


# Health & Safety Policy

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# Owner and version control

<b>Responsibility:</b>	Simon Little, Managing Director	<b>Date doc. created:</b>	V4 February 2022
<b>Print name sign off:</b>	Simon Little, Managing Director	<b>Last review date of doc:</b>	March 2023
<b>Signature:</b>		<b>Next review date:</b>	March 2024

This document must be approved annually by Senior Leadership Team and presented to the Board.

## 1. Safety policy

Best Practice Network (The Company) will operate its business in a manner which actively seeks to prevent or minimise the possibility of its operations causing harm to people, such as employees, contractors and visitors.

The Managing Director is responsible for the overall implementation of the company health and safety policy through the provision of adequate resource, organisation, planning, monitoring, auditing and review of the company’s health and safety performance.

This responsibility will be carried out through the quarterly Health & Safety Meeting, which will organise and coordinate actions, reporting into the Senior Leadership Team, which is accountable to the Board.

All members of the company will accept degrees of responsibility to provide a continuous improvement in health and safety performance. Effective control of health and safety is only achieved through adequate co-operation, co-ordination and communication at all levels on the premises.

As a minimum, the company will comply with all applicable health and safety legislation. We will strive to identify hazards and where these cannot be eliminated, assess and adequately control risks to prevent accidents and incidents.

Accidents and incidents are preventable, and all personnel must work together towards this aim. Where accidents and incidents do occur, we will maintain procedures to deal quickly and effectively with such occurrences.

## 2. Commitment and Promotion of the Policy

Best Practice Network has a responsibility to ensure the health and safety of its staff, trainees, associates and apprentices.

All employees have a direct role to play in the continuous improvement in health and safety performance and appropriate information, instruction and training will be provided to enable employees to contribute to this improvement.

We ensure that all staff, including associates are aware of the requirements within this policy and their commitment to it. Commitment statements are included as part of contracts of employment or freelance work for Best Practice Network.

We update our staff and associates as to effective health and safety through updates to training, newsletters and briefings.

All candidates, trainees or apprentices enrolled on BPN programmes are provided with a copy of this policy in their relevant programme handbooks. This policy forms part of the induction process. Specifically on the apprenticeship programmes, H&S is referred to during monthly reviews with learners.

### 3. Organisation and responsibilities

The Managing Director has overall responsibility for health and safety matters within the company. To ensure the day to day running of health and safety is maintained duties are issued to company Directors and Managers.

In order to comply with Regulation 7 of the **Management of Health and Safety at Work Regulations 1999**, the company will ensure that a “Competent Person” is appointed to assist in undertaking the measures needed to comply with the requirements imposed by the relevant statutory provisions.

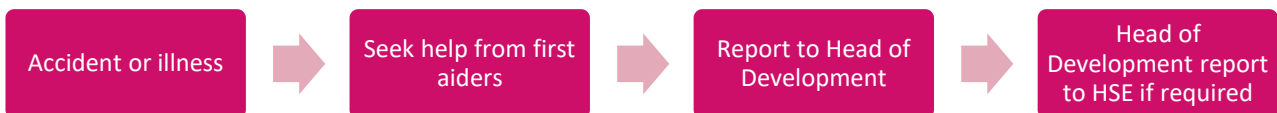
Influential Management Group will act as the “Competent Person” for the company with relation to health and safety issues and the company will call on their services whenever professional advice is required.

The principal contact details for Influential Management Group Ltd are:

Colin Nottage – 07799 656303

[colin.nottage@influentialmg.com](mailto:colin.nottage@influentialmg.com)

### 4. Accident and near hit Reporting



If you experience an accident or illness while working, please contact a first aider (see sections 14 and 15 below).

Any accident or illness occurring on BPNs premises should be reported to the Development Director, Joanna Hawkins [joannahawkins@bestpracticenet.co.uk](mailto:joannahawkins@bestpracticenet.co.uk) , 07775 698066, who will ensure that all details are entered in the accident report book. If this relates to common areas, the incident will also be report to the Serviced Accommodation Manager.

If the injured party has seven or more days off work (including weekends) because of a work-related injury then the HSE must be informed – see <http://www.hse.gov.uk/contact/concerns.htm>.

All accidents must be recorded in the accident book, which is stored on the wall in the kitchen. The accident book needs to be accessible to all employees. The person who has suffered the injury must not complete an accident book entry without bringing it to the attention of the site management.

The following accidents must be entered into the accident book:

- All accidents occurring on site
- An act of non-consensual violence

- Motor accidents causing staff injury whilst on company business
- Accidents involving staff whilst on business but not on site

All accident book entries must be detached from the main book (B1510) and then kept under lock and key.

## 5. Alcohol and drugs

No alcoholic liquor or drugs (other than those prescribed by a registered medical practitioner and which do not affect the employee's ability safely to undertake his duties) may be brought on to, used or consumed at Best Practice Network. Any employee who, in the opinion of the Company, is under the influence of drugs or alcohol will be suspended by the Company and appropriate disciplinary action will be taken against the employee under the terms of the Company's disciplinary procedure, which may lead to dismissal.

Smoking is not permitted in any of Best Practice Network's offices.

Some medication prescribed by doctors can affect work performance; examples are tranquillisers, sleeping tablets, hay fever and blood pressure medication.

Employees taking any medication should be encouraged to inform the responsible manager of:

- The type of medication
- Any possible effects or side effects which may affect work performance
- Any emergency action, which may be necessary if the medication, is not taken or not effective

If the responsible manager suspects that medication is being taken, a tactful investigation may be necessary.

If employees acknowledge that they have a problem, it should be discussed with the responsible manager who may seek assistance from a medical professional.

Help and treatment, where appropriate, will only be offered following a thorough review of the circumstances surrounding the case, subject to the responsible director's approval.

## 6. Asbestos

The duty to manage asbestos is contained in regulation 4 of the Control of Asbestos Regulations 2012. It requires the person who has the duty (i.e. the 'duty holder') to:

- Take reasonable steps to find out if there are materials containing asbestos in non-domestic premises, and if so, its amount, where it is and what condition it is in
- Make, and keep up to date, a record of the location and condition of the asbestos- containing materials - or materials which are presumed to contain asbestos
- Assess the risk of anyone being exposed to fibres from the materials identified
- Prepare a plan that sets out in detail how the risks from these materials will be managed
- Periodically review and monitor the plan and the arrangements to act on it so that the plan remains relevant and up to date
- Provide information on the location and condition of the materials to anyone who is liable to work on or disturb them

BPN's asbestos risk is the responsibility of the landlord who will provide the above. BPN will co-operate as far as is necessary to allow the landlord to comply with the above requirements.

## 7. Auditing

It is advisable that any health and safety audit should be carried out at a minimum of once per year at each site (currently one site at Newminster House, Bristol.) It is at the discretion of the Health and Safety Committee to decide if they feel a more frequent audit is required.

The person responsible for implementing this procedure must ensure that:

- A competent person is identified to undertake the audits
- A decision is made on the type of audit that is required for the workplace
- They arrange/organise suitable dates and locations for the audit(s)
- All site personnel are aware of the forthcoming audit and they are encouraged to be honest
- All relevant health and safety documentation is available for the auditor to evaluate
- They assist the auditor with any information they require
- They do not obstruct or mislead the auditor in any way which may alter the findings of the audit
- They acknowledge the findings of the audit and develops an action plan to rectify the issues identified
- Communicates the findings of the audit to senior management and where appropriate the Workforce

Where provision of services takes place at customer or supplier sites, part of our contracting will include that they have appropriate H&S policy and procedures in place.

## 8. Control of contractors

It is specified in associate contracts that contractors comply with BPN Policies. Contracts are managed by the People Team.

During the works, it is important to monitor the progress of the contractor to confirm that they are complying with all rules and procedures. The following should be monitored by the Commissioning Manager to ensure that the contractor's actions:

- Comply with the Best Practice Networks site rules
- Follow the risk assessments that are relevant to the work
- Are in line with any work schedules that have been issued
- Reflect good practice

If it is identified or suspected that the contractor is not adhering to any of the instructions issued to him/her during the induction stage, then work must stop immediately, and the office manager must be informed.

## 9. COSHH

COSHH is the law that requires employers to control substances that are hazardous to health. Best Practice Network will endeavour to

- Assess the risks to health from hazardous substances in your workplace
- Help prevent accidents and ill health arising from your work activities

- Carry out COSHH assessments and to record any significant findings
- Provide information and training for the users to enable them to handle the substances safely

If personal monitoring has been undertaken Best Practice Network will inform the employees of the results, explain how the exposure may affect them, and what controls need to be followed.

## 10. Display screen equipment

It will be the responsibility of the People Team to ensure DSE risk assessments are completed for all staff who are i) new to Best Practice Network ii) finding their current workstation uncomfortable. New desk equipment will be ordered for those in need.

## 11. Electricity at work

Any equipment in a dangerous or worn condition must be reported by the employee to the IT Team. All electrical equipment that does not require continuous operation should be switched off when not in use and plugs removed from socket outlets. Employees should never use equipment that is suspected to be faulty, or where the cable or flex is damaged, or connections are loose. Any building faults should be immediately reported to the Head of Development. Employees should not attempt to repair or interfere with electrical equipment or wiring themselves and should not use dual or other socket outlets unless these have been properly authorised by an electrical engineer.

## 12. Emergency arrangements

The responsible manager must ensure that employees are made aware of what to do in an emergency. Certain key members of staff will require more detailed training in their roles i.e. Fire Warden, People Team, First Aiders.

BPN will ensure that information is communicated in such a way that employees can understand, for example, you might need to make special arrangements if an employee does not understand English or cannot read.

Employees must:

- Follow the procedures as indicated
- Shut down machinery safely before they evacuate the site
- Not re-enter the site until instructed to do so

Should significant process changes occur, a re-assessment will be required. Even if it appears that nothing has changed, BPN will review the assessment no less than every two years.

## 13. Fire safety

Employees should ensure that they are familiar with the position of the nearest fire-fighting equipment, alarms and emergency exits. In particular employees are asked to use electric fires and other heaters (if and where permitted) with caution and to keep flammable materials, in particular paper, away from sources of heat. Employees should report any faulty electric cable or flex immediately. Emergency exits, stairs, corridors and doorways should not be obstructed. Fire doors should always be kept closed.

Employees should be fully conversant with the fire drill and be aware of the nearest fire exit and assembly points. Lifts should not be used in an emergency. Employees should leave the building quickly and in an orderly fashion following the correct route. Details of the emergency route are clearly displayed in the office and regular drills are carried out so that staff are familiar with the route and procedures to be followed.

Should further steps be required in terms of vacating beyond the specified points, this will be advised by the senior members of staff present (member of Senior Leadership team).

**Fire Wardens are:**

**Amy Corcoran** ([amycorcoran@bestpractice.co.uk](mailto:amycorcoran@bestpractice.co.uk), 0117 235 5788)

**Anna Zukiewicz** ([annazukiewicz@bestpracticenet.co.uk](mailto:annazukiewicz@bestpracticenet.co.uk))

**Jemma Hagan** ([jemmahagan@bestpracticenet.co.uk](mailto:jemmahagan@bestpracticenet.co.uk), 0117 9209 204)

**Sarah Uhbi** ([sarahuhbi@bestpracticenet.co.uk](mailto:sarahuhbi@bestpracticenet.co.uk), 0117 450 3669)

## 14. First aid

Best Practice Network endeavours to ensure that a Qualified First Aider is always available when there are staff working.

**Current First Aiders are:**

**Amy Corcoran** ([amycorcoran@bestpractice.co.uk](mailto:amycorcoran@bestpractice.co.uk), 0117 235 5788)

**David Ulett** ([DavidUlett@bestpracticenet.co.uk](mailto:DavidUlett@bestpracticenet.co.uk), 0117 440 7845)

**Bethanie Wiltshire** ([bethaniewiltshire@bestpracticenet.co.uk](mailto:bethaniewiltshire@bestpracticenet.co.uk), 0117 450 4731)

**Katie Davies** ([katiedavies@bestpracticenet.co.uk](mailto:katiedavies@bestpracticenet.co.uk))

All employees in this organisation should have access to a First Aid Box whilst at work. The principal First Aid Box is accessed by the on-call First Aider who is responsible for checking its contents and ensuring that it is replenished when necessary. Tablets or medicines should never be kept in the First Aid Box in this organisation and items that are out of date should be replaced and disposed of immediately.

First Aid signs and posters are prominently displayed in the main office informing staff, visitors and service users what to do in the event of an emergency and from whom to obtain First Aid assistance. Similar information is included in all staff induction packs.

## 15. Mental Health First Aid

Best Practice Network actively support mental health and wellbeing awareness for staff, associates, apprentices and other learners, with our own mental health first aiders and ongoing support from a range of external agencies as listed below.

<b>Mental Health First Aiders</b>	Jayde Hassett ( <a href="mailto:jaydehassett@bestpracticenet.co.uk">jaydehassett@bestpracticenet.co.uk</a> ) Sian Marsh ( <a href="mailto:sianmarsh@bestpracticenet.co.uk">sianmarsh@bestpracticenet.co.uk</a> , 07795 683297)
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	Chris Garcia ( <a href="mailto:chrisgarcia@bestpracticenet.co.uk">chrisgarcia@bestpracticenet.co.uk</a> ) 07584310068
<b>Samaritans: (National line 24/7)</b>	24/7 phone line: 116 123 24/7 email line: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>
<b>CSIS Charity Fund:</b>	Phone contact: 07843 342889 Website: <a href="https://www.csischarityfund.org/">https://www.csischarityfund.org/</a>
<b>Education Support Partnership:</b>	Phone contact: 08000 562 561 Website: <a href="https://www.educationsupport.org.uk/">https://www.educationsupport.org.uk/</a>
<b>Hub of Hope</b>	<a href="https://hubofhope.co.uk/">https://hubofhope.co.uk/</a>
<b>Mind:</b>	<a href="https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/planning-for-a-crisis/">https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/planning-for-a-crisis/</a>

## 16. Housekeeping

Workplaces must be kept clean and tidy with rubbish and discarded materials placed in the receptacles provided. Proper attention must be paid to hygiene. Cleaning frequency has been increased and antibac cleaners made available to all staff in order to boost protection against COVID-19. All materials must be properly and safely used and when not in use properly and safely secured. Care must be taken to ensure that the workplace is not hazardous either to employees or to third parties including trespassers.

Cables and wires should not be permitted to trail across the floor where people may be passing unless a covering is provided. Employees should take extra care on newly polished or wet floors. Any liquid spilt on the floor should be wiped up immediately. Damaged floor covering or surfaces should be treated with care and reported immediately.

Means of access to and egress from the workplace must only be used for the purpose for which they are provided. No employee must tamper with any means of access to or egress from the workplace. Any means of access to or egress from the workplace which is in a dangerous or unsuitable condition for use must be reported by employees to their line manager

## 17. Induction & training

Best Practice Network will take measures to ensure proper training, supervision and instruction of all employees in matters pertaining to their health and safety and to provide any necessary information. For example, Health & Safety posters are displayed on office notice boards and relevant training provided if new equipment or materials are introduced.

As part of the Induction process, employees undertake Health and Safety training, are advised of the safety rules and procedures and introduced to the Health and Safety Policy, implementation of which is key with disciplinary action taken against any employee who violates these rules and procedures.

Best Practice Network also has a responsibility to ensure the health and safety of others who may be affected by the work activity and reasonable steps will be taken by all concerned to ensure that this duty is observed.



## 18. Lone working

Refer to **Lone Working Policy**.

## 19. Management review procedures

Health and Safety issues will be discussed at regular office team meetings and progress reviewed annually at Board level. This will provide opportunities for all employees to:

- Review recent risk assessments
- Review the actions taken to remedy any identified risks
- Contribute further ideas for improving the health & safety of their working environment

## 20. Manual handling

Lifting or carrying items such as computers, heavy bundles of papers or files should be done carefully. Employees should ask for assistance if there is any danger of strain. Heavy objects should be lifted in the correct manner without bending the back.

Where ladders or steps are used to reach above normal height, employees should ensure that they are firmly based and secure. Where necessary, assistance should be sought to prevent them slipping. Employees should exercise care on stairs and handrails should be used.

## 21. Risk assessments leading to safe systems of work

Regular risk assessments are undertaken by the Head of Development and findings reported to the Managing Director, who will firstly approve and then ensure any action required to remove/control any potential hazards is carried out.

Best Practice Network will carry out additional risk assessments and make any necessary arrangements for expectant mothers. If risks are identified during the pregnancy, in the first six months after birth or while the employee is still breastfeeding, Best Practice Network will take appropriate, sensible action to reduce, remove or control them.

## 22. Visitors

The Best Practice Network management team may impose restrictions on visitors in the workplace, which are considered appropriate to the successful operation of the company.

Except when authorised, all visitors including relatives of employees, who do not have official business with the department may be restricted from prolonged visits to the workplace.

Work areas, documentation, and break areas should be off limits to anyone but employees to minimize risk to the Institute. However, if visitors must visit risk associated areas, they should be accompanied by an authorized employee. All visitors must sign in at reception on entry and sign out on exit.

## 23. Young persons & work experience

Under health and safety law, Best Practice Network will ensure, so far as reasonably practicable, the health and safety of all their employees, irrespective of age. As part of this goal, there are certain considerations that are made for young people. For the purpose of this policy a young person is anyone under 18 and a child is anyone who has not yet reached the official minimum school leaving age (MSLA). Pupils will reach the MSLA in the school year in which they turn 16.

Under the Management of Health and Safety at Work Regulations 1999, Best Practice Network will ensure that young people employed by them are not exposed to risk due to:

- Lack of experience
- Being unaware of existing or potential risks and/or
- Lack of maturity

With this in mind, Best Practice Network will consider:

- The layout of the workplace
- The physical, biological and chemical agents they will be exposed to
- How they will handle work equipment
- How the work and processes are organised
- The extent of health and safety training needed
- Risks from agents, processes and work

## 24. Health and Safety for Apprentices

Best Practice Network will ensure that our apprentice supporting staff are up to date with health and safety legislation and industry expectations. The Company is committed to ensure that apprentices are entitled to learning that takes place in a safe, healthy and supportive environment. We also consider that safe learning and working are essential to maximise their experience and achievement.

Best Practice Network will regularly assess all training environments to ensure regular health and safety audits have taken place for each venue and first-aid support points are identified for off-site training venues.

Best Practice Network will ensure risks are identified before each training session and we run a health and safety overview at the beginning of each training session including advising on the fire and evacuation procedures.

Using experienced, qualified staff Best Practice Network will verify that employers can provide a healthy, safe and supportive work environment. All Apprentice employers will be fully checked by means of a comprehensive rag-rated risk assessment and checklist before sign-up to ensure the health, safety and welfare of apprentices.

Best Practice Network will investigate any accidents involving apprentices, assist with reporting under RIDDOR and help agree preventative action with Apprentice employers.

Best Practice Network will provide support to enable employers to access suitable health and safety advice and all Apprentice employers will be regularly checked to ensure they comply with all current health and safety Legislation.

Best Practice Network will provide health and safety training for apprentices to raise their awareness and understanding of health and safety and associated risks as part of their Induction.

Best practice Network will monitor and review health and safety practices throughout the apprenticeship as part of the regular review sessions with apprentices and employers. A culture of open discussion around key risks will be encouraged helping to ensure all Apprentice employers introduce and maintain appropriate measures to eliminate or control risks to the lowest reasonably practicable level.

Best Practice will ensure the following are provided by all apprentice employers:

- All apprentice employers will have a written Health and Safety policy including First Aid at work procedures in place in accordance with current legislation
- All apprentice employers will inform the apprentice about who is responsible for health and safety matters within the company as part of their induction
- All apprentice employers will provide initial and ongoing health and safety training in the workplace for apprentices whilst providing necessary protective clothing or equipment (free of charge to the apprentice)
- All apprentice employers will report immediately any accidents, near misses or incidents involving their apprentice(s) to Best Practice Network
- All apprentice employers will assess the risks to which apprentices are exposed at work and apply the general principles of prevention and will communicate Risk Assessments that are appropriate to their work environment
- All apprentice employers will ensure apprentices are properly supervised by a competent person
- All apprentice employers will ensure apprentices are covered under public and employer's liability insurance

In the case of an accident or ill-health of an apprentice we will communicate with the apprentice and employer to understand the situation and timescale and identify a solution which is in the best interests of the apprentice. We will work to ensure the apprentice is able to progress with the programme, to the planned and current Individual Learning Plan or put in a formal break in learning and adapt the ILP. We will agree any alterations to the ILP with the employer and apprentice when they return to the programme to ensure full cover of any missed training, learning activities and assessments. Any accidents and ill health at work are reported under RIDDOR.