



Health and Safety Policy

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Approved by	Sally Nicholls	Position	Quality Manager
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Introduction

Dimensions Training SolutionsLtd (DTS) is committed to ensuring the health, safety and welfare of its employees, its customers and learners, its suppliers and members of the public so far as is reasonably practicable, and recognises its duties under the **Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999**, including the Environmental Protection Act 1990-(2008) the Environment Act 1995 and The Regulatory Reform (Fire Safety) Order 2005.

The Health and Safety at Work Act 1974 places obligations on employees to take reasonable care of their own health and safety, and the safety of others who may be affected by their acts or omissions. The Company seeks the co-operation of all employees in this respect and in particular, the observance of the arrangements set out in this document. The appointed departmental manager or supervisor on each site within the organisation has the responsibility for health and safety maintenance, to keep workplace procedures relating to health and safety under constant review and to communicate health and safety issues to the Senior Management wherever necessary, so as to remain updated on any new legislation, EU Directives, regulations and British Standards, in order to ensure compliance.

This policy will be reviewed annually to monitor its effectiveness and to ensure that it reflects changing needs and circumstances.

Policy

Responsibilities

Employees

DTS will ensure that all employees are made aware of their responsibilities under the Health and Safety at Work Act 1974, to understand and comply with all procedures and related policies and take appropriate action to report all incidents and risks.

DTS undertakes to provide and maintain a safe place of work, a safe system of work, safe equipment and a safe and healthy environment in which to work.

It places responsibilities for every manager on each site to monitor risk, review incidents, check reporting documentation and to take appropriate action.

In recognition of DTS's duties under RIDDOR Regulations 2013, serious accidents, diseases and dangerous occurrences will be reported to the Health and Safety Executive. This is in addition to DTS's duty to keep an Accident Book.

More information can be found at <http://www.hse.gov.uk/riddor/reportable-incidents.htm>

DTS will as part of its induction process will ensure all employees are aware of the policy and it's responsibilities under the Health and safety at Work Act 1974. It will provide ongoing training and instruction as part of each member of staff's continued professional development. All company managers will review Health and Safety issues and risks arising at the monthly managers meeting and document accordingly and take appropriate preventative / protective measures.

DTS will promote an awareness and understanding of health and safety throughout the workforce.

DTS will provide information and instruction and training for its employees and also in compliance with Health and Safety Information for Employees Regulations 1989. The Personal Protective Equipment at Work Regulations 1992, the Provision and Use of Work Equipment Regulations 1998 (PUWER,) Workplace (Health, Safety and Welfare) Regulations 1992, the Health and safety (Display Screen Equipment) Regulations 2002, the Trade Union Reform and Employment Rights Act 1993 (TURERA), the Employment Rights Act 2008 and the Management of Health and safety of Work Regulations 1992.

DTS also recognises the need for appropriate specific external training required for it's employees and dependant on each individual's job roles.

Managers

All company managers will review Health and Safety issues and risks arising at the monthly managers meeting and document accordingly and take appropriate preventative / protective measures.

Academy staff are responsible and will, ensure that:

- All staff and learners are aware of procedures to be followed in the event of an emergency.
- All operations are adequately supervised.
- A qualified first aider is available and their name identified to all employees
- First aid boxes are replenished and checked on a weekly basis
- Fire drills are carried out and recorded every 6 months.
- Appropriate personal protective equipment is issued to all employees and is used by all employees.
- All equipment has been properly maintained and is safe to use.
- all accidents and occurrences are reported to them immediately and then relay them to the H&S Advisor for investigation
- Housekeeping is maintained and monitored
- All risk assessments are in place and the findings relayed to managers

Learners

It is the responsibility of all learners to ensure that they:-

- take care of their own health and safety and that of others who may be affected by their actions.
- co-operate with the Dimensions Training Solutions in complying with the provider's legal duties, for example by complying with instructions and training

- never intentionally interfere with or misuse anything that has been provided in the interests of health, safety or welfare
- work in accordance with the instruction and training provided to them, particularly in relation to the use of any machinery, work equipment, transport equipment, dangerous substances
- inform their employer/placement provider, without delay, of any work situation, work equipment, etc. which might present a serious and imminent danger, or of any shortcoming in the protection arrangements in place for health and safety.
- Students should also report all accidents, work related ill health conditions and 'near miss' incidents to Dimensions Training Solutions and where relevant, their employer/placement.

Fire Safety Guidance

All staff and learners must be advised of the fire evacuation procedure, location of fire alarms and fire exits at their induction/course relevant to their location.

Fire evacuation drills are planned and practiced at least annually and records maintained by the departmental manager, Academy manager or supervisor of each site, recording the roll call, evacuation time and evacuation effectiveness.

Fire alarm checks where appropriate require a regular check, ensuring each point is operated in turn over an annual period.

It is the responsibility of the departmental manager, academy manager or supervisor of each site to ensure all staff are aware of the fire exits and that this is disseminated to all learners and visitors who are on the premises.

FIRE EVACUATION PROCEDURE

In the event of a fire

- Activate the alarm and call 999
- Keep calm, and keep others calm
- Do not tackle the fire yourself
- Alert the Fire Warden if appropriate or a senior member of staff trained to extinguish the fire. If this is not possible then preservation of life is the priority
- Facilitate the orderly evacuation of learners and any other people in the vicinity to leave the building via the nearest safest exit without using any lifts.
- On leaving the building and only if appropriate check corridors, toilets and rooms to make sure no one is left behind without delay

In the event of hearing the alarm

- Evacuate learners from the building immediately by using the nearest exit, taking a quick head count (if in a classroom) and make your way to the fire evacuation assembly point
- Do not stop to collect personal belongings or equipment and deter others from doing so too
- The departmental manager/supervisor/fire warden (where appropriate) will complete the register and wait outside for further instructions
- Do not re enter the building until advised to do so by the person in charge or the fire brigade
- Report concerns and or absences to the person in charge
- Do not leave or allow others to leave the fire evacuation point under any circumstances, unless given express permission by the person in charge or fire brigade to do so

Workplace Health, Safety and Welfare

The Workplace (Health, Safety and Welfare) Regulations 1992 impose specific duties on employers to make sure that, so far as is reasonably practicable, the health and safety of all employees in the workplace environment are adequately protected. These regulations expand on the general duty under Health and Safety at Work etc. Act 1974 and also cover welfare facilities.

A workplace is defined as anywhere that is used for the purpose of undertaking work activities. Common areas within a workplace such as staircases and corridors are also included in this definition.

In general terms, the regulations lay down minimum standards for working conditions, environment and hygiene. The provisions include:

- Maintenance of the workplace
- Ventilation and indoor temperature
- Lighting
- Cleanliness and waste material
- Room dimensions and shape
- Workstations and seating
- Condition of floors and traffic routes
- Windows, skylights and ventilation
- Door and gates
- Sanitary conveniences
- Washing facilities
- Drinking water
- Accommodation for clothing and changing clothing
- Resting and eating

General Work Equipment

Dimensions Training Solutions Ltd.'s general duty to ensure the health, safety and welfare of employees at work includes the provision and maintenance of safe plant and equipment.

“Work equipment” is defined as any machinery, appliance or tool and any assembly of components which, in order to achieve a common end, are arranged and controlled so that they function as a whole. Tools such as dryers, straighteners, scissors, and combs are covered. “Use includes stopping, starting, servicing, cleaning, maintaining, repairing and transporting.

The regulations require Dimensions Training Solutions Ltd to ensure that equipment is used safely for the operations and under operating conditions for which it is suitable. The regulations apply also to situations where employees are permitted to provide and use their own equipment (for example - scissors).

The Managers must ensure compliance with the regulations by ensuring the following:

- Work equipment is suitably constructed or adapted for its purpose and the working conditions
- Work equipment is properly used, maintained, repaired or modified by appropriate trained persons
- Adequate training, instruction and written information is given to users of work equipment.
- Work equipment is upgraded when necessary
- Suitable and sufficient lighting is available where work equipment is used
- Suitable extraction and or PPE is used or worn when using work equipment
- Effective safety and control measures are in place.

Electrical Safety

A competent person as laid down in the Electricity at Work Regulations 1989 must only carry out installation and repairs to electrical equipment.

The Chief Executive has responsibility for ensuring all PAT testing is carried out and all registers of portable equipment are kept up to date.

Visual checks should be made by all employees prior to use of portable tools, connecting leads, extension cables, plugs etc. before connection to the supply so that obvious hazards may be identified and injury prevented. This is covered on company induction.

All portable electrical apparatus, tools, kettles, computers, including extension leads etc. should be identified and recorded in a register which will indicate the frequency at which routine inspection and PAT testing is carried out annually.

Control of Substances Hazardous to Health (COSHH)

The above regulations require an assessment to be made of risks created by “hazardous” substances. The regulations are based on the step by step approach of identifying the

hazardous substance, deciding on the level of risk involved in the use of the substance and implementing controls to ensure those risks are minimized.

- a) Eliminating the use of the substance
- b) Substituting it with a less hazardous substance
- c) Controlling the use of the substance and protecting employees and others from the risk.

No substances are to be used without having the relevant assessment and adequate safety training is provided in the safe use, storage and transportation of the said substance.

The main route of entry to the body of hazardous substances is by:

- Inhalation
- Ingestion
- Skin contact

Where control of exposure cannot be achieved by substitution or source control, personal protective equipment will be issued and employees have a duty to wear and use the equipment and measures provided.

Personal Protective Equipment

The provision of Personal Protective Equipment (PPE) applies where it is not reasonably practicable to prevent exposure to risk by any other means.

DTS has a duty of care to provide appropriate PPE to all employees and learners

Thereafter there is a duty to use it and ensure that it is maintained in good condition. If it is damaged in any way, this is to be reported to a member of the management and ensure the item(s) are replaced.

First Aid

First aid cover on Dimensions Training Solutions Ltd premises will be administered by an appointed first aider or if off site by clients' own appointed first aiders.

All first aiders must be re-trained as necessary to ensure that their knowledge is current, but in any event attend refresher courses not exceeding three years.

The nearest hospital should be identified for site work (note that not all hospitals provide Accident & Emergency A&E, some are minor injuries only). All serious injuries should be dealt with by using the 999 service requesting the ambulance service.

Reporting and Recording of Injuries, Diseases and Dangerous Occurrences

The 1995 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) place a duty upon the Company to report fatalities, major injuries, accidents, dangerous occurrences and certain illnesses.

The company must report fatalities, major injuries and dangerous occurrences (as stipulated in RIDDOR) immediately (by the quickest practical means) to the Enforcing Authority at the national Incident Contact Centre.

Any injury or dangerous occurrence, accident or illness leading to an absence of 7 days or more must also be reported electronically or via post (HSE web-site RIDDOR) to the Enforcing Authority at the National Incident Contact Centre by the Company within 15 days of the incident.

Postal Reports can be sent to Incident Contact Centre
Caerphilly Business Park
Caerphilly
CF83 3GG

Internet reports should be sent to www.riddor.gov.uk

Telephone reports on 0845 300 9923

Fax reports on 0845 300 9924

All RIDDOR related accidents, dangerous occurrences and prescribed industrial diseases confirmation received from the Incident Call Centre including those involving sub-contractors and visitors must be maintained in a central filing system by the H&S Manager.

Any accident, which occurs on a client's site, must also be reported immediately to a responsible person that is a representative of the client.

All records that make reference to any individual must be handled in compliance with the Data Protection Act.

Accident/Incident Reporting

Employees must report all accidents, diseases or dangerous occurrences, which occur as a result of work activities, even though no injury may have been received, to the Chief Executive Officer who will record them. All occurrences will be thoroughly investigated by the Company who will interview involved parties and any witnesses to determine what happened. Review actions against risk assessment, review control measures and safe systems of work; then record findings. Any additions or changes to procedures will be documented and communicated to relevant personnel.

All accidents will be recorded in the accident book, no matter how slight (located in the Main office) or in designated location on each DTS site.

Manual Handling of Loads

The Manual Handling Regulations 1992 places duties on employers to make evaluations and then assessments of certain manual handling operations. They must, so far as is reasonably practicable, avoid the need for employees to carry out those operations, which involve a risk of injury.

Smoking

It is a requirement under law that due consideration is given to the comfort and health of non-smokers. Smoking has now been banned in all internal and public places (including canteens, rest areas and company vehicles). On site there will be designated smoking areas, which will be pointed out to you on induction; under no circumstances will smoking be tolerated outside the designated area, disciplinary action will be taken against anyone breaching these rules.

Display Screen Equipment

The Health and Safety (Display Screen Equipment) Regulations 1992 are primarily aimed at 'users' and 'operators' of display screen equipment (DSE) at work.

A competent member of the management team will make an analysis of all workstations, which have users. The purpose of this assessment is to assess the risks to the health and safety of users. The employer has a duty to reduce identified risks to the lowest extent reasonably practicable.

For users, the work activities should be planned so that their direct work on DSE is periodically interrupted by breaks or changes of activity which reduce the time spent operating DSE.

The employer must ensure that adequate health and safety training in the use of relevant workstations is provided to those who are already users. If a workstation is substantially modified, the need for re-training should be considered.

Safety Meetings

It is the Company policy to hold regular senior Management meetings – every month and that health and safety will play an active role on the agenda. It is company policy to have an open door policy on all matters relating to health, safety and welfare; therefore any employee may speak directly to any director at any time to raise any issues or questions regarding any concerns they may have

Housekeeping

It is everybody's responsibility to maintain his or her place of work in a safe and tidy condition.

This applies particularly to clients sites where people are at a greater risk. Floors and work tables must be kept clean and tidy, with particular emphasis on slipping and tripping hazards.

- Any waste products etc. must be disposed of after use, in a suitable container. Waste should not be allowed to
- Offices must also be kept tidy, with particular attention paid to slipping and tripping hazards. Liquid spills should be cleaned up immediately.

Alcohol and Substance Misuse

It is DTS policy not to knowingly allow an employee or learner under the influence of alcohol or drugs to continue working in our premises; this would mean we are placing that employee and others at risk, to which Dimensions Training Solutions Ltd could be subject to prosecution.

Signs of alcohol misuse can include:

- Increased aggression
- Being defensive when drinking is mentioned
- Smelling of alcohol or drugs
- Slurred speech

Among substances that are deliberately misused are illegal drugs such as heroin and cocaine; prescribed drugs such as tranquillisers; sleeping pills and solvents. These substances can cause great physical and mental damage and can kill.

Signs of substance misuse can include:

- Sudden behaviour changes such as irritability and sometimes violence
- Confusion
- Impaired work performance, including poor time keeping and absence
- Deterioration in relationships
- Mood and energy fluctuations.

The consumption of alcohol or non-prescribed drugs by any employee or non-employee is not permitted at Dimensions Training Solutions Ltd or by any of its employees at client's sites. Failure to comply with this rule will result in severe disciplinary action or contracts being terminated in the case of non-employees.

Any employee who is believed to be under the influence of alcohol or substance misuse must not be allowed to carry out any duties. Employees will not be sent home, they will be taken by a Manager.

Stress at Work

Stress is an individual's reaction to excessive pressure. If stress is however excessive and goes on for some time, it can lead to mental and physical ill health.

It is Dimensions Training Solutions Ltd.'s duty in law to make sure that our employees are not made ill by their work through stress. The signs of stress within the company may show up as high staff turnover, an increase in sickness absence, reduced work performance and poor timekeeping. Stress in one person can also lead to stress in employees who have to cover their colleague.

We must identify where stress may be caused or made worse by work. A risk assessment must be carried out when stress is identified. A risk assessment for stress involves, looking for pressures at work which could cause high and long lasting levels of stress, deciding who might be harmed by these and deciding whether we are doing enough to prevent that harm. If necessary we must then take reasonable steps to deal with those pressures, we will follow the guidelines set down by the HSE to manage stress.

- Demands** – taking into account patterns of work, work load, environment
- Controls** – allowing employees to have a say on how they carry out work
- Support** – support from management, colleagues, adequate information
- Relationships** – employees are not subjected to unacceptable behaviour i.e. bullying etc.
- Role** – employees understand their role and responsibilities
- Change** – consulting with employees when undergoing organisational change and having systems in place to respond to individual concerns

Many of the outward signs of stress in individuals should be noticeable to managers and colleagues. In particular, changes in a person's behaviour, such as deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism or reduced performance.

There is no single best way of tackling work-related stress. Stress depends on working practices and the causes of the problem. Only providing training or help (or both) for sufferers will not be enough – it will not tackle the source of the problem. We will involve employees and their representatives, follow up any changes we make to ensure they are working, review what we have done when we make major changes and lead by example – Managers - can communicate powerful signals about the importance of stress.

Employees may be reluctant to admit they are feeling stressed by work because the symptoms of stress tend to be seen as a sign of weakness. We can help by making it easier for staff to discuss excess pressure leading to stress and reassure them the information they give will be treated in confidence.

The Company take stress seriously and will be understanding towards its employees. All Dimensions Training Solutions Ltd Management are encouraged to have an open and understanding attitude to what people say to them about their pressures at work. We will ensure personnel have the skills, training and resources they need and ensure they are treated fairly and consistently. If possible we will provide some scope for varying working conditions and flexibility and will ensure good two-way communication especially at times of change.

If an employee complains about being stressed, we will try to address the source of the problem, involve the employee in decisions and if necessary encourage them to seek further help through their doctor or through confidential counselling.

Bullying and Harassment

The company is committed to preventing and eradicating any form of bullying or harassment. Bullying is an abuse or misuse of power that undermines a person's ability or leaves them feeling hurt, frightened, angry or powerless. It can be verbal, non verbal or physical. The following actions can be regarded as bullying:- sadistic or aggressive behaviour, exclusion from meetings, humiliating or ridiculing, criticism designed to humiliate, treating someone like a child, undermining staff, withholding information, constantly changing work deadlines. Harassment is any unwanted conduct based on age,

disability, gender, race, colour, religion which affects a person's dignity. Features of behaviour can be persistent incidents, single incident, unwanted or physical contact.

Any forms of this behaviour should be reported in confidence to any of the directors or the health and safety advisor, employees can be assured that all incidences will be taken seriously and confidentially. All complaints received will be fully investigated and where appropriate, disciplinary action taken against the perpetrator(s).

Sub-Contractors

Before any sub-contractor is allowed to commence work on behalf of Dimensions Training Solutions Ltd, they must adhere to and comply with our policies and procedures. We require all contractors carrying out work on our premises and our customers' sites to observe and comply with both statutory legislation requirements and the Rules and Procedures contained in our Sub-Contractors Policy document. All sub-contractors will be subject to the company vetting procedures carried out by the Chief Executive

Contact Information

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