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1. Fire Prevention and Fire Emergencies

Staff and volunteers should seek to ensure good standards of housekeeping at all times. A clean and tidy workplace is less likely to be a source of fire. Any act or omission, which you believe may constitute a fire risk, should be immediately notified to the CEO or Office Manager, who will take the appropriate action.

FIRE EMERGENCY ACTION PLAN

If you discover a fire

Ask another member of staff to alert everyone in all the offices in the building and then call 999. Ask for the Fire Service. Give them the address – Victory House, Chobham Street, Luton, Bedfordshire LU1 3BS.

Once the call is completed make your way to the nearest fire exit and do not enter the building again until instructed by the Fire Service Officer in charge. Do not go back to your desk to retrieve personal items before leaving the building.

If you hear a fire alarm, or are instructed to leave the building by another member of staff

Make your way to the nearest exit and do not enter the building again until instructed by the Fire Service Officer in Charge. Offer help to other staff or visitors if required. Do not go back to your desk to retrieve personal items before leaving the building.

CEO / Office Manager Duties

Ensure that the office and the relevant common areas have been cleared within 3 minutes. Make your way out of the building, closing doors and windows behind you, where this doesn't impeded your egress. Once clear of the building, await the Fire Brigade. Inform the Office in charge of any pertinent fact that may be useful to them in tackling the fire

All staff, volunteers, members of the public

Make you way away from the fire by turning right at the doorway and walking down Chobham Street, towards Park Street until you are clear of any danger.

DO NOT ENTER THE BUILDING AGAIN UNTIL INSTRUCTED TO

A Fire Emergency Action Plan poster is displayed next to the office door.

2. Accident Reporting and First-aid

All injuries (however small) and any dangerous occurrences must be investigated. As a small organisation (less than 10 people) there is no requirement for an accident book, however details of all accidents should be notified to the CEO. The first-aid box is located in the office in the small stationary cupboard.

In the event of a major accident employees/volunteers must dial 999 to obtain assistance from the ambulance service. If any major incidents occur, check if this will require a RIDDOR report to the Health and Safety Executive

3. Risk Management

Risk assessment is, as the Health and Safety Executive (HSE) describe: "a careful examination of what, in your work, could cause harm to people.... the aim is to make sure that no one gets hurt or becomes ill".

Managing the identified risks is then essential to protect staff, volunteers and the public visiting the office and other premises, where the organisation's activities take place. There may also be a requirement to carry out risk assessment for any events.

Risk assessments will be carried out on all key tasks, at appropriate intervals by the CEO, in order that the association's obligations are met under the Management of Health and Safety at Work Regulations 1992.

Risk Assessment

Step One – What are the hazards

First walk around the workplace identifying anything that could be potentially hazardous - **write everything down - make a list.** Include *everything* you can think of: not just things that are currently obviously dangerous, but anything with a *potential* risk.

Consider **invisible** hazards – e.g. stress (often related to working long hours, under pressure, to tight deadlines) or physical assault. Invisible hazards often include fumes - for example, photocopiers and laser printers emit ozone when in use.

Finally consider whether things that might not normally be hazardous might be in relation to specific people – e.g. pregnant women, disabled workers.

Step Two – Who might be harmed and how

Once you have identified and listed all the hazards, you need to (i) identify what the specific risk is, and (ii) who might be harmed and how.

Some people will be more at risk from particular hazards than others - for example a computer user will be more at risk of suffering RSI (Repetitive Strain Injury - also known as WRULDs - Work Related Upper Limb Disorders). There will be those particularly at risk in some circumstances for example they may have a disability.

Step Three – What are you already doing

Identify what actions you are already carrying out that are reducing the identified risks. These may cover all groups of individuals or a specific individual.

Step Four – What further action is necessary to effectively manage the risk

Think about what you can do to reduce the risk even further. Compare what you currently do with what is accepted as good practice, where possible. Record the actions you propose to be taken, who will take the action and by when.

Step Five – Record and cascade your findings

Ensure the written record of your findings is made available to staff, and that they co-operate with the carrying out of the recommendations made as a result of the assessment. This might involve a change in working practices, a change in equipment, and where necessary, appropriate training being undertaken.

Step Six – Review assessments

Few workplaces remain the same, so assessments must be reviewed when there are major changes in the workplace, such as the introduction of new equipment, or new ways of working - but regular reviews are also required. If the original assessment was properly

recorded the review should be a relatively simple job but be aware of changing working practices.

Managing Risk – what you can do to reduce risk

1. Floors, stairs, exits and all fire-fighting equipment should be kept clear of any obstructions e.g. trailing cables etc.
2. Personal belongings and clothing should not be kept / left on any floors where it will cause an obstruction. Any equipment should be stored away properly in a designated area i.e. not overloading any floor space. When arranging an office, place all desks, chairs etc. in a sensible manner without causing obstruction with corners etc. sticking out.
3. Staff and volunteers should note that a lack of care when stacking materials and objects may create hazards for their fellow employees/volunteers from falling objects and lifting injuries in the long term.
4. All spillages, however minor, should be cleaned up immediately. Cleaning liquids/powders are not to be mixed (noxious fumes)
5. The general condition of the office should be kept clean and tidy. Please report any problems immediately to the CEO of any repairs / hazards around the office. Please use any receptacles provided for disposing of waste products etc.
6. The office should be adequately heated and that a thermometer is provided which may be seen by all staff (maximum temp 22°C, 72°F, minimum 16°C, 60°F.)
7. There must be suitable and adequate ventilation for all rooms used for work purposes. Ventilation may be by natural or mechanical means.

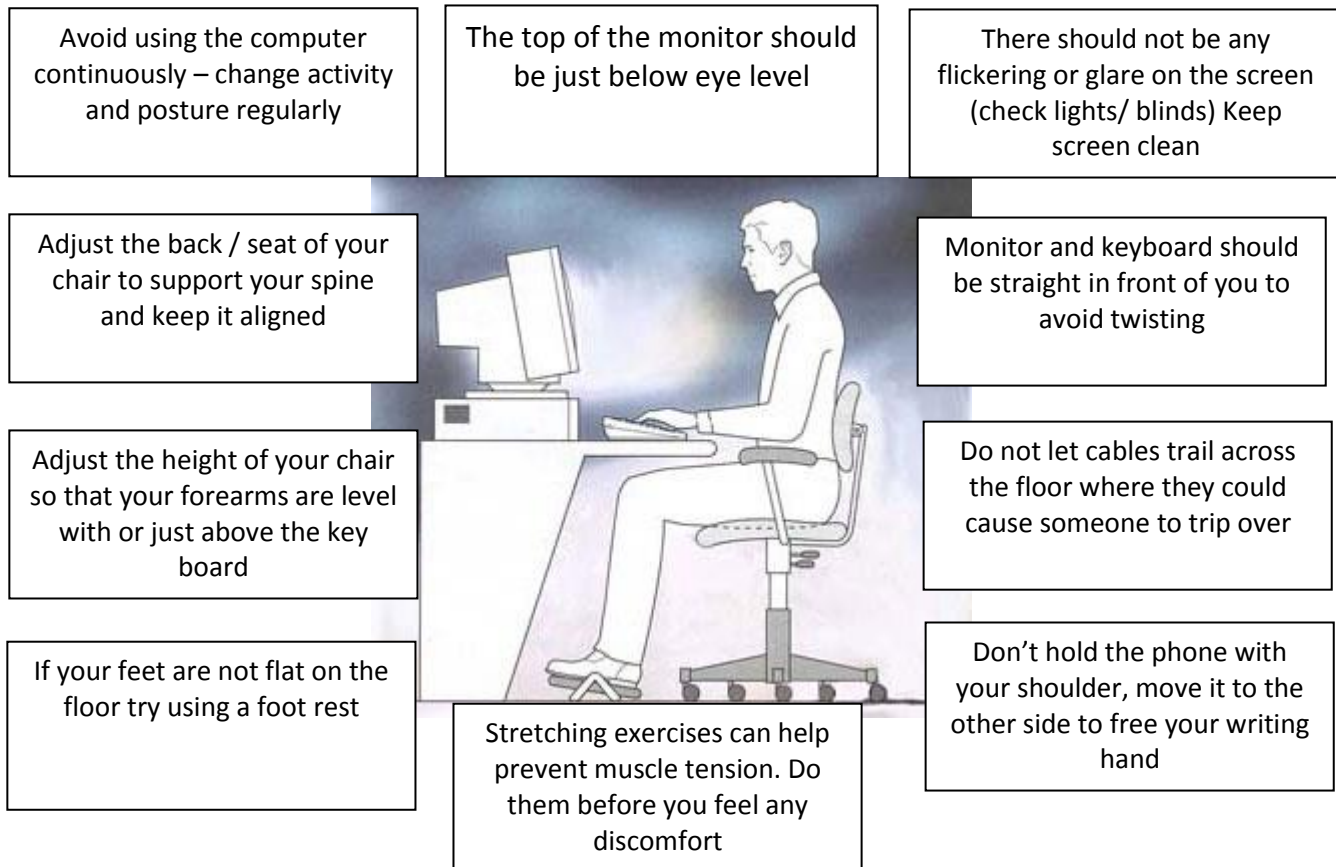
4. Display Screen Equipment

All reasonable steps will be taken by the organisation to secure the health and safety of all staff and volunteers who work with display screen equipment (DSE). The organisation understands that health and safety hazards may arise from the use of this equipment and will ensure that any risks are reduced to a minimum. Whilst it is generally recognised that the use of DSE can be undertaken without undue risks to health, it is appreciated that some employees/volunteers may have genuine reservations and concerns. Each member of staff or volunteer can help themselves and the organisation to reduce risk by ensuring they comply with the simple actions detailed below.

If you have any problems, please contact the CEO as soon as possible.

Where problems are found, actions can be taken to adjust the environment/equipment.

10 EASY ACTIONS YOU CAN TAKE TO REDUCE THE RISK OF PROBLEMS WHILST USING DISPLAY SCREEN EQUIPMENT

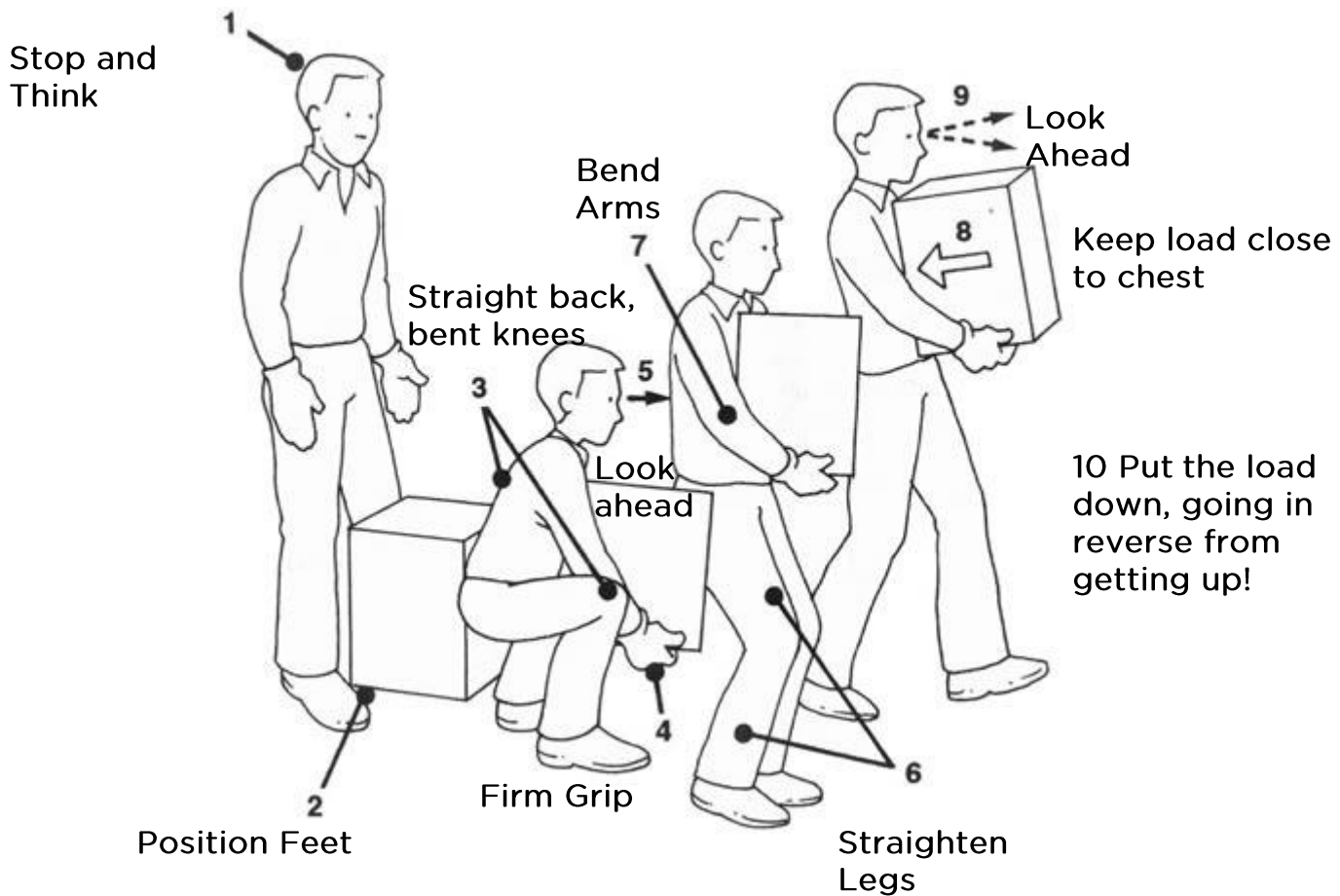


Under the Health and Safety (Display Screen Equipment) Act 2002, staff who habitually use display screens are entitled to a free annual eye test. Please talk to the CEO for further information.

5. Manual Handling

Statistics show that manual handling is one of the most common causes of absence through injury at the workplace. More than one third of lost time accidents are caused in this way. These injuries may often have long-term effects.

10 STEPS TO EFFECTIVE MANUAL HANDLING



1. **Stop and Think** – is your way clear, how heavy is the load, do you think you can manage on your own
2. **Position Feet** – firmly placed on either side of the object, good grips, ready to start
3. **Straight back, bent knees** – not the other way round
4. **Firm Grip** – make sure you can easily hold the object and that the surface is not slippery/damaged
5. **Look ahead** – watch for obstacles, if you can't see properly **STOP**
6. **Bend Arms** – as you start to take the full weight
7. **Straighten legs** – as you get ready to walk
8. **Keep the load to your chest** – to support the weight
9. **Keep looking ahead** – in case your path is blocked
10. **Put the load down** – in the reverse of getting up!

If you don't think you can manage the load on your own, look for help from other individuals or specific manual handling equipment e.g. trolley, sack truck. Keep distances to a minimum especially if the task frequent.

If you have any specific physical, clinical or other reasons (pregnancy) **DO NOT** carry loads. If in doubt, talk to the CEO or the Office Manager before taking any action.

6. Hazardous Substances

The organisation understands that although it's staff and volunteers are not generally at a high risk of exposure to hazardous substances, there is always some risk that there may be 'a problem', with cleaning materials for example.

Where any risk has been identified, relevant personal protective equipment, (PPE) will be provided to the appropriate staff/volunteers. These actions are in line with the Control of Substances Hazardous to Health Regulations 1994 (CoSHH).

For example, where staff are using any substance where the container has one or more of the orange background warning symbols, they should consider whether to use PPE before continuing.

If a member of staff is unsure as to whether they should be using PPE or what actions to take if they think there are hazardous substances that are not being effectively managed, they must talk to the CEO or the Office Manager before carrying out any relevant tasks.



7. Working Alone

The organisation is committed to the protection of the health and well being of everyone working within it, and recognises that there are potentially serious risks from working alone. All lone workers should be able to carry out their tasks without fear or worry for their personal safety. Although it is unusual for staff/volunteers to work alone, the organisation will strive to address this by ensuring contact is maintained with lone workers by the use of a suitable working communication system.

8. Workplace Stress

While some stress is a normal part of life and work, excessive stress interferes with productivity and reduces your physical and emotional health, so it's important to find ways to keep it under control.

There are a variety of steps you can take to reduce both your overall stress levels and the stress you find on the job and in the workplace. These include:

Taking responsibility for improving your physical and emotional well-being, eat well, take exercise, get a good nights sleep.

Avoiding pitfalls by identifying knee jerk habits and negative attitudes that add to the stress you experience at work.

Learning better communication skills to ease and improve your relationships with management, coworkers and volunteers.

Signs and symptoms of workplace stress include:

- Feeling anxious, irritable, or depressed
- Muscle tension or headaches
- Apathy, loss of interest in work
- Stomach problems

- Problems sleeping
- Fatigue
- Social withdrawal
- Loss of sex drive
- Using alcohol or drugs to cope

Line/project managers should be aware of reactions from staff/volunteers that may indicate they are feeling stressed. Should the symptoms continue, these need to be effectively addressed and any agreed support provided to the individual.

Ways to reduce workplace stress include:

- **Create a balanced schedule.** All work and no play is a recipe for burnout. Try to find a balance between work and family life, social activities and solitary pursuits, daily responsibilities and downtime.
- **Plan regular breaks.** Make sure to take short breaks throughout the day to sit back and clear your mind.
- **Prioritise tasks.** Make a list of tasks you have to do, and tackle them in order of importance. Do the high-priority items first or if you have something particularly unpleasant to do, get it over with early. The rest of your day will be more pleasant as a result.
- **Break projects/tasks into small steps.** If a large project seems overwhelming, make a step-by-step plan. Focus on one manageable step at a time, rather than taking on everything at once.
- **Delegate responsibility.** You don't have to do it all yourself, whether at home or at work. If other people can take care of the task, why not let them? Let go of the desire to control or oversee every little step and you will be letting go of unnecessary stress in the process.

9 The Safe Use of Electricity

Misuse and abuse of electricity is one of the most significant causes of fires in offices. Remember faulty electrical equipment can kill, report faults immediately to the CEO or the Office Manager. In compliance with the Electricity at Work Regulations 1991 Rett UK will have all electrical appliances checked on a yearly basis by a competent and qualified electrician and defective appliances will be removed from use. Annual PAT Testing is carried out each year.

All staff should observe the following arrangements:

- Visually check electrical equipment regularly. All electrical faults are to be reported to your to the CEO or the Office Manager. The organisation will arrange for the appropriate repairs to be carried out.
- Do not attempt to repair faulty electrical equipment. Only authorised and competent electricians may repair electrically powered equipment.
- Staff /volunteers should not bring electrical equipment to the office
- Machines should be switched off from the mains when left
- , or are unattended for long periods.
- Flexible cables should be so positioned that they do not constitute a tripping hazard subject to mechanical damage.

11. External Events

Rett UK is involved in a wide range of external events and internal events, run by Rett UK staff, for families and other members. Whatever type of event is delivered it is imperative that everyone involved is safe and their welfare is paramount.

External Events

Most external events will be run by 'contractor's with guidance and project management by Rett UK staff and volunteers. The majority of the work carried out is delivered by the 'contractor' including health and safety of their staff, our staff and volunteer and other members of the Rett Community. It is however important that Rett UK have sight of their relevant paperwork, especially where children of vulnerable adults are involved. To ensure that this management of risk is effectively carried out, a 'Project Manager' should be appointed, usually the person arranging the event. They must ensure that all areas of Health and Safety, relevant to the event are carried out.

Small Internal Events

For small Internal Events for families, the following process is recommended.

1. Once a venue has been identified, an initial risk assessment is carried out, to highlight any potential problems. These would then be discussed with the venue owners to ensure that any work required to remove/reduce the risk is carried out well before the event.
2. A new risk assessment is then carried out within 2 days of the event, to ensure that any outstanding requirements will be completed before the event starts.
3. During the initial part of the event, attendees will be given a leaflet and/ or a presentation, showing them the layout of the building, the facilities they can use and any specific requirements that the building owner requires them to comply with, in order to ensure their safety and welfare.
4. Once the event is closed staff must ensure that they comply with any requests from staff from the building owner, to ensure that the building is left in a safe state.

Large Internal Events

Large Internal Events will require the same process as above, with regard to the risk assessment and the management of risk. In addition, depending on the attendees, issues around Safeguarding for children and vulnerable adults must also be included. For event that include volunteers helping out, they must all have up to date DBS checks and have had training in Safeguarding procedures for large events, including overnight stays, it is also recommended that a Project Manager from the staff team, is appointed to oversee the event. Working with staff and volunteers, they will appoint individuals to achieve a particular task, within a given time frame and a given cost. This will ensure that the event will be a complete success, from both a Health and Safety/Safeguarding perspective and the overall enjoyment of the attendees.