



HEALTH AND SAFETY POLICY AND PROCEDURE

1.0 Policy Statement

Crosspoint accepts its responsibility for providing a safe and healthy environment for volunteers, members of the public and visitors.

All volunteers will be expected to respect and act in accordance with this policy in their work at Crosspoint.

Every effort will be made to ensure that there is no risk to the health, safety and welfare of volunteers, members of the public and visitors arising from the work at Crosspoint. All personnel should be made aware of known hazards and protected accordingly. In the event of an emergency, volunteers should guide members of the public and visitors to a place of safety.

Crosspoint operates a no smoking policy on the premises.

2.0 Responsibilities of the chairman

The Chairman is responsible for the implementation of this policy and will, as far as possible:

- Ensure that assessments of risks to the health and safety of volunteers, users and members of the public likely to be affected by activities at Crosspoint are conducted and the necessary steps are taken to minimise these risks;
- Promote the development and maintenance of sound health, safety and welfare practices;
- Keep the premises and working conditions under review to detect emerging hazards;
- Provide training and instruction to enable the volunteers to work safely and efficiently;
- Make available all necessary safety devices;
- Keep a register of all hazardous materials held on the Crosspoint premises, with information about how they should be handled and what action to take in the event of an accident;
- Keep a record of all accidents and "near miss" incidents;

Crosspoint (Westbury) grievance policy and procedure
Issue date: February 2022
Review date: February 2025

- Review this policy document and revise it as necessary in the light of practice and any changes in legislation;
- Monitor conditions and safe working practices at Crosspoint and investigate any accidents
- To ensure that the health and safety poster is displayed on the notice board in the Crosspoint office.

3.0 Responsibilities of the volunteers

It is the responsibility of all Crosspoint volunteers to behave in a safety-conscious way and be aware of dangers to themselves and others.

In particular they are responsible for:

- Checking equipment before use for any defects and reporting faults;
- Using all necessary safety devices;
- Reporting any emerging hazard to the chairman;
- Recording all accidents and “near- miss” incidents in the accident book.

4.0 Risk management of potential hazards

4.1 Fire

The Chairman is the designated fire officer and will carry out annual fire risk assessments, which will include a review of escape routes, fire exits, alarms and evacuation procedures.

Flammable materials, such as empty food bank boxes and materials in the store room, should be kept away from sources of heat, including electric light bulbs and heaters. Faulty electric cables/flexes should not be used and there should be no obstructions to the emergency exit at the back of the building or the doorways. Fire doors must remain closed.

Volunteers should familiarise themselves with the position of fire-fighting equipment/emergency exits and ensure they understand how to operate the equipment.

If the alarm is raised, the supervisor on duty is responsible for the safe evacuation of all volunteers and clients from the building, calling the fire brigade and taking a roll call at the assembly point. Once evacuated all personnel should assemble outside the Town Hall. No attempt should be made to fight a fire and extinguishers must only be used to generate safe evacuation of the building, or under the direction of the director on duty.

A return to the premises must only take place when the all clear has been given.

4.2 Electrical equipment

Crosspoint (Westbury) grievance policy and procedure
Issue date: February 2022
Review date: February 2025

All electrical equipment and circuits are potential sources of danger, so all electrical equipment should be PAT tested and labelled. Space should be allowed around electrical equipment to allow the free flow of air.

Volunteers should never use equipment that they suspect is faulty, or use cables/flexes that are damaged or connections that are loose. Faults should be reported immediately.

Whenever possible, all appliances should be switched off when not in use, and plugs removed from sockets, particularly at the end of the day.

Electric wires and cables must not trail across floors, particularly in public areas.

4.3 Floors

Any liquid spills or wet flooring should be dried as soon as possible. Any damage to the floor covering should be reported to the supervisor as a potential hazard as soon as it is identified.

4.4 Manual handling

Volunteers need to be aware of the principles of good manual handling. Lifting or moving heavy items should only be done after an assessment of risk, and volunteers with health or mobility difficulties should not lift or handle heavy or awkward objects.

4.5 Filing cabinets

Drawers should be kept closed when not in use and only one drawer should be opened at any particular time. Heavier materials should, where possible, be kept in the lower drawers.

4.6 Laptops

Laptops should be set up where there is no glare on the screen, at a comfortable height and distance from the keyboard. The stools used for the laptops should be of adjustable height. Laptop keyboards should be regularly cleaned with anti-bacterial wipes.

4.7 Lone working

If lone working is unavoidable the main door of the premises should be locked and the key removed so that intruders cannot enter, but emergency access can be obtained from the outside. Should only one volunteer turn up for a drop-in session, the session should be cancelled and a notice to that effect posted on the front door.

4.8 Sudden illness

In the event of sudden illness, the supervisor should be alerted and take the necessary action, calling emergency services if indicated. In the event of a volunteer becoming ill, the supervisor may telephone the emergency contact details held in the volunteer's personal file, located in the locked filing cabinet in the office.

Volunteers must not offer their own medication (e.g. analgesics) to clients or volunteers who become unwell.

First aid equipment is located in the box in the cupboard in the outer office.
In the event of an accident, details must be recorded in the accident book.