- Keep the load close to the body with your arms tucked in
- Avoid twisting when carrying the load
- Position the load after you have placed it down

15. Lone Working

Working away from your normal workplace is generally a common sense issue, but you can at times be vulnerable, because you may be in an unfamiliar place. Driving can also be hazardous, due to breakdowns, road rage incidents and accidents. In particular, the use of mobile phones is now illegal in most circumstances.

Please take the time to familiarise yourself with our procedures from the health and safety policy which govern lone working.

The golden rule is – if you feel vulnerable at any time, immediately stop the work you are doing and contact your Manager for advice.

16. Personal Protective Equipment (PPE)

There are very few instances in our organisation when PPE will need to be used, but where it is required, it must be worn.

We will provide all PPE to staff where it is required at work. PPE obtained from other sources must not be used.

17. Risk Assessment

Risk assessment is proactive health and safety management, which means that we have taken steps to look at all work activities, find the associated problems and then take action, before members of staff or others are injured.

Where necessary, you will be informed if there are any specific problem areas that may affect your safety, but you can see any or all of the Organisation's risk assessments at any time, by contacting your Manager or health and safety adviser.

18. Training

Periodically, health and safety training is provided, which is for the benefit of all members of staff. In addition, specially organised and refresher training is provided where necessary.

The aim of the training is to heighten your awareness to health and safety issues, which will enable you to play your part in working safely.

Please ensure that you attend training events that apply to your role in the Organisation.

19. Work Equipment

The definition of work equipment covers the equipment, or tools you use at work and can include numerous items of equipment.

In an office environment, the range of equipment used will be small and everyone will be familiar with its operation.

In other work areas, the equipment can be complex and in many cases can be potentially hazardous.

Always ensure that you are able to operate your equipment and do not operate equipment that you have not been trained to work.

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