


Health & Safety Policy

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Owner and version control

This document must be approved annually by the MD.

1. Health and safety policy

Best Practice Network (**the Company**) is committed to conducting its operations in a manner that prioritises the prevention and mitigation of harm to all individuals, including employees, contractors, and visitors.

The **Managing Director** holds primary responsibility for the effective implementation of the company's health and safety policy. This includes allocating sufficient resources, organising, planning, monitoring, auditing, and reviewing health and safety performance. These responsibilities are discharged through **quarterly Health & Safety Meetings**, which coordinate actions and report to the **Senior Leadership Team**, with ultimate accountability resting with the **Board**.

Every employee shares responsibility for the **continuous improvement** of health and safety standards. Effective management requires **strong cooperation, coordination, and communication** at all levels of the organisation.

As a **minimum commitment**, the company complies with all applicable health and safety legislation. We proactively identify hazards and, where elimination is not possible, implement appropriate **risk assessments and controls** to prevent accidents and incidents.

We firmly believe that **all accidents and incidents are avoidable**, and every employee must collaborate to achieve this goal. Should an incident occur, we maintain **clear procedures** to address it promptly and effectively.

2. Commitment and promotion of the policy

Best Practice Network recognises its **legal and moral duty** to safeguard the health and safety of its employees, trainees, associates, and apprentices.

Every employee has a **direct responsibility** to contribute to ongoing health and safety improvements. To support this, we provide **comprehensive information, instruction, and training**, enabling employees to engage actively in this process.

All employees, including associates, are required to **familiarise themselves** with this policy and uphold its principles. **Commitment statements** are incorporated into employment contracts and freelance agreements.

We regularly communicate **best practices** in health and safety through **training sessions, newsletters, and briefings**.

This policy is **publicly available** on our website. Additionally, candidates, trainees, and apprentices enrolled in our programmes receive a copy as part of their **induction process**. For apprenticeships, health and safety is reviewed **monthly** with learners.

3. Organisation and responsibilities

The **Managing Director** has **overall accountability** for health and safety within the company. Day-to-day responsibilities are delegated to **Directors and Managers** to ensure operational compliance.

In accordance with **Regulation 7 of the Management of Health and Safety at Work Regulations 1999**, the company appoints a "**Competent Person**" to assist in meeting statutory health and safety obligations.

Amy Corcoran, Office Coordinator (amycorcoran@bestpracticenetwork.co.uk), serves as the designated **Competent Person** for health and safety matters. The company will consult her for **professional advice** as required.

4. Accident and near miss reporting

Definitions

- **Near Miss:** An unplanned event that, while not causing injury or damage, had the potential to do so. Examples include slips/trips without injury, faulty equipment caught before use, or near-collisions. Reporting these helps prevent future incidents.
- **Accident:** An event causing injury, illness, or damage requiring medical attention, first aid, or formal reporting.

Reporting Procedure

1. **Immediate Action:**
 - Notify a **first aider** if injuries require attention (see Sections 14–15).
 - To report accidents and near misses please complete the following online form [Accident & Incident Report Form](#)
2. **On-Site Incidents:**
 - All accidents/illnesses must be recorded in the **Accident Book (B1510)** (located on the kitchen wall).
 - **Communal areas:** Also inform the **Serviced Accommodation Manager**.
3. **Severe Incidents** (7+ days off work):
 - Report to the **HSE** via hse.gov.uk/contact/concerns.htm.

Accident Book Requirements

1. **Mandatory Entries:**
 - ✓ On-site accidents
 - ✓ Workplace violence including non-consensual violence
 - ✓ Road accidents during work
 - ✓ Off-site work-related accidents

5. Alcohol and drugs policy

Prohibited Substances

- **Alcohol and non-prescribed drugs** are strictly forbidden on **Best Practice Network (BPN) premises** during working hours. Alcohol is permitted after working hours/at work events, non-prescribed drugs are never permitted.
- **Prescribed medication** is permitted **only if** it does not impair an employee's ability to work safely.

Disciplinary Measures

- Any employee **reasonably suspected** of being under the influence of alcohol or drugs will be **suspended immediately**.
- **Gross misconduct** (including illegal drug use/dealing) may result in **dismissal** and/or **police involvement**.

Work Events & Alcohol

- Alcohol may be served at company events, but:
 - ✓ **Non-alcoholic alternatives** must always be available.
 - ✓ Consumption is **entirely voluntary** and at the individual's own risk.
 - ✓ **Excessive consumption or unprofessional behaviour** will result in removal from the event and will be followed up by the individual's line manager.

Smoking

- **Strictly prohibited** in all BPN offices (aligned with UK law).

Prescribed Medication Disclosure

Employees taking medication that **may affect performance** (e.g., tranquilisers, antihistamines) must inform their manager of:

1. The **type of medication**.
2. **Potential side effects** impacting work.
3. **Emergency procedures** if medication fails.

Support & Confidentiality

- Managers may **discreetly investigate** suspected impairment.
- Employees struggling with dependency are encouraged to **seek confidential support** via their manager.
- **Treatment referrals** require director approval after a full case review.

6. Asbestos management

Legal Compliance

Best Practice Network (BPN) acknowledges its duty under **Regulation 4 of the Control of Asbestos Regulations 2012 (CAR)**. While our leased premises place the primary legal responsibility on the **landlord** as the designated *duty holder*, BPN commits to full cooperation to ensure a safe working environment.

Landlord Responsibilities

Our landlord is required to:

1. **Survey & Identify:** Conduct asbestos surveys to locate and assess any asbestos-containing materials (ACMs).
2. **Maintain Records:** Keep an up-to-date **Asbestos Register** detailing locations, types, and conditions of ACMs.
3. **Risk Management:** Implement control measures (e.g., encapsulation, removal) and emergency plans.
4. **Communicate:** Share ACM data with BPN and any contractors working on-site.

BPN's Role

- **Cooperation:** Provide the landlord access for inspections and audits.
- **Staff Protection:** Ensure all employees/contractors working near identified ACMs receive:
 - ✓ **Briefings** on asbestos locations.
 - ✓ **Training** on accidental disturbance procedures.
- **Reporting:** Any damaged or disturbed materials must be reported immediately to:
Amy Corcoran (Health & Safety Lead)
 - amycorcoran@bestpracticenet.co.uk | 0117 920 9200.

Staff Awareness & Safeguarding

- **Do NOT** drill, sand, or disturb building materials without verifying asbestos status.
- **New Hires:** Asbestos risks are covered during induction (reference: **Section 2** of this policy).
- **Contractors:** Must review the landlord's Asbestos Register before commencing work.

7. Health and safety audit procedure

Audit Frequency & Scope

- **Minimum Requirement:** An annual health and safety audit must be conducted at **Newminster House, Bristol** (BPN's primary site).
- **Discretionary Audits:** The **Health and Safety Committee** may mandate additional audits if risks or operational changes warrant it.

Responsibilities of the Audit Lead

The designated person must:

1. **Preparation**
 - Appoint a **competent auditor** (internal or external).
 - Determine the audit type (e.g., full compliance review, risk-specific check).
2. **Logistics**
 - Schedule audits with minimal disruption.
 - Notify all staff in advance, emphasising **transparency** and cooperation.
3. **Execution**
 - Provide the auditor access to:
 - ✓ **All relevant documentation** (e.g., policies, incident reports, training records).
 - ✓ **Site areas** for physical inspection.

- **Prohibit obstruction or misrepresentation** of audit processes.

4. Post-Audit Actions

- **Review findings** and develop a **corrective action plan** with deadlines.
- **Report outcomes** to:
 - ✓ **Senior Management** (for strategic oversight).
 - ✓ **Staff** (where findings impact day-to-day operations).

Third-Party Site Compliance

For services delivered at **customer/supplier sites**, BPN will:

- Verify their **health and safety policies** meet legal standards **before contracting**.
- Include **H&S compliance clauses** in agreements to ensure alignment with BPN's standards.

8. Control of contractors

Pre-Work Requirements

1. Contractual Compliance

- All contractor agreements (managed by the **People Team**) must explicitly:
 - ✓ Reference adherence to **BPN's Health & Safety Policies**
 - ✓ Require valid **risk assessments/method statements (RAMS)** for high-risk work

2. Induction Mandate

- Contractors undergo **site-specific induction** covering:
 - ✓ BPN's site rules (e.g., fire procedures, restricted areas)
 - ✓ Emergency contacts (e.g., **Amy Corcoran**, Office Manager)

Active Monitoring Protocol

The **Commissioning Manager** must verify contractor compliance through:

Checkpoint	Verification Method
Site Rules	Spot checks for PPE/access control adherence
Risk Assessment Alignment	Compare work practices vs. submitted RAMS
Schedule Compliance	Daily progress logs vs. agreed timelines
Good Practice Standards	Visual audits (e.g., housekeeping, noise levels)

Non-Compliance Escalation

- **Immediate Action:**
 - ✓ **Halt work** if breaches are identified
 - ✓ Notify **Office Manager** (amycorcoran@bestpracticenetwork.co.uk) for investigation
- **Corrective Measures:**
 - ✓ Mandatory re-induction for minor lapses
 - ✓ Contract termination for repeat/gross violations

9. Workplace Safety Protocols

BPN complies with COSHH regulations by:

- Conducting **annual risk assessments** for hazardous substances (e.g., cleaning chemicals, printer toners).
- Maintaining a **centralised COSHH register** (managed by the Office Manager).
- Providing **mandatory training** for staff handling hazardous substances.
- **Monitoring & Reporting:**
 - ✓ Share exposure results with affected employees.
 - ✓ Label all hazardous containers with **pictograms** and handling instructions.

2. Display Screen Equipment (DSE)

- **Line Managers** must ensure DSE assessments for:
 - ✓ New hires (within 1 week of starting).
 - ✓ Staff reporting discomfort (*ergonomic equipment provided within 5 working days*).
- **People Team** maintains all assessment records.
- **Proactive Measure:** Understand and comply with HSE good practice measures <https://www.hse.gov.uk/msd/dse/>

3. Electrical Safety

- **Reporting Faults:**
 - ✓ Equipment issues and PAT Testing → **IT Team** (servicedesk@supportingeducation.com).
 - ✓ Building faults → **Office Manager** (amycorcoran@bestpracticenetwork.co.uk).
- **Staff Must:**
 - ✓ Never use damaged equipment ("*See It? Report It!*" policy).
 - ✓ Switch off/unplug unused devices.
 - ✓ **Prohibited:** DIY repairs or unauthorised multi-socket use.

4. Emergency Procedures

- **Training:**
 - ✓ All staff: Annual fire drill + e-learning in addition to toolbox talks" which happen annually at Monday morning meetings.
 - ✓ **Key Roles:** Fire Wardens/First Aiders receive **bi-annual practical training**.
- **Evacuation Rules:**
 - ✓ Never re-enter until **Fire Warden authorisation**.
 - ✓ Lifts are **strictly prohibited** during evacuations.
- **Accessibility:**
 - ✓ Emergency instructions provided
 - ✓ We also have individual risk assessments/PEEPs for people who are higher risk

5. Fire Safety

- **Prevention:**
 - ✓ Please follow appropriate fire safety instructions at all times
- **Emergency Readiness:**
 - ✓ Fire exits/paths **must remain unobstructed** (weekly checks by Facilities).
 - ✓ Fire doors **self-closing** (report faults immediately).

Fire Wardens are:

BPN's designated Fire Wardens are trained to lead evacuations and ensure compliance with the **Regulatory Reform (Fire Safety) Order 2005**.

Primary Contacts

Name	Email	Office Phone
Amy Corcoran	amycorcoran@bestpracticenet.co.uk	0117 235 5788
Jemma Hagan	jemmahagan@bestpracticenet.co.uk	0117 920 9204
Lucas Wheatley	lucaswheatley@bestpracticenet.co.uk	0117 235 5765
Oliver Baldwin	oliverbaldwin@bestpracticenet.co.uk	0117 332 4487
Alice Raymond	aliceraymond@bestpracticenet.co.uk	01174721550
Chris Goodyear	chrisgoodyear@bestpracticenet.co.uk	0117 4721564

First Aiders are:

BPN ensures **24/7 first aid coverage** aligned with the *Health and Safety (First-Aid) Regulations 1981*.

Designated First Aiders

Name	Email	Office Phone
Amy Corcoran	amycorcoran@bestpracticenet.co.uk	0117 235 5788
Bethanie Wiltshire	bethaniewiltshire@bestpracticenet.co.uk	0117 450 4731
Lucas Wheatley	lucaswheatley@bestpracticenet.co.uk	0117 235 5765
Anna Zukiewicz	annazukiewicz@bestpracticenet.co.uk	0117 235 5762
Jessica May	JessicaMay@bestpracticenet.co.uk	0117 456 9893
Heidi Attenborough	HeidiAttenborough@bestpracticenet.co.uk	Contact via email

First Aid Access & Equipment

- **Accessibility:**
 - A fully stocked **First Aid Box** is available at all times in:
 - ✓ **Head Office:** Ground Floor (adjacent to Reception) & 3rd and 4th floor kitchen area.
 - **On-Call First Aider** (rotating weekly)
- **Content Standards:**
 - ✓ **Mandatory Items:** Bandages, sterile dressings, eyewash, gloves (aligned with HSE guidelines).

- ✓ **Prohibited Items:** Medications, tablets, or non-HSE approved substances.
- ✓ **Monthly Checks:** Expired items replaced immediately (logged in **First Aid Inventory Register**).

Staff & Visitor Awareness

- **Signage:**
 - **Emergency Action Posters** displayed in:
 - ✓ Kitchens
 - ✓ Lift lobbies
 - ✓ High-traffic corridors

10. Mental Health First Aid & Wellbeing Support

Best Practice Network is committed to fostering a **psychologically safe workplace** through trained Mental Health First Aiders (MHFAs) and partnerships with specialist organisations.

Internal Support

Mental Health First Aiders (Confidential Listeners)

Name	Contact	Availability
Rosie Wintle	rosiewintle@bestpracticenet.co.uk	Mon-Wed, 9am-3pm
Sian Marsh	sianmarsh@bestpracticenet.co.uk 07795 683297	Thu-Fri, 10am-4pm
Chris Garcia	chrisgarcia@bestpracticenet.co.uk 07584 310068	Flexible (book via Teams)
Georgi Symons	GeorgiSymons@bestpracticenet.co.uk	Flexible (book via Teams)

Role:

- Provide **non-judgmental, confidential** support.
- Guide staff to professional services when needed.
- **Not therapists**—but trained to recognise crisis signs.

External Resources

Immediate Help

- **Spectrum.Life (EAP):**
 - App/Web: www.legalandgeneral.com/eap
 - Code: BeWell | ☎ 0800 316 9337 | 💬 WhatsApp: Text *Hi* to 07418 360046
- **Samaritans:**
0116 123 (24/7) | ✉ jo@samaritans.org

Specialist Services

Organisation	Contact	Focus Area
CSIS Charity Fund	07843 342889	Financial stress support
Education Support	08000 562 561	Education sector wellbeing
Hub of Hope	hubofhope.co.uk	Localised mental health services
Mind	mind.org.uk	Crisis planning guides

11. Workplace Hygiene & Safety Standards

General Cleanliness

- **Rubbish Disposal:**
 - ✓ Use designated bins (recyclable/general waste).
 - ✓ **Hazardous materials** (e.g., toner cartridges) → report to office team
- **COVID-19 Measures:**
 - ✓ **Antibacterial wipes** at all entrances/workstations.

Hazard Prevention

Risk	Action Required
Trailing Cables	Secure with cable covers or route under desks. <i>Report unprotected cables to IT.</i>
Wet/Polished Floors	Use "Caution: Wet Floor" signs (stored in kitchen). Clean spills immediately.
Damaged Flooring	Mark hazard with tape/cones → Report to amycorcoran@bestpracticenet.co.uk

Access & Egress Safety

- **Strict Protocols:**
 - ✓ Fire exits **must remain unobstructed** (weekly checks by Fire Wardens).
 - ✓ **Unauthorised modifications** (e.g., propping open doors) are prohibited.
- **Reporting:**
 - ✓ Faulty stairs/lifts amycorcoran@bestpracticenet.co.uk within 1 hour.

Employee Responsibilities

1. **Housekeeping:**
 - Clear hot desks of all personal items and clutter **end-of-day**.
 - Store materials in locked cabinets if hazardous (e.g., sharp tools).
2. **Vigilance:**
 - Challenge unsafe acts (e.g., stacked boxes blocking exits).
3. **Escalation:**
 - Unsolved hazards → Email **Health & Safety** amycorcoran@bestpracticenet.co.uk

12. Induction & training

Best Practice Network is committed to providing thorough training, supervision, and guidance to all employees on health and safety matters, ensuring they receive the necessary information. For example, Health & Safety posters are displayed prominently on office notice boards, and relevant training is conducted whenever new equipment or materials are introduced.

During induction, employees receive comprehensive Health and Safety training. They are instructed on safety rules and procedures and introduced to the Health and Safety Policy, compliance with which is mandatory. Disciplinary measures will be taken against any employee found violating these regulations.

Additionally, Best Practice Network acknowledges its duty to protect the health and safety of anyone affected by its operations. All involved parties will take appropriate steps to fulfil this responsibility. Additionally, Best Practice Network recognises its responsibility to safeguard the health and safety of individuals who may be affected by its work activities. All parties involved will take reasonable steps to ensure this obligation is met.

13. Lone working

Refer to **Lone Working Policy**.

14. Management review procedures

Health and Safety issues will be discussed at quarterly H&S team meetings, with progress reviewed annually at the Board level. This ensures all employees have opportunities to:

- **Review** recent risk assessments,
- **Assess** the actions taken to address identified risks, and
- **Contribute** ideas for improving workplace health and safety.

15. Manual handling

Employees must exercise due care when lifting or carrying items such as computers, heavy document bundles, or files to prevent injury, in accordance with the [Manual Handling Operations Regulations 1992 \(MHOR\)](#). Where any strain or difficulty occurs, employees should immediately seek assistance from colleagues.

All heavy objects must be lifted using proper techniques as defined by the [Health and Safety Executive \(HSE\) guidance](#):

- Bend the knees and keep the back straight
- Avoid twisting while lifting
- Hold loads close to the body

Prior to lifting, employees must:

- Assess the load's weight (following [HSE INDG143 guidance](#))
- Break down heavy loads into manageable parts where practicable
- Wear appropriate, slip-resistant footwear to maintain stability

When using ladders or steps (as per [Work at Height Regulations 2005](#)):

- Verify the equipment is on a firm, level surface before use
- Have a colleague foot the ladder when necessary
- Only use equipment rated for the user's weight and task requirements

Additional precautions:

- Use handrails and take deliberate steps when navigating stairs
- Report any defective equipment to the office manager immediately for repair
- Participate in regular workplace inspections under [Management of Health and Safety at Work Regulations 1999](#)

16. Risk assessments leading to safe systems of work

Best Practice Network conducts regular risk assessments in compliance with the Management of Health and Safety at Work Regulations 1999. The Director of Operations leads these assessments, reporting findings to the Managing Director for:

1. Formal approval
2. Implementation of required control measures
3. Verification that hazards are either eliminated or controlled

Special Provisions for Expectant Mothers

Under the Equality Act 2010 and Pregnancy and Maternity Regulations, we conduct additional risk assessments when notified of pregnancy. Where risks are identified during:

- Pregnancy
- The first 6 months postpartum
- Breastfeeding periods

we will take immediate action to:

- Reduce exposure (e.g., adjusting workload)
- Remove hazards (e.g., chemical exposure)
- Control risks (e.g., providing safe rest areas)

All control measures will be documented and reviewed quarterly in line with HSE guidance on new and expectant mothers at work.

17. Visitor Management Policy

Best Practice Network reserves the right to impose appropriate visitor restrictions to maintain operational security and workplace safety, in accordance with the Health and Safety at Work etc. Act 1974.

Access Restrictions

- **Unauthorised visits:** Relatives/friends without official business are prohibited from prolonged workplace visits
- **Restricted zones:** Work areas, documentation storage and staff facilities are employee-only spaces
- **Escort requirement:** Visitors to high-risk areas must be accompanied by authorised staff at all times

Sign-in Procedure (per HSG151):

1. All visitors **must** register at reception on arrival
2. Sign-out **must** be completed when departing

Exceptions require written approval from the Director of Operations. Regular contractor access requires separate risk assessment under CDM 2015 Regulations.

18. Protection of Young Workers

In compliance with the Health and Safety at Work etc. Act 1974 and Management Regulations 1999, Best Practice Network will ensure, so far as is **reasonably practicable**, the safety of all workers with special considerations for:

- **Young persons:** Under 18 years
- **Children:** Below minimum school leaving age (MSLA)
(Reached in the school year they turn 16, per Education Act 1996)

Risk Prevention

Under Regulation 19, we prohibit exposure to risks arising from:

- Lack of experience
- Unawareness of existing/potential risks
- Immaturity

Control Measures

We conduct specific risk assessments considering:

1. **Workplace layout** (HSE INDG364)
2. **Exposure limits** to physical/biological/chemical agents
3. **Work equipment** training requirements (PUWER 1998)
4. **Work organisation** and processes
5. **Training needs** analysis

6. Agent/process-specific risks

Note: All young workers will receive supervised induction training and regular welfare checks under HSE young workers guidance.

19. Health and Safety for Apprentices

Best Practice Network complies with the Apprenticeships, Skills, Children and Learning Act 2009 and Health and Safety at Work etc. Act 1974 to ensure all apprentices learn in safe, healthy environments that meet statutory requirements.

Employer Requirements

All apprentice employers must:

1. Maintain a written Health and Safety Policy including First Aid at Work provisions compliant with current legislation
2. Clearly identify and communicate the person responsible for health and safety during apprentice inductions
3. Provide:
 - Job-specific personal protective equipment (PPE) free of charge
 - Initial and ongoing health and safety training
4. Immediately report all accidents, near misses or incidents involving apprentices to Best Practice Network
5. Conduct and communicate risk assessments specific to apprentices' work environments
6. Ensure apprentices are supervised by competent persons at all times
7. Maintain valid Employers' Liability and Public Liability insurance

Incident Management

For any apprentice accident or illness:

- Best Practice Network will liaise with the apprentice and employer to understand circumstances
- Assist with RIDDOR 2013 reporting where required
- Adjust Individual Learning Plans (ILPs) to accommodate recovery, including:
 - Catch-up arrangements for missed training
 - Formal learning breaks if medically necessary
- Agree revised training plans with all parties upon return to training

Monitoring and Compliance

Best Practice Network will:

- Verify employer compliance through the enrolment process and regular reviews
- Facilitate open discussions about risks during apprenticeship reviews
- Provide employers with access to current health and safety guidance

- Associate are required to read and confirm understanding of BPNs H&S policy as part of their contractual agreement