

Health and Safety Policy

Policy Statement

“Northern Care Training Ltd (NCT Ltd) aims to ensure that all activities carried out on its premises or undertaken by its staff are managed in such a manner so as to avoid, reduce or control, all foreseeable risks to health and safety of any person(s) who may be affected by such activities to a tolerable level”

General Principles

1. It is the policy of NCT Ltd to comply with the terms of the Health and Safety at Work etc. Act 1974 and subsequent legislation and to provide and maintain a healthy and safe working environment. Our health and safety objective is to minimise the number of instances of occupational accidents and illnesses and ultimately to achieve an accident-free workplace.
2. All employees will be provided with such equipment, information, training and supervision as is necessary to implement the policy and achieve the stated objective.
3. We recognise and accept our duty to protect the health and safety of all visitors to the company, including contractors and temporary workers, as well as any members of the public who might be affected by our operations.
4. While the management of our company will do all that is within its powers to ensure the health and safety of its employees, it is recognised that health and safety at work is the responsibility of each and every individual associated with the company. It is the duty of each employee to take reasonable care of their own and other people’s welfare and to report any situation which may pose a threat to the well being of any other person.
5. The management of NCT Ltd will provide every employee with the training necessary to carry out their tasks safely. An effective health and safety programme requires continuous communication between workers at all levels. It is therefore every worker’s responsibility to report immediately any situation which could jeopardise the well being of themselves or any other person.
6. All injuries, however small, sustained by a person at work must be reported to their line manager or a delegated representative. Accident records are crucial to the effective monitoring and revision of the policy and must therefore be accurate and comprehensive.
7. We will ensure that there are adequate and sufficient financial and other relevant resources available where reasonably practicable to ensure compliance with our legal and moral health and safety responsibilities. All resources used will be fit for purpose.
8. We will monitor and update our policy whenever there is any significant change or on at least an annual basis. The specific arrangements for the implementation of the policy and the personnel responsible are detailed below.

**The overall and final responsibility for health and safety is that of:
Amanda Dickinson (Managing Director)**

Signed:

Managing Director

Date: 11.9.09

ORGANISATION AND RESPONSIBILITIES

The designated competent person for health and safety is: **Kelly Robson**

Amanda Dickinson will take responsibility in her absence.

Responsibilities of the competent person:

- Preparing, reviewing and updating this policy, accident/incident reporting procedures, fire and safety procedures and evacuation guidance.
- Inspecting the premises and activities at least every 3 months.
- Ensuring compliance with the responsibilities laid down in this policy statement.
- Completing appropriate written risk assessments; identifying any hazards and describing necessary preventative and protective measures required to avoid, eliminate, reduce or control the risks to a tolerable level
- To ensure the workplace safety records are kept and that contents are brought to the attention of every employee and that employees are conversant with this data
- To ensure that employees are conversant with the accident/incident reporting procedure
- Ensuring all accidents are recorded and reported and notifying the HSE on form F2508 as required
- Carrying out a risk assessment identifying risks to new or expectant mothers
- Carrying out trend and epidemiological analysis relating to accidents, incidents and ill health in the workplace and produce relevant management reports to enable the performance of the company to be effectively monitored.
- Arranging for equipment to be tested and maintained as required by relevant legislation.
- Liaison with the EHO (Local Authority) and ensuring appropriate recommendations are implemented
- Implementing the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) and all such other legislation or requirements as may be enacted from time to time.
- Notifying the relevant LSC of any accidents or incidents reportable under RIDDOR in which learners are involved
- Monitoring remote employer's work place assessment outcome ensuring actions have been addressed and ensuring the safety of the learner.

Lynn Moon is responsible for first-aid on the premises and for ensuring the First Aid kit is checked and maintained and for ensuring that any accidents having occurred on office premises are recorded in the accident book.

The staff health & safety representative is **Kelly Robson**; who will liaise with employees and the directors. Employees should report any health, safety and security issues or concerns to the representative. The representative is responsible for raising matters of concern to the operations manager or one of the directors in her absence as soon as possible.

Kelly Robson is responsible for fire alarm tests and ensuring drills take place, however, all employees must follow the company's fire safety procedures.

Duties of employees:

- All employees have a duty to act responsibly and not to put themselves or others at risk by their acts or omissions.
- Employees must report any unsafe conditions to one of the health & safety representative or company directors
- Employees must co-operate with the Company on health and safety matters.
- Employees must use all control measures and follow safe systems of work.
- Employees must keep the workplace clean and tidy.
- Employees must attend training provided by the company.
- Employees must read health & safety literature and information provided.

Health and Safety Responsibilities (Summary)

Overall:	-Kelly Robson (Amanda Dickinson in her absence)
Office:	-Lynn Moon (Kelly Robson in her absence)
First-aid:	-Lynn Moon (Michelle Bambro, Steve Strong or Kelly Robson)
Accidents:	-Lynn Moon (Kelly Robson in her absence)
Fire:	-Kelly Robson
Staff representative:	-Kelly Robson

1. PREMISES

1.1 The premises will be maintained in a safe and healthy condition at all times.

1.2 Employees must take responsibility for general housekeeping, cleanliness and tidiness.

1.3 Adequate welfare facilities; toilets, drinking water, washing facilities, etc. will be provided and maintained by the Company.

1.4 A satisfactory working environment will also be maintained by the Company with an adequate temperature, ventilation and lighting.

1.5 An inspection of the premises, fixtures, fittings, equipment, processes, materials and systems of work will be carried out at least every 2 months.

1.6 Any defects or damage to the premises or its fixtures and fittings must be reported by employees to Amanda Dickinson or Lynn Moon.

1.7 A record of inspections will be kept in the Health and Safety file kept in the main office and are available to any member of staff.

1.8 The Company aim to meet the requirements of the Workplace (Health and Safety and Welfare) Regulations 1992

2. RISK ASSESSMENTS

2.1 Risk assessment record sheets are located in the Health & Safety file in the main office. Specific risk assessment sheets can be found additionally for:

- Display screen equipment
- Manual handling
- Lone working
- Working with remote employers
- Office equipment
- General office assessment

2.2 Control measures are in place as a result of the risk assessments. The control measures have been implemented and are included in the records of risk assessment.

2.3 Risk assessments will be reviewed annually or earlier if significant changes take place.

2.4 It is the responsibility of Kelly Robson to ensure that risk assessments have been completed and that reviews are carried out by the due date.

2.5 The significant risks have been identified, written down and will be made known to all relevant persons. Training, information, instruction and supervision will be provided as required. Controls measures will be put into practice as recommended from the risk assessment process.

3. ACCIDENTS (Also refer to Accident and Incident procedure 3-03)

3.1 All employees who have an accident at work or are ill as a result of work must report it to their direct line manager immediately and fill in the accident book as soon as possible which is kept next to the first aid kit in the kitchen.

3.2 Kelly Robson or Amanda Dickinson will inform HSE of any reportable accidents, fill in and send off form F2508 to the HSE.

3.3 Kelly Robson will investigate (or Amanda Dickinson in her absence) all accidents and ill-health to determine the cause and she will be responsible to put matters right in consultation with the Managing Director.

3.4 Any visitor or contractor who has an accident must also report the matter and the employee responsible for the visitor or contractor must ensure the accident book is filled in correctly.

3.5 Employees are encouraged to report any serious incident (whether or not there is an injury/accident) to Amanda Dickinson or Kelly Robson.

3.6 Any dangerous occurrence will be reported immediately to HSE and F2508 sent by Kelly Robson (or Amanda Dickinson in her absence).

3.7 The Company aim to fulfil the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

4. FIRST-AID

4.1 We recognise our legal duty to make sufficient provision for first-aid to employees, including those travelling or working away from our premises. We will assess risks to employees and make appropriate first-aid arrangements to deal with the risks. We will reassess the first-aid provisions annually, or whenever there is a relevant change in the workforce or the hazards to which they are exposed. When there have been significant changes, we will revise our arrangements accordingly

4.2 Additionally, we will ensure that contractors on our premises either have sufficient first-aid provision, or if their work involves no special risks, the contract may include their use of our facilities, by agreement.

4.3 The name and normal location for each first-aid/appointed person is displayed on a poster at the entrance/exit of each department or area and a complete list is held at reception.

4.4 A record of first-aid will be kept on the appropriate form in the health and safety file in the main office.

4.5 Employees must not take it upon themselves to render first-aid unless trained to do so; and must always seek the first-aiders or appointed persons. Emergency telephone numbers are displayed on the first-aid notice.

4.6 The Company aim to fulfil the requirements of the Health and Safety (First aid) Regulations 1981.

5. FIRE SAFETY (Refer to Fire Procedure 3-07)

5.1 Exposure to fire can result in burns and inhalation of smoke, either of which can be sufficiently serious to be fatal. Fires can cause massive destruction to the building structure, services, equipment, goods in storage, also information and records can be destroyed or damaged. We are legally obliged to safeguard our employees against exposure to the hazards associated with fire.

5.2 For these, we undertake to put in place arrangements for the assessment of risks from fire and appropriate control measures to minimise the risks identified. These measures will include the following arrangements, procedures and controls:

- inspection of the structure of the premises for fire safety annually
- fire detection equipment installed is inspected regularly*
- fire alarms will be regularly tested *
- fire suppression apparatus will be inspected regularly*

- emergency lighting will be provided as appropriate*
- fire extinguishers will be placed at clearly labelled fire points*
- emergency exit routes and signs to be kept clear at all times
- we will train staff in the use of extinguishers where appropriate , procedures for fire drills and evacuation
- records of training, induction, drills, alarm tests, fire certification to be kept on the premises and up to date in the fire control log book located in the supervision and monitoring of visitors, including contractors will be carried out*

*The Port of Tyne Authority is responsible for these activities, however, NCT Ltd will ensure checks take place.

5.3 In accordance with The Regulatory Reform (Fire Safety) Order 2005 a suitable and sufficient assessment of the risk for fire starting on our services will be conducted. The overall responsibility for these assessments will be that of the Port of Tyne Authority but will be carried out in conjunction with a responsible person employed by NCT Ltd. Assessments will be reviewed whenever there are any alterations, modifications or changes to the premises; any changes in the practices or processes carried out within the building; whenever a fire related accident or incident occurs, or at regular intervals not greater than one year.

5.4 Fire action notices, suitable fire fighting equipment and fire warning devices will be positioned throughout the services in accordance with the findings of the assessment. All staff will be informed of any significant findings and where necessary receive information, instruction and training to enable them to collectively minimise risks.

The Company aim to fulfil the requirements of the Regulatory Reform (Fire Safety) Order 2005

6. WORK EQUIPMENT

6.1 The Provision and Use of Work Equipment Regulations 1998 apply to the functioning and safety of our work equipment. Where reasonable, we will adapt the work equipment, or its use, to those employees with disabilities, as long as this creates no additional hazards.

6.2 In order to minimise the risk of injury from work equipment, we will put in place arrangements for the assessment of risks and then create appropriate control measures to minimise the risks identified. These measures will include the following arrangements and procedures:

- a full assessment of all new or second-hand equipment purchased all equipment purchased will comply with any relevant product safety standards
- all hired or rented equipment will be required to comply with the Regulations, and will include the provision of comprehensible information on safe use
- inspection of the equipment and testing where necessary and a log for all equipment that could give rise to serious injury
- adequate and identifiable means of isolation, where appropriate the provision of suitable and effective safety devices
- the provision of suitable and effective controls suitable and readily comprehensible signs and warnings suitable general, task and emergency lighting suitable training.
- equipment will be PAT tested annually and it is the responsibility of Kelly Robson to keep a record of equipment maintenance.

6.3 All guards, safety devices and controls must be used at all times by employees and this includes the use of any necessary personal protective equipment.

6.4 Any fault or defect in a piece of equipment or controls must be notified immediately to Amanda Dickinson or Lynn Moon. The machine must not be used until it has been repaired and safe to use again. Employees should check machines before operating them.

6.5 Employees will not be allowed to use equipment until they have been trained to do so when

supervision and instruction will be provided.

6.6 Any employee who is unsure of any piece of equipment, safety feature or controls should ask Amanda Dickinson or Lynn Moon.

6.7 The Company aim to fulfil the requirements of the Provision and Use of Work Equipment Regulations 1998

7. DISPLAY SCREEN EQUIPMENT (DSE)

7.1 All DSE users will be offered an eye and eyesight test which will be paid for by the Company.

7.2 All workstations will be assessed and the assessment recorded. Control measures will be put in place as necessary to reduce the risk from the use of DSE.

7.3 Employees are required to have a short break regularly (e.g. 5 minutes every hour) from use of DSE if natural breaks do not interrupt DSE work.

7.4 Employees will be shown how to use DSE properly and how to adjust the workstation to suit themselves. Any other relevant information and training will be provided.

7.5 The Company aims to meet the requirements of the Display Screen Equipment Regulations 1992

8. ELECTRICITY

8.1 All electrical equipment will be maintained by the Company and this will include an annual inspection.

8.2 Electrical equipment that requires testing and inspection will be marked and a record kept of the result. Any records will be kept in the Health and Safety file.

8.3 Any defects or damage to electrical equipment must be reported immediately by staff to Amanda Dickinson or Lynn Moon. Anyone suffering an electrical shock must report it as an accident.

8.4 No employee must carry out electrical repair work themselves. Only an approved electrical contractor will carry out any necessary electrical work.

8.5 The Company aim to fulfil the requirements of the Electricity at Work Regulations 1989.

9. LONE WORKERS

9.1 The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 apply to the safety of lone or shift workers on our premises.

9.2 Staff who work during the night may experience fatigue or disorientation. We will provide them with training on how to avoid and deal with fatigue.

9.3 Wherever possible, working at night will be voluntary. If pregnant workers or new mothers do not choose to work at night, they do not have to; we will provide them with alternative work, where necessary.

9.4 All lone workers will be made aware of the lone worker policy and risk assessment and will take suitable precautions to maintain their own safety and must follow the systems set up for reporting regularly to a designated person. If the work activity is anything other than low risk, lone working will not be permitted and adequate supervision will be provided.

9.5 An individualised risk assessment will be carried out on lone workers where significant risks are identified and safe systems of work implemented. The lone worker must notify their line manager of any changes in their situation or increased potential for risk immediately.

10. CONTRACTORS AND VISITORS

10.1 Contractors and visitors must all enter through the reception area and will sign the visitor's book which is kept by the reception staff.

10.2 Contractors and visitors will be accompanied or supervised by a known member of staff made responsible for them. In the case of an emergency it is the responsibility of that member of staff to lead them out of the building to the assembly point.

10.3 Contractors must inform the Company of any hazardous substances, electrical equipment, other equipment, or anything else that might affect the health and safety of employees. Contractors carrying out any work on our premises will be given a copy of this policy and expected to abide by it. Risk assessments for work will be required of any contractor.

10.4 Any person on work placement will be treated as any other employee however; particular attention and arrangements will be made for their supervision, training and instruction.

11. HIV and OTHER BLOOD BORNE DISEASES:

11.1 We recognise that some of our employees may be concerned about HIV and other blood borne diseases, such as hepatitis B, whilst working in remote workplaces of other employers

11.2 We will carry out risk assessments for potential exposure to blood borne diseases, and implement any control measures necessary to protect our employees through consultation and communication with remote employers.

11.3 There is a significant risk to first-aiders who treat injuries without using appropriate equipment. We will train all first-aiders in how to protect themselves against blood borne diseases and will provide them with well maintained protective equipment. All first-aiders should keep disposable protective gloves and a protective resuscitation aid at close hand at all times.

11.4 Employees suffering from HIV are not obliged to report their condition to the employer. Employees found to be suffering from HIV infection or AIDS will not be treated differently from other employees. The fact that an employee is suffering from HIV infection or AIDS will not be communicated to other employees without the sufferer's consent.

12. TEMPORARY WORKERS

12.1 The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 apply to the health and safety of temporary workers employed by our business.

12.2 Except where the temporary worker is retained for short periods (e.g. one day or less), they will be given comprehensible information on the risks to their health and safety, including an induction covering the hazards of our business, emergency procedures and the management controls for those risks.

12.3 Temporary employees will be exposed to the complete range of risks to which other employees are exposed. They will also be unfamiliar with many of the procedures and will need extra supervision for a period after their induction.

12.4 Where the temporary worker is retained only for short periods they will be given information on emergency procedures, and will be continually supervised.

12.5 We will provide extra supervision for all work experience employees. We will carry out extra risk assessments for all work experience employees who are under the age of eighteen.

13. PERIPATETIC WORKERS

13.1 The Health and Safety at Work, etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and the Workplace (Health, Safety and Welfare) Regulations 1992 apply to our employees who visit other premises in the course of their work (peripatetic workers).

13.2 We recognise that some work may be carried out in places that are not under our direct control. We will provide additional measures, such as information, instruction and training, to ensure their safety on the premises of others and at the homes of service users.

13.3 Where any of our employees are on other premises for anything other than short periods, we will ensure that those in control of the premises are aware of the proposed activities of our employees, by means of a risk assessment.

13.4 We will obtain a risk assessment from the person in control of visited premises, covering any of their activities that may affect our employees.

13.5 All peripatetic workers will be provided with a travelling first-aid box, whether they are working on a client's premises where first-aid is available or not.

13.6 Workers on client's premises must conform to all their arrangements for fire, security and liaison, such as signing the visitors' book, observing no smoking areas and reporting to named managers before starting or leaving work or moving to a different area.

13.7 Workers on client's premises will be required to liaise with a previously identified contact at management level.

14. MANUAL HANDLING

14.1 The Manual Handling Operations Regulations 1992 apply to our work activities.

14.2 We consider that preventing this type of injury in our business will improve morale and contribute significantly to our profitability by reducing potential losses. In consideration of their special needs, we will take additional measures to secure the safety of young employees (under eighteen years old) and pregnant or nursing mothers, including modifying our manual handling risk assessments.

14.3 Training in lifting techniques can significantly reduce the risk of injury and will be provided for staff involved in all operations identified as having a significant risk.

14.4 All manual handling operations identified as having a significant risk will have the results of the assessment recorded.

15. NOISE HAZARDS

15.1 The noise provisions of the Health and Safety (Display Screen Equipment) Regulations 1992 and the Noise at Work Regulations 1989 apply to our working environment. It is our policy to exceed the requirements of the law wherever we can do so reasonably practicably.

Noise on our premises which causes distraction or annoyance will be reduced wherever reasonably practicable.

16. PERSONAL PROTECTIVE EQUIPMENT

16.1 The Personal Protective Equipment at Work Regulations 1992 may apply to our work activities.

16.2 Personal protective equipment (PPE) will only be used where it is not reasonably practicable to modify the activity, the process, or the method of work to prevent risk. This is because it protects only the wearer, so others who may enter the zone of hazard without PPE will be at risk. Specific assessments to comply with the Personal Protective Equipment at Work Regulations 1992 will be carried out by the manager of each area or department.

16.3 Only PPE that complies with the relevant British or European standard will be purchased. Where appropriate, only 'CE' marked PPE (and replacement components of PPE) will be purchased. PPE will be selected which does not interfere with other items of equipment.

16.4 PPE will be maintained and replaced as necessary to ensure its effectiveness, including cleaning, disinfecting, testing and repair. Employees must report loss or obvious defects in PPE to management as soon as practicable and safe to do so.

16.5 Where PPE is subject to statutory inspection and testing, records will be kept by the manager of the activity.

16.6 Where appropriate, storage or accommodation will be provided for PPE, separate from that provided for personal outdoor clothing under our welfare arrangements.

16.7 The misuse of PPE will not be tolerated and all staff must wear PPE provided. Anyone found to misuse or not wear PPE provided may be subjected to disciplinary action.

17. PREGNANT WORKERS

17.1 The Management of Health and Safety at Work Regulations 1999 and the Maternity (Compulsory Leave) Regulations 1994 apply to any of our employees who are pregnant, breast feeding or who have given birth within the last six months. The Workplace (Health, Safety and Welfare) Regulations 1992 require us to provide rest facilities for new or expectant mothers.

17.2 We will extend existing risk assessments to cover new and expectant mothers. These will be recorded and female workers informed of any additional risks they may face if they become pregnant or are breast feeding.

17.3 We recognise the extra vulnerability of pregnant and nursing mothers and additional risk assessments will be made when a woman notifies her manager that she is pregnant. Additional measures will be applied for six months after the birth.

17.4 We are only required by law to take extra precautions for pregnant or nursing mothers if we are notified of their conditions. If pregnant employees do not provide confirmation from their medical practitioner, we will request medical confirmation.

17.5 As required by law, if additional risks to pregnant women and nursing mothers cannot reasonably be reduced, we will find alternative work (with no loss of terms or conditions), or authorise paid leave if alternative work is not available.

17.6 We will provide a private rest area for pregnant women and nursing mothers, where smoking is not permitted. The rest area will be situated as near to sanitary facilities as possible. There will be facilities for the worker to lie down in the rest area.

18. YOUNG PERSONS

18.1 We will carry out a suitable and sufficient risk assessment for all work involving young persons (16 to 18 years old) prior to their employment, and will communicate the result of this to them on their commencement of work. Risk assessments for work involving young person's will be modified with the following considerations relating to their:

- physical and psychological capacity to carry out the work effectively
- potential exposure to toxic or harmful substances or agents (including radiation) inexperience in the recognition of potentially hazardous situations, or lack of training
- potential exposure to extremes of heat or cold, noise or vibration.

18.2 Where young persons or school age children (on work or other experience schemes) may be exposed to risk, their parent or guardian will be advised of the identified risks.

19. ALCOHOL AND DRUG ABUSE

19.1 Alcohol and drug abuse have serious implications for users and for their work, particularly with machinery or in hazardous situations.

19.2 Employees are encouraged to seek assistance from their GP if they believe that they have a problem with alcohol, drugs or other substances.

19.3 Managers are required to make a note of employees who show symptoms of alcohol or other intoxication when at work. These symptoms include:

- smell of alcohol
- slurred speech
- unusual lack of co-ordination
- changes in behaviour, particularly aggressiveness.

19.4 Anyone found taking alcohol or drugs on the premises without prior authorisation is guilty of gross misconduct, and will be disciplined accordingly.

19.5 Anyone found to be intoxicated by alcohol or drugs on the premises will be removed and will be guilty of gross misconduct and disciplined accordingly.

20. STRESS

20.1 The effect of stress on performance is well established and in the interests of both the employees and efficiency, it should be minimised. Employees are encouraged to seek assistance from their GP if they believe that they have a problem with stress. The individual's line manager will carry out stress risk assessments on an annual basis and make recommendations for stress control and reduction.

21. EMPLOYEE SECURITY

21.1 The Health and Safety at Work etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999 apply to our business. These impose duties that include assessing the risk of violence, such as assault or verbal abuse, and protecting employees from those risks as far as reasonably practicable.

21.2 We will try to eliminate or reduce the likelihood of violence at work because it can impair morale amongst employees and give a poor impression of the business. We will assess the risks to all our staff and introduce all reasonable steps to minimise and control the risk of violence, verbal abuse or intimidating behaviour. It is not our policy to accept that facing aggressive behaviour is part of an employee's job, or that reporting incidents may reflect badly on them.

21.3 In order to assess the risk, we have an incident report form which employees are asked to complete if there are any incidents that subject them to:

- physical assault, whether or not injury results
- verbal abuse, shouting or swearing
- threatening behaviour, with or without any form of weapon
- anything that they feel might damage their health through anxiety or stress.

21.4 For those jobs that are identified to have increased risks, we will introduce physical controls where reasonably practicable, followed by sufficient information, instruction and training to enable the employee to minimise the risk.

21.5 We will periodically (and at least annually) ask employees who we believe are at risk to complete a questionnaire on the effectiveness of the management controls.

22.1 EMERGENCY PROCEDURES

22.1.1 NCT Ltd recognises the importance of identifying, establishing and when necessary, implementing emergency procedures to minimise the damage to people and property and to support business continuity. Although fire is the most common emergency likely to be faced on NCT Ltd premises, there are other potential circumstances which need to be considered including;

- gas leak/explosion
- electrical hazards
- loss of utilities (water, gas, electricity, drainage, telephone)
- insufficient staff
- spread of highly infectious disease
- structural instability/damage to premises
- bomb scare/warning
- Relocation due to uninhabitable premises

22.1.2 Situations such as those identified above and other unpredictable circumstances can potentially lead to a crisis. An incident becomes a crisis or critical incident when it constitutes a serious disruption arising with little or no warning on a scale beyond the coping capacity of an individual facility or NCT Ltd as a whole operating under normal conditions, and requiring the assistance of the Emergency Services and/or others.

22.1.3 NCT Ltd has formed a Critical Incident Team to coordinate the management of any situation which is defined as a crisis. A copy of the Business Continuity Plan is kept by both directors and all key managers in the office for quick reference at all times (including during an evacuation e.g. the plan will be collected alongside the visitors book and removed from the building in case it is unsafe to re-enter). The managing director also retains a copy outside of working hours.

22.2 Gas Leak/Explosion

22.2.1 Gas releases can occur as a result of mains failures but also as a result of accidental damage and under certain circumstances, these leaks can result in a fire or explosion.

22.2.2 Assessment for the use of gas appliances is assessed within NCT Ltd's premises. All facilities have a gas service contract to ensure that relevant appliances are serviced annually e.g. boilers and associated pipes and where relevant, flues and extraction are checked for compliance with legislative requirement. This is the responsibility of the Port of Tyne Authority

22.2.3 Full procedures to be followed in the event of a gas leak are outlined in the Business Continuity Plan.

22.2.4 All staff are informed of these procedures during induction and refresher training.

22.3 Loss of Utilities (water, gas, electricity, drainage, telephone)

22.3.1 Our company has a duty of care to provide and maintain safe, comfortable and clean working and learning environments and recognise that the loss of key utilities could significantly compromise the health, safety and welfare of staff and visitors.

22.3.2 Procedures are in place to enable staff to continue to provide suitable education to learners during a temporary interruption of the supply of key utilities such as water, gas, electricity or drainage failure. Procedures to be followed in response to the longer term loss of utilities are outlined in our Business Continuity Plan.

22.3.3 Each department has a mobile telephone to enable them to maintain communication during the loss of normal telephone services.

22.4 Infectious Disease

22.4.1 Good infection control procedures are integral to the prevention and containment of infectious diseases and guidelines are outlined in our infection control policy. Our company recognises that situations may arise which have a significant impact within the affected workplace, or potentially within the entire service if a pandemic was to occur. Procedures to be followed in such situations can be found in our Business Continuity Plan.

22.5 Structural Instability/Damage to Premises

22.5.1 Whether through storm damage, subsidence, explosion or other events which render the premises uninhabitable or structurally unsafe, NCT Ltd has a legal and moral obligation to take whatever measures are necessary to ensure the Health, Safety and Welfare of its staff and visitors .

22.5.2 Company procedures are in place for assessing damage for the structural stability of the premises and where it is reasonably practicable emergency repairs will be arranged to be carried out through the Port of Tyne Authority.

22.5.3 In situations where remaining in the premises would compromise the Health, Safety and Welfare of staff or visitors, all individuals will be moved to a place of safety in accordance with procedures outlined in the Business Continuity Plan.

22.6 Bomb Scare/Warning (refer to Bomb Scare Procedure 3-09)

22.6.1 Our company recognises the importance of being prepared to react quickly and safely in the event of any situation (however unlikely) that may compromise the Health, Safety and Welfare of employees and visitors. Procedures for responding to a Bomb Scare/Warning are outlined in the Business Continuity Plan.

23. MANAGING REMOTE EMPLOYERS (refer to Procedure 3-10)

23.1 Workplace assessment (using standards as specified by the Health and Safety Procurement Standards (HASPS) will be carried out by a member of NCT staff who is competent and trained to do this. The assessment will identify if the workplace is safe for the learner and NCT staff.

23.2 The risk assessor will make recommendations as to whether training and assessment can proceed in the workplace and will communicate any recommendations to the employer as well as NCT directors. If it is assessed that the workplace is unsafe then this will be communicated to the employer and training and assessment will not take place. The LSC will be notified of this as appropriate.

23.3 Steve Strong will monitor all workplace assessments and liaise with the employer as necessary.

23.4 The risk assessor will review the action plan as agreed with the employer and will notify Steve Strong or Amanda Dickinson of the outcomes.

23.5 NCT and the employer will sign a service level agreement prior to training and assessment taking place which outlines the responsibilities of the employer and which includes that the employer will report all learner accidents and incidents to NCT Ltd and allow them access to investigation records.

23.6 All staff working on the premises of other employers will report to their line manager any concerns or hazards which could put themselves or learners at risk.

24. THE LEARNER

24.1 NCT will ensure that learners have received an induction into working safely before NVQ assessment takes place. The induction will consist of ensuring that the learner is aware of their own organisations policies and procedures and establishing their current level of understanding and identifying any training they may require. If it is identified that the learner needs training in relevant areas (i.e. working safely, fire safety, manual handling, First Aid, Food hygiene) this will be discussed with the employer and an action plan put in place and this will also be included in the learners Individual Learning Plan (ILP). This will be reviewed on an ongoing basis and the ILP updated as necessary.

24.2 The NVQ assessor will ascertain at meetings with learners if they have been involved in any accidents at work and will check if this has been reported and relevant documentation completed (i.e. accident and incident reports, RIDDOR reportable) and will discuss with the manager any investigation carried out and the outcomes. The NVQ assessor will report this to Kelly Robson or Amanda Dickinson within 24 hours. Kelly Robson or Amanda Dickinson will ensure that this is reported to the LSC as soon as possible.

24.3 Records will be maintained of all accidents and incidents reported to the LSC and these will be kept in the relevant employer file.

24.4 Accidents and incidents will also be discussed and identified as part of the 12 week formal review process and relevant information documented.

24.5 New and expectant mothers

24.5.1 If a learner is or becomes pregnant whilst undertaking a programme of learning, the NVQ assessor will liaise with the learners employer to establish that the relevant risk assessments have been completed by the employer and will ascertain if any necessary adjustments have been made. The NVQ assessor will review what is needed to support the learner to achieve their programme of learning whilst minimising any risk. (E.g. manual handling risks)

25. TRAINING

25.1 All employees will be informed of this policy, risk assessments and any control measures in place. All new employees will be shown around the premises and have health and safety arrangements explained to them by their line manager.

25.2 Employees will be shown how to do things safely prior to use, this particularly applies to the use of any equipment. Records of employees training and instruction will be kept in employee training records.

25.3 The Company will endeavour to ensure that employees are capable in terms of health and safety for every task that is asked of them.

25.4 Specific training and instruction will be provided as appropriate to the employees work as identified in the risk assessment. All employees will be trained in:

- fire arrangements;
- hazardous substances;
- safe use of equipment (including display screen equipment where appropriate);
- employee responsibilities;
- use of personal protective equipment;
- health and safety arrangements;
- risk assessments and control measures;
- accident and first-aid arrangements;
- electrical safety; and
- manual handling

25.5 Any employee who is uncertain of how to do a job safely must ask their line manager. Anyone who wants further training in health and safety is encouraged to request it.

25.6 Employees who are required to carry out workplace assessment will undergo training in Unit HSS8 Unit- Review Health & Safety Procedures in Workplaces.

25.7 Health and safety will be discussed at work meetings and staff supervision sessions when appropriate and information will be provided to employees as necessary.

26. CONSULTATION WITH EMPLOYEES

26.1 A health & safety representative will be nominated and all staff will have the opportunity to consult with the representative on any matters of health and safety on an ongoing basis. The health & safety representative will bring any such matters immediately to the attention of a director.

26.2 Meetings will be held quarterly to consult with employees or their representative on any health and safety matters.

26.3 The company aim to fulfil the responsibilities of the Health & Safety (consultation with Employees) Regulations 1996.

27. MONITORING ARRANGEMENTS FOR HEALTH & SAFETY

27.1 The directors and management team will monitor health and safety performance at management meetings at least annually.

27.2 A health & safety audit will be carried out and reviewed on an ongoing basis.

27.3 Quarterly consultation meetings will take place to review any employee concerns.

27.4 Monitoring of remote employers will take place as identified in action plans otherwise at least annually or if significant changes take place.

SUMMARY OF EMPLOYEE RULES

Below is a list of some of the basic rules for employees to follow:

- Keep your work area clean and tidy, particularly from things that are likely to cause people to slip or fall;
- Always use equipment the right way as per the instructions;
- Always wear the right personal protective equipment and clothing;
- Follow the safety procedures and rules from the risk assessments and ask if you are ever uncertain;
- Never interfere with equipment, electricity or any safety features;
- Do not smoke in the office;
- Report any defects or damage to any part of the premises, equipment or machinery.
- Do not put yourself or others at risk and this includes horseplay or misuse of articles and substances.
- Do not provide training to learners on safe moving and handling practice unless trained as a manual handling instructor.
- Do not become involved in any aspect of hands on care whilst working with learners (i.e. carrying out moving and handling, first aid treatment, personal care)
- When working late at night or in remote areas, ensure that your line manager is aware of your location and expected finishing time and contact manager to inform them that you have left the workplace and arrived home safely.
- Ensure mobile phones are charged so you can be contacted in an emergency
- Follow the company's policy for the use of mobile phones whilst driving
- Make yourself aware of the fire procedures of each workplace you visit
- Attend relevant training
- Report any learner accidents and incidents to Kelly Robson or Amanda Dickinson
- Any employee who notices a hazard must report it immediately. The Company encourages suggestions from employees to improve health and safety standards.

It is a requirement of employment for employees to abide by health and safety rules and any employee breaching safety rules will receive a written warning in the first instance. A second offence can lead to dismissal.