

Health & Safety Policy for Cruse Scotland

created by



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1 General Policy Statement

This is the general health and safety policy statement of Cruse Scotland, hereafter referred to as the Organisation.

It is the general policy of the organisation to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees and of those other people who could be affected by the operation of our business.

Further to this, we are committed to the following objectives:

- To assess and provide adequate control of the health and safety risks arising from our work activities
- To consult with our employees on matters affecting their health and safety
- To manage health and safety at work and provide the necessary resource to ensure this policy is effective
- To have access to competent advice
- To provide and maintain safe plant and equipment
- To ensure safe handling and use of substances
- To provide information, instruction and supervision for our employees taking account of those persons who do not have English as their first language
- To ensure all employees are competent to do their tasks, and to give them adequate training
- To prevent accidents and cases of work-related ill health
- To maintain safe and healthy working conditions, and
- To improve health and safety performance and management through regular review and revision of this policy when necessary, and at least annually

It is the **duty of management** to ensure that everything is done so far as reasonably practicable to prevent personal injury in all our activities. We will strive to maintain a safe and healthy place of work for our employees, visitors, contractors, and anyone who will be present on our premises or who could be affected by our business undertakings.

It is the **duty of all employees** to co-operate with the company, act responsibly, and to do everything they can to prevent injury to themselves, colleagues and others through their acts and omissions. Whilst implementation of this policy is a management responsibility, it will rely heavily on the co-operation of all employees.

We have retained the services of Armour Risk Consulting Ltd. to support us in meeting our health and safety responsibilities.

The Chief Executive Officer has the overall and final responsibility for Health and Safety, whose commitment to its achievement is indicated by the signing of this policy statement.

Signed..... Date.....
Chief Executive Officer – Fiona Arnott-Barron

1.1. Organisation of responsibilities

1.1.1. Chief Executive Officer

The Chief Executive Officer has overall responsibility for health and safety management within the Company. In particular, the Chief Executive Officer will ensure that:

- The health and safety policy is developed, reviewed and communicated to all employees
- Standards of health and safety performance are set and monitored
- Resources are allocated to ensure achievement of the policy's aims and objectives
- Liaison with the Company's insurers on all relevant risk management matters
- Liaison with enforcement bodies
- Implementation of this policy and ensuring that all employees, including Managers, are meeting their obligations in respect of the policy.
- Collating accident, incident, near miss and work-related ill health data and the subsequent reporting to enforcement bodies as required by RIDDOR¹.

1.1.2. Area Managers

The Area Managers will liaise on matters relating to health and safety. Specific responsibilities include:

- Conducting regular workplace inspections, recording, and reporting outcomes as Organisation procedures dictate
- Ensuring that the health and safety content of employees notice boards is approved and kept up to date
- Ensuring First Aid provision i.e., first aid kits and training of adequate numbers of employees is coordinated
- Ensuring that health and safety management system documentation is kept up to date.
- Liaison with enforcement bodies
- Coordination of the Company's risk management programme, specifically:
 - Ensuring that arrangements are in place for the reporting of hazards
 - Regular review of the Company's risk assessment programme
 - Ensuring control measures are implemented fully, monitored and reviewed
- Coordination of the Company's fire risk management programme, specifically
 - Ensuring the regular conduct of fire evacuation drills
 - Regular review of the Company's fire risk assessment
 - Ensuring arrangements are in place for the maintenance of the fire detection and protective systems
- Ensuring accidents, incidents, near miss and work-related ill health are reported to the Chief Executive Officer.
- Ensuring that health and safety documentation (e.g. safety records) are filed appropriately.
- Regular work environment inspections reports and deficiencies are reported to relevant parties (i.e.; Chief Executive Officer, Contractors etc)

1.1.3. Employees and Volunteers

All employees and volunteers are required to take reasonable care of their own safety and health and that of any other person who may be affected by their acts or omissions at work. In addition, all employees are legally obliged to co-operate with their employer so that the requirements of the Health and Safety at Work etc. Act 1974 and other legislation can be met. In particular, employees should:

- Follow safety rules and procedures
- Report all accidents, significant near misses, unsafe equipment and/or any other defects of which they become aware
- Work in accordance with any training they have received in the use of substances or equipment

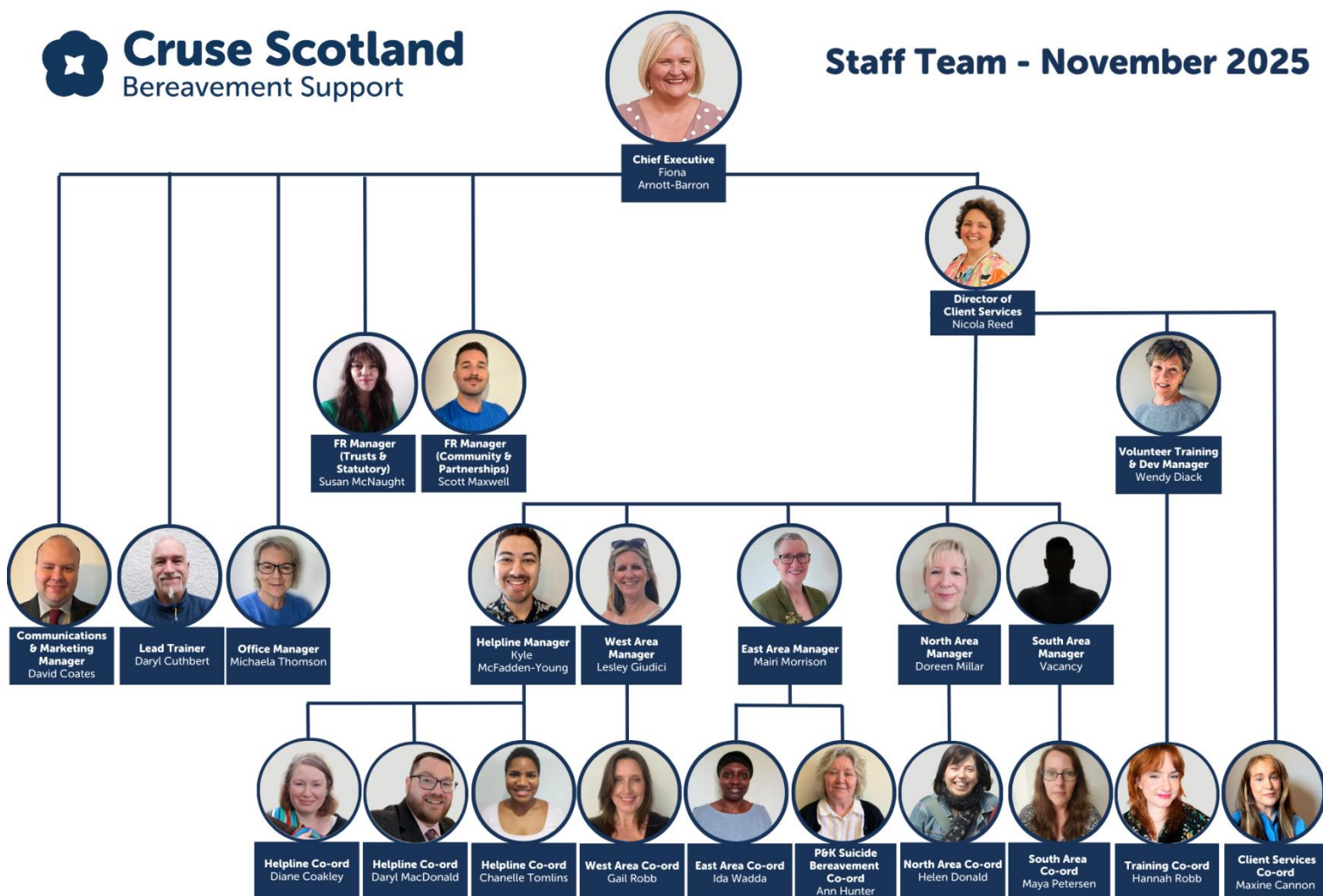
¹ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

- Make every reasonable effort to maintain high standards of housekeeping in the workplace.
- Assist in the investigation of accidents where required

1.1.4 Organisational Structure



Staff Team - November 2025



1.1. Risk Assessment

The Organisation is committed to developing suitable and sufficient risk assessments of hazards associated with our business activities to ensure so far as reasonably practicable, the safety and wellbeing of our employees and others who may be affected. Our risk assessments will address the hazards posed by the tasks we perform routinely and non-routinely, the employees we employ and the premises and areas we work in.

The process of assessing risks is a main priority of the organisation and is delegated to person/s competent to create these. The risk assessment procedure involves consulting with relevant persons on each topic being assessed to gain their input, prior to the development of the assessment. Each assessment will be dated and a review date inserted as deemed suitable for each individual risk assessment devised.

All risk assessments will be kept by the organisation for a minimum of three years; these can be viewed at any time by our employees or other relevant parties upon request (i.e. Local Authority Environmental Health Officer) at any reasonable time.

Risk assessments will be reviewed individually by the competent person/s, at least annually and following change, near miss or accident. It is the responsibility of all employees to ensure that they co-operate with the organisation's

instructions and that they comply with the control measures stated on each risk assessment and safe work procedure.

Responsibility for the implementation, monitoring and review of all our safety arrangements are assigned to Management as indicated in the organisational responsibilities section of this policy.

1.2. Monitoring and review

The Organisation is committed to undertaking formal reviews of performance against our health and safety policy. We will carry out regular health and safety monitoring of the workplace and work activities and monitoring of progress against the Organisation's health and safety Action Plan.

- The Chief Executive Officer and relevant others will review the Health and Safety Policy at least annually to determine whether the policy requires revision and to measure whether the responsibilities and arrangements set down within the Health and Safety Policy and associated procedures, are being implemented in practice
- The Policy Review date will be recorded on the front page of the Policy document
- Non-conformances will be reviewed, and corrective action instigated
- Health and safety performance targets and objectives will be set for the coming year
- Resources will be allocated for health and safety
- The Chief Executive Officer will drive forward improvements and monitor to ensure that progress is made within identified timescales
- The Chief Executive Officer ensure regular inspections of the entire premises by the management team and delegated safety checks are completed and recorded
- The Chief Executive Officer ensure fire procedures and controls are implemented and recorded

2 Management of Health & Safety at Work

2.1. Visitor Safety

The Organisation is committed to ensuring the safety of our visitors to our workplace. We will implement systems which provide the visitor, whether able bodied or disabled, and including contractors, with the reassurance that in the event of an emergency their safety and welfare will be our priority.

- We ensure our visitors safety is planned and organised
- We ensure visitors are not left alone without a nominated person responsible for their safety and welfare
- Safety instructions are provided to visitors
- We ensure our visitors are aware of the arrangements for fire or other emergencies
- We ensure visitors, including contractors working within our premises are signed in and out.

2.2.Document Control

Section 40 of the Health and Safety at Work etc. Act 1974 states that;

"In any proceedings for an offence under any of the relevant statutory provisions consisting of a failure to comply with a duty or requirement to do something so far as is practicable or so far as is reasonably practicable, or to use the best practicable means to do something it shall be for the accused to prove (as the case may be) that it was not practicable or not reasonably practicable to do more than was in fact done to satisfy the duty or requirement or that there was no better practicable means than was in fact used to satisfy the duty or requirement."

This section effectively reverses the principal of "innocent until proven guilty" and requires those who are indicted to defend a position or course of action or inaction.

Section 40 of the Health and Safety at Work Etc. Act 1974 applies to all places of work.

The Organisation will ensure that all required documentation which can be used to defend the Organisation is maintained and is available for inspection as required.

2.3. Housekeeping

Poor standards of housekeeping are a common cause of injury and damage at work and can create possible fire hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and/or organisational deficiencies within the workplace.

The **Organisation** is responsible for the following:

- Carrying out a suitable and sufficient risk assessment in relation to housekeeping within the Organisation and introduce control measures as appropriate;
- Taking all necessary measures to remedy any risks found as a result of the assessment;
- Implementing steps for the maintenance, cleaning and repair of the premises;
- Training employees to be aware of their responsibilities for ensuring that hazards are not created from their work or equipment;
- Informing all employees of the residual risks which exist within the workplace;
- Reassessing housekeeping as necessary if work processes change.

All Employees must:

- Cooperate with management arrangements for good housekeeping in the workplace;
- Follow any guidance and instruction given to prevent injury or ill health;
- Report to the employer any hazardous or dangerous situations.

2.4. Event Management

The Organisation is committed to planning, organising and monitoring the safety of employees and non-employees attending corporate and social events. Suppliers of equipment and food stuff are subject to vetting procedures to ensure high standards of safety are maintained so far as is reasonably practicable.

- We ensure the venue and equipment provided by this or other organisations are fit for purpose
- We ensure fire safety legislation is complied with in full
- We ensure suppliers of equipment and/ or food stuff are assessed and approved
- We ensure the welfare of personnel in attendance are catered for
- We ensure first aid provision is planned
- We ensure children will be suitably supervised by responsible persons
- We ensure so far as reasonably practicable that alcohol consumption complies with legal standards
- We consider transport arrangements as necessary
- We ensure hazards such as pyrotechnics, music/ noise levels are assessed, appropriate safety controls are implemented and monitored throughout the event
- Employees are instructed that they must report to the event organiser and/ or management any adverse occurrence immediately, examples of these include; consumption of alcohol by a minor, damage to equipment or the structure of the venue caused by an incident during the event, any unsafe situation, any act or threat of violence.

2.5.Waste Management

This policy covers the general waste generated the Organisation in the carrying out of workplace activities and the associated hazards, including:

- Build-up of combustibles presenting a fire hazard;
- Health hazards due to possible vermin infestation;
- Poor housekeeping presenting a slip, trip or fall hazard.

The Organisation will: -

- Identify all waste that has the potential to be removed from the premises;
- Establish contracts with appropriate waste disposal companies to ensure that waste is removed from the premises safely;
- Confirm with the waste disposal companies the specific items which can or cannot be placed in the receptacles provided;
- Provide suitable waste collection receptacles dependent upon the waste to be disposed and where relevant label or sign the receptacles to easily identify the disposal of waste;
- Ensure that any chemical waste or unknown substances are stored in their original containers until an authorised waste disposal Organisation can remove them from the Organisation premises;
- Maintain any copies of waste transfer notes on site for a minimum of two years for future reference;
- Instruct all employees in the correct disposal of waste and maintain records of instruction and training on file.

The employee's responsibilities include:

- The disposal of waste as instructed;
- To inform management if an activity produces waste that has not been previously identified or removed from site so that the relevant steps can be taken for safe removal;
- Not to climb onto skips or other waste receptacles;
- To inform management if waste receptacles are full and need emptying;
- Not to remove items from waste receptacles and take or use for personal use.

3. Safety Training

The Organisation is committed to ensuring that all our employees are competent to perform the duties requested of them by us, both on the premises and out with. Accordingly, the organisation will ensure that competence is taken into account in the recruitment process of employees and volunteers. The competence and training of established employees is reviewed periodically.

- We provide health and safety training for our employees
- We provide specific training for certain jobs
- We keep all records of employees training
- We arrange for a suitable supervision period for all new employees to assist them in their role
- We provide an adequate supervision period for employees moving to new roles within the organisation, if required for safety purposes

We provide induction training for all new employees. This induction training includes an introduction of the company's Health and Safety Policy and the associated procedures contained within them such as;

- The findings of our risk assessments
- Arrangements for first aid
- Fire, evacuation drills and other relevant emergency procedures
- Expected standards of behaviour and housekeeping
- Reporting of accidents, incidents and 'near-misses'
- Reporting of unsafe conditions or other safety concerns
- Special hazards and control arrangements

In addition to induction training, we will ensure that staff are provided with such training as is, or may subsequently, be necessary to undertake their work safely. This may arise as a result of risk assessments (e.g. lone working or working on or near water procedures) or specific legislative requirements (e.g. first aid).

All employees, but in particular, those with management responsibilities will be provided with adequate training to enable them to both understand and meet the duties placed upon them by current legislation or other relevant standards.

4. Management of Contractors

The Organisation acknowledges its duty to ensure, so far as reasonably practicable, the health and safety of contractors working at our places of work and carrying out work on our behalf. Contractors are also required to comply with health and safety legislation and where the work activities interact, co-operation between employees and contractors is necessary.

We use contractors and where necessary, sub-contractors subject to the process of suitability and competence assessment.

- Only assessed and approved contractors will be engaged
- Contractors' safety rules will be issued to all contractors
- Permits to work and /or special monitoring arrangements are implemented where the nature of the activity being undertaken by a contractor is deemed high in risk eg; roof work, confined space, lone working
- Submission of their Health and safety policy and public liability insurance certificate
- Accident history and declaration of any enforcement action in the last 3 years
- Risk assessments and detailed method statements are gained from the contractor prior to the start of work
- Monitoring of contractors' activities are organised prior to the commencement of work and will be instigated upon commencement
- Reviews of contractors' work are undertaken regularly

5. New and Expectant Mothers

The Organisation recognises their duty under legislation to ensure the health, safety and welfare of new and expectant mothers in the workplace. A new mother is defined as being an employee whose employer has been advised in writing that she is pregnant, has given birth in the last six months or is breast feeding. We will put in place all necessary controls to safeguard the mother and unborn child so far as is reasonably practicable.

- We include the new and expectant mothers in the risk assessment and review process
- We ensure risk assessments are reviewed throughout the pregnancy (every trimester) and on return to work
- Where necessary, we will seek advice from an Occupational Health Service provider
- Employees are required to co-operate with us in order for us to ensure the safety of the mother and unborn child so far as reasonably practicable
- We will consider redeployment (or suspension) of pregnant workers as a possibility.

6. First Aid

The Organisation recognises the importance of having adequate first-aid arrangements which ensure that employees who sustain injuries or fall ill at work receive immediate attention. First aid is the care given before emergency medical help arrives. It can often mean the difference between life and death and it can also help prevent minor injuries becoming more serious. We will assess our first aid needs and provision and ensure adequate equipment and trained employees are maintained. We ensure that there is as a minimum:

- A suitably stocked first aid kit
- Adequate numbers of employees trained in first aid to take charge of first aid arrangements
- Adequate information for employees on our first-aid arrangements

First aid trained employees take charge when someone is injured or falls ill, including calling an ambulance if required. They also look after the first aid equipment, including restocking the first aid kit. Appointed persons will ensure that supplies in the container are adequate, and sterile items have not passed their expiry dates.

6.1.First Aid Kits

Our first Aid Kits will contain, as a minimum, the following items:

- A leaflet giving general advice on first aid
- 20 individual wrapped sterile adhesive dressings (assorted sizes)
- sterile eye pads
- individually wrapped triangular bandages (preferably sterile)
- safety pins
- medium-sized individually wrapped un-medicated wound dressings
- 2 large individually wrapped sterile un-medicated wound dressings
- Individually wrapped moist antiseptic cleansing wipes
- One pair of disposable gloves

Our first aid container will not contain any tablets or medicines. Any items used for first-aid purposes will be replaced when required.

- We undertake a risk assessment of our first aid needs
- We co-ordinate and train adequate numbers of employees
- We liaise and co-ordinate with managers of premises where our employees may work
- We provide adequate equipment and room to facilitate the requirements of the risk assessment outcomes
- We implement systems to ensure the first aid kit is adequately stocked
- We give appropriate first aid to any employee requiring such treatment
- We ensure the provision of refresher training for employees trained in first aid
- We record all accidents










7. Control Of Substances Hazardous to Health (COSHH)

The Organisation is committed to implementing a control process over the handling of any substance deemed as hazardous under the COSHH Regulations.

By implementing COSHH guidelines thoroughly and fully we aim to protect our employees, clients, contractors and visitors to our premises. Our systems of control will include regular reviews.

A substance is deemed to be hazardous when it is able to enter the body and reach an organ where it can cause harm by its toxic, corrosive, inflammatory or carcinogenic properties.

- We maintain an inventory of hazardous substances and materials and obtain the relevant Material Safety Data Sheets from the supplier
- We ensure assessment of substances and the risk to employees, contractors, and visitors from exposure to hazardous substances in our premises is undertaken by competent personnel
- We introduce appropriate precautions and safe systems of work to prevent or control risk that has been identified
- We ensure that the precautions are used, equipment is properly maintained and procedures are followed
- Where necessary, we monitor the exposure of employees and undertake health surveillance
- We inform, instruct and train employees about the risks and precautions to be taken
- We issue where required appropriate Personal Protective Equipment (PPE)
- In addition to its effects on human health, the impact on the environment is also considered by us when purchasing or disposing of hazardous substances.

Classification								
								
Health Hazard	Toxic	Corrosive	Harmful/ Irritant	Flammable	Oxidising	Explosive	Compressed Gas	Danger for the environment

8. Display screen equipment (DSE)

The Organisation is committed to the wellbeing of our employees whilst at work. All display screen equipment (DSE) users will complete a Self-Assessment Checklist during Induction and on an annual basis. Wherever issues are identified requiring corrective action to be taken we will seek to resolve these and obtain further advice as necessary. We recognise our obligation to provide employees with eyesight tests and corrective spectacles for DSE work if necessary.

- We will assess workstation hazards and reduce the risk of harm by using Self-Assessment checklists within 1 week of employees starting work with the Organisation and thereafter periodically or following change
- Any employees who work from home will also be required to complete and return DSE self-assessments
- We ensure workstations meet minimum requirements, which includes provision of an adjustable chair, satisfactory lighting, sufficient space and comfortable temperature levels
- We plan work so that there are breaks or changes of activity. The guidance we provide to employees is to take short, frequent breaks. Each individual user has discretion over when to take their own breaks
- We provide time and pay (where required) for regular eye tests for "users", who regularly use DSE equipment
- Where it is determined that the employee needs spectacles to enable them to carry out work at their screens (but not for other purposes), the cost of these will be met by the company. The Organisation reserves the right to use preferred opticians for the supply of spectacles in these circumstances. The cost will be for basic frames and the lenses recommended by the optician. If an employee wishes to have more expensive spectacles, they must pay the difference in cost.

9. Manual Handling

The Organisation is committed to preventing injury caused by manual handling activities in the workplace and therefore it is the aim of the Organisation to avoid or minimise manual handling operations so far as is reasonably practicable.

Where it is not reasonably practicable to avoid manual handling operations which present a significant risk of harm, we will make a suitable and sufficient assessment of the manual handling operations in question, with an overall aim of reducing the risks to the lowest level reasonably practicable.

- Manual handling tasks are risk assessed and the significant findings of risk assessments made are brought to the attention of all relevant employees
- We will avoid hazardous manual handling tasks whenever possible
- We will assess the risks of hazardous tasks that cannot be avoided
- We will reduce risks to the lowest level reasonably practicable
- We will provide lifting aids, as appropriate whenever necessary
- We will provide adequate training to employees, which includes information on the risks to their safety and the necessary control measures to take.

10. Accident and work-related ill health reporting

The Organisation acknowledges that all injury accidents, however minor, are required to be recorded in the accident book. Employees commencing work with the Organisation are instructed in accident and incident reporting procedures. All accidents and incidents are investigated by management to determine the causes and any actions necessary to prevent a recurrence.

If an employee informs a manager of ill health which the employee believes to be work related, it is investigated in a similar way as other incidents, with occupational health advice being obtained as necessary. All accident records and investigation materials eg; witness statements, photographs, measurements and other relevant details are filed confidentially and retained.

As an employer we have legal duties that require us to report and record some work-related accidents. Responsibility for reporting such incidents which fall within the reporting requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) lies with Senior Management.

When necessary, we will report incidents and accidents using the following methods;

- Online using the reporting forms available from www.hse.gov.uk
- Fatal or major incidents and injuries will be reported by telephone to the Incident Contact Centre on 0845 300 99 23 (open Monday to Friday 9 am to 5 pm)

Reportable accidents and incidents are as follows;

- Deaths
- Major injuries
- Injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital
- Some work-related diseases

- Dangerous occurrences e.g., where something happens that does not result in an injury, but could have done
- Over-7-day injuries – where an employee or self-employed person is away from work or unable to perform their normal work duties for more than 7 consecutive days (not including the day of incapacitation – (Incapacitation means that the worker is absent or is unable to do work that they would reasonably be expected to do as part of their normal work)

We are aware that we must retain a record of over three-day injuries in addition to reporting over seven-day injuries (an Accident Book record will be sufficient)

We report incidents as soon as possible and ensure we meet the set timescales below;

- In cases of death, major injury, or dangerous occurrences, we must notify the enforcing authority without delay
- In cases of over seven-day injuries we must notify HSE within fifteen days of the incident occurring
- In cases of disease, we must report as soon as a doctor notifies us that our employee suffers from a reportable work-related disease.

11. Driving and Vehicle Safety

15.1. Occupational Driving

The Organisation recognises the risks to employees that need to carry out occupational driving and is committed to the prevention of injury, loss of life and damage to property from work-related driving incidents. We have systems in place to ensure that any vehicle used for work purposes, including our employee's private vehicles, are suitable for the task and safe for the purpose.

We undertake a risk assessment of the risks to the health and safety of our employees by any driving activity on the road.

- We ensure that all drivers have a valid licence to drive the intended vehicle
- We ensure that the driving activities are covered by suitable and sufficient insurance
- We ensure so far as reasonably practicable that any driver is fit for the driving expected of them
- We ensure that wherever applicable, work scheduling does not encourage poor driving habits such as speeding or eating meals at the wheel and includes time for suitable rest periods
- We provide drivers with information and instruction on general hazards and control measures which include personal safety and accident reporting procedures
- We provide drivers with safety rules which include instruction to check that all vehicles are in a road worthy condition and that the weather is suitable for such a journey
- We prohibit the use of mobile phones while driving unless hands-free.
- Rules regarding the use of hands-free sets are given to drivers
- We organise and provide additional driver education where appropriate

12. Fire Prevention

12.1. Fire Safety Policy

Cruse Scotland is committed to complying with the requirements of all applicable fire and health and safety legislation. It is the aim of the organisation to safeguard all employees and others affected by our business undertakings against the risks of fire, so far as is reasonably practicable. Our duty of care extends not only to employees, but also to visitors, contractors, members of the public and others. It is therefore our policy to protect all persons in our premises from dangers of fire by ensuring a safe working environment for them and providing safe systems of work.

Specific Objectives

- To ensure compliance with all relevant legislation
- To liaise with the local fire authority where appropriate
- To undertake suitable and sufficient fire risk assessments of our premises
- To identify and implement reasonably practicable control measures to control risks from fire
- To communicate and practice fire procedures
- To maintain and test firefighting equipment, fire detectors and alarm systems
- To ensure there are adequate numbers of trained persons responsible for supervising and
- Implementing controls and the emergency fire action plan
- To conduct regular fire safety checks and record the findings

Responsibilities of our Organisation

- We ensure that the fire risk assessment is recorded, and brought to the attention of all employees
- We ensure an Emergency Fire Action Plan is recorded and is communicated to all employees
- We ensure escape routes are clear and free from obstructions
- We ensure that our fire policy, fire procedures, and fire risk assessments are reviewed regularly and the fire safety controls are implemented and monitored by a competent person
- We will record and communicate contingency plans for when life safety systems are out of order such as alarm systems, fire detection and smoke control systems/ sprinklers
- We communicate our policy and fire safety measures to all employees during induction and regularly throughout their employment. We inform others as necessary such as contractors, service users, volunteers, parents of any child who may be employed to work on the premises and visitors

Responsibilities of our Employees

- Employees must keep exits and escape routes clear from obstructions at all times
- Employees must report to Management any adverse issues or incidents which maybe a fire hazard
- Employees must participate in our escape drills, and any other training which is provided

Fire Drills

In order to ensure people on the premises know what to do in the event of a fire and what action to take to ensure the premises can be safely evacuated we will undertake fire drills at least twice every year.

Fire Equipment Testing and Maintenance

We will ensure regular testing and maintenance of all fire safety systems is undertaken to meet the requirements of relevant fire safety legislation and British Standards.

Fire Risk Assessment

The fire risk assessment will be completed and reviewed regularly, and as a result of any significant change by a competent person. Employees who have a supervisory role will be given details of the findings of the fire safety risk assessments and will receive additional training which will enable them to discharge their specific responsibilities.

Information and training for employees

Training given to employees will support the fire safety strategy and our Emergency Fire Action Plan, records will be retained to verify that adequate training has been given.

The fire safety training will be specific to the premises and will include the following;

- Action to be taken on discovering a fire
- How to raise the alarm and subsequent actions to take
- The significant findings of the fire safety risk assessments
- The measures taken to reduce the risk of fire
- The identity of people nominated with responsibilities for fire safety
- Any special arrangements for serious and imminent danger to persons from fire
- Procedures for alerting visitors and members of the public including where appropriate, directing them to exits
- Arrangements for summoning the Fire and Rescue Service
- The measures in place to ensure a safe escape and how they will operate
- The personal emergency egress plans for disabled person
- Evacuation procedures for everyone in the building to reach an assembly point at a safe place
- The fire prevention and fire safety measures and procedures in the premises and where they impact on employees and others in the building
- The location of and where appropriate, the use of firefighting equipment
- Location of escape routes, especially those not in regular use
- How to open doors on escape routes including the use of emergency fastenings
- The importance of keeping fire doors closed to prevent the spread of fire, heat and smoke
- The importance of good housekeeping
- The risks from flammable materials used or stored on the premises
- Precautions to be taken to minimise and control risks, employees' roles in reducing and controlling fuel and ignition sources
- How to stop machines and processes or isolate power supplies where necessary in the event of fire

The final responsibility for the implementation and review of the Fire Safety Policy lies with the Chief Executive Officer. Day to day management of the arrangements is delegated to the Area Managers at each Cruse Scotland location.

12.2. Smoking & Vaping

The Organisation will conform to the requirements of the Public Health, Smoke-free (Premises and Enforcement) Regulations 2006. Smoking and the use of electronic cigarettes will not be permitted in the company's offices, buildings, premises (complete or under construction) that are enclosed or substantially enclosed or vehicles.

Statutory signs that conform to these regulations will be displayed within all of our vehicles and buildings over which we have control or responsibility. All our employees and visitors will be informed of this policy at induction into the Organisation and onto site.

13. Asbestos Management

The Organisation acknowledges its responsibility to identify and manage the risk from asbestos containing materials in non-domestic premises where the duty holder responsibility lies with us either fully or in part. We will, in the first instance, identify whether asbestos containing materials exist within our premises. The undertaking of an asbestos survey by a competent contractor is an example of one of the methods how this might be achieved.

As a result of undertaking an asbestos survey, one of the following conditions may be identified;

1. No asbestos containing materials have been identified within our building(s)
OR
2. An asbestos survey has identified asbestos containing materials within one or more of the buildings, these have since been removed by a licensed and competent contractor and the area/s are now certified as clear
OR
3. We have identified several locations where asbestos containing materials (ACM's) are present within the building(s)/structure(s). Some of these materials are left in situ and have been made safe. These locations are clearly labelled

Where condition 3 has been identified as being present within our building(s) we will manage the risk from ACM's by implementing the following measures:

- Undertaking a risk assessment of remaining ACM's and retaining the document at the relevant site
- Implementing a management plan to prevent the accidental release of fibres and retaining the document at the relevant site
- The risk assessment and management plan will be reviewed at least annually and updated when there are changes in the matters to which they relate
- We will consult with our employees or their representatives on matters relating to the management of asbestos in the workplace
- Any person or contractor whose work may disturb the ACM's will be notified of the location of the materials and made aware that no work may be carried out in the immediate vicinity without a permit to work

14. Electricity

The Organisation is committed to protecting the health, safety and welfare of our employees. We recognise that electricity in our premises has the ability to harm our employees, visitors and contractors.

We ensure so far as is reasonably practicable that our electrical installations and appliances, are installed and maintained in accordance with the manufacturers and all legislative requirements.

We engage only qualified and competent electrical contractors registered with the National Inspection Council for Electrical Inspection Contracting (NICEIC) to undertake electrical installation work on our premises. We have assessed these through our Contractor Assessment process and have been satisfied with the verification of their details and competence.

Whenever we are advised that an electrical installation and or/appliance is unsafe by the competent person we will agree to the appropriate disconnection/ decommission and plan remedial action.

Our electrical installations are subject to safety inspections in accordance with the British Standard BS7671. Records of inspections are retained.

- Our employees are instructed to be vigilant and how to recognise visual signs of electrical faults
- Our employees are instructed in reporting procedures in the event of an electrical hazard

14.1. Portable Electrical Appliances

In accordance with the requirement to maintain systems to prevent danger as far as reasonably practicable, risk assessment of electrical hazards and the use of electrical work equipment is undertaken and recorded.

- The risk assessment considers the electrical dangers to employees and others who may be affected
- The environments in which the equipment is being used are identified and considered
- Where identified as necessary, intrinsically safe electrical equipment is adopted
- Suitable and sufficient controls are implemented to ensure and demonstrate the safety of all work equipment, these include visual safety checks by employees prior to use
- The risk of faulty electrical equipment causing fire is considered and managed
- An asset register of electrical equipment including extension cables is maintained. Where permitted, the privately owned electrical equipment used on our premises is also subject to the inspection regime with records of visual and where appropriate, combined tests and inspections held

15. Gas Installations

The Organisation is committed to protecting the health, safety and welfare of our employees. We recognise that gas in our premises has the ability to harm our employees, visitors and contractors. We ensure so far as is reasonably practicable that our gas appliances, flues and supply pipework are installed and maintained in accordance with the manufacturers and all legislative requirements.

- We engage only Gas Safe Registered engineers to undertake gas related work on our premises. We have assessed these through our Contractor Assessment process and have been satisfied with the verification of their details and competence.
- Whenever we are advised that a gas appliance is unsafe and requiring disconnection by the competent engineer we will agree to the disconnection.
- Our appliances are subjected to safety checks at least annually. Records of inspections are retained.
- Our employees are instructed in emergency procedures in the event of a suspected gas leak
- Our employees are instructed to be vigilant and how to recognise visual signs of faults

16. Young Persons

The Organisation recognises that when young people (Under the age of 18 years) are involved in work experience or are employed by us we must ensure that we comply with applicable employment and working hours legislation. We also undertake a specific risk assessment of the tasks which the young person will be undertaking and take into account their immaturity, inexperience and lack of risk awareness.

- Competent persons will ensure the adequacy of our risk assessments and controls to protect a young worker, where relevant this may be undertaken in conjunction with other relevant parties eg; the Placement Officer of an education department whenever necessary
- We will consider the psychological and physical capabilities of the young person in our assessment process and ensure each is provided with instruction and information as determined by the risk assessment
- The young worker is provided with supervision and training as determined by the risk assessment
- We develop Safe Systems of Work which can be understood by a young worker where appropriate
- We monitor the young person's safety in the workplace
- We regularly review the risk assessment to ensure any new hazards are included

- Where identified during our risk assessment process we may prohibit a young person undertaking certain tasks or activities.

17. Consultation

The Organisation will consult with our employees in good time, on all matters that could affect their health and safety at work. We aim to get employees involved in health and safety matters and we recognise that consulting our employees is a two-way process.

We will consult our employees or their elected representatives on matters concerning:

- The introduction of any measure which may substantially affect the health and safety of employees
- Our arrangements for appointing or nominating persons as our 'competent advisor'
- Our arrangements for appointing or nominating persons as responsible for the evacuation of our premises
- Any health and safety information we are required to provide to our employees under any legislation (i.e. any risks to our employees, measures to reduce or eliminate the risks, etc)
- The planning and organisation of any health and safety training
- The health and safety consequences for those employees of the introduction of new technology into the workplace

We consult our employees either directly or through any elected Safety Representatives on a one-to-one basis or through organised meetings. We allocate adequate time to discuss safety matters with employees and gain their views and concerns. We will not treat any employee involved in the consultation process unfavourably at any time.

We will provide all such information that is necessary for employees to participate fully in the consultation process.

18. Legionella

The Organisation recognises that legionella contamination is a potential hazard to our employees and the public. We comply with our duty to consider the risks from legionella and take suitable precautions to control the risk. Infection is caused by breathing in small droplets of water contaminated by the bacteria which may cause the potentially fatal pneumonia Legionnaires' disease.

- We ensure a suitable and sufficient assessment of the risk of exposure to legionella bacteria from work activities and water systems on work premises is undertaken
- We identify the means by which legionella contamination could result and consult with our employees on the risk and the necessary precautionary measures to be taken where necessary
- We will access competent help and advice to assist us where necessary
- Where there is a foreseeable risk of exposure which cannot be avoided so far as reasonably practicable, we prepare a written scheme for controlling and managing the risk and will appoint a 'responsible person' to be managerially responsible for the supervision of the implementation of precaution
- We implement, manage and monitor precautions
- We keep records of the precautions taken
- We assess the competence and suitability of contractors who work with our water systems
- Communication and management systems are formalised
- We will co-operate and coordinate with others where we are one of two or more employers or self-employed persons sharing a workplace.

19. Violence in the Workplace

The Organisation is committed to implementing measures to reduce the risk of violence, this is broadly defined as any incident in which an employee is verbally abused, threatened or assaulted in circumstances relating to their employment. We acknowledge this risk may be present in certain circumstances.

- We will identify so far as is reasonably practicable, situations and persons who may be at risk using our knowledge, information and experience
- We will risk assess the potential for harm and implement appropriate protective measures
- Information, supervision and instruction are provided for employees during induction
- Additional training, which includes techniques for de-escalation is provided where necessary, where this provision is required, the training will encompass:
 - Understanding aggression and violence
 - Assessment and prevention
 - Interaction with aggressive people
 - Details of working practices and control measures
 - Incident reporting procedures and follow up action
- We encourage all employees to report every potential or actual act of aggression/abuse to the management who will investigate the incident promptly
- We will provide sufficient support to those involved in any incident by discussing freely the whole incident, and where appropriate we will utilise confidential counselling services
- Where appropriate we will pursue prosecution of any offender

20. Security

The security provisions applied throughout the sites / workplaces are likely to be property specific and will depend upon the location and size of the site.

The Chief Executive Officer will continually review the provision of security throughout the sites / workplaces. Where necessary, will proactively implement increased security measures (such as mobile patrols) in response to a perceived or actual threat.

On occasions where a lapse in security occurs, an investigation shall be performed, and security measures shall be reviewed on a case-by-case basis to prevent further incidents.

Where appropriate, measures shall be taken to restrict unauthorised access to common areas of the property, both internal and external. The requirement for such measures is likely to be identified during the risk assessment process, routine inspections or subsequent to an incident.

21. Employee Welfare

21.1. Welfare arrangements

The Organisation is committed to protecting the health, safety and welfare of our employees. To that end we will endeavour to create a safe and healthy working environment for all employees, service users, visitors and contractors.

- The HSE Law Poster is displayed bearing the correct information
- The Employer's Liability Insurance Certificate is accessible to employees
- The workplace housekeeping standards are monitored
- The workplace temperature is appropriate, measured by thermometers
- Eating / kitchen facilities are clean and adequate
- A clean supply of drinking water is supplied
- Hot water is maintained at a safe temperature
- Toilet facilities and washing facilities are adequate and cleaned regularly
- Lighting is maintained adequately internally and externally
- Employees have sufficient workspace to undertake their work safely
- Provision is made for employees own clothing that is not worn during working hours, and for special clothing (i.e. overalls) worn by any person at work but which is not taken home
- Changing facilities are provided where clothing has to be changed at work
- Slip, trip and fall hazards are minimised and where unavoidable they are controlled
- Cables are safely routed and secure
- Seasonal hazards such as snow and ice are effectively managed
- Assessment of glass and glazing is undertaken and appropriate control measures are implemented to maintain a safe environment and meet legislative standards
- Window openings are risk assessed where necessary to identify hazards and control the risk of falls from height
- Fragile roof areas are identified by signage
- Doors are assessed to ensure by design they are suitable for the location
- We ensure access and egress is not obstructed
- Vision panels are fitted where appropriate
- Automatic barriers are risk assessed and safety controls are implemented

21.2. Wellbeing

The Organisation is committed to protecting the health, safety and welfare of our employees. We recognise that wellbeing is an important aspect of our lives and acknowledge the importance of identifying workplace stressors which may negatively impact on that state, through effective management.

The Health & Safety Executive define workplace stress as 'the process that arises where work demands of various types and combinations exceed the person's capacity and capability to cope'.

We endeavour to meet high management standards and the prevention of workplace stress through the implementation of:

- Assessment and monitoring of employee workloads, work patterns and the work environment.
- Stress risk assessments are conducted annually by line managers as part of employee appraisals, but can be utilised at any point when relevant if either party highlights concern
- Consultation with employees and their representatives on all issues raised and the proposed action relating to the prevention of workplace stress. All staff receive minimum of monthly support and supervision with their line manager
- Support of our employees through systems of training and constructive feedback, the provision of information with regard to achieving a healthy lifestyle, and allocation of resources within the organisation to implement systems enabling Managements to support employees, and employees to support each other
- Our commitment to promote positive behaviours at work to avoid conflict and ensure fairness through the implementation of policies and procedures to prevent or resolve unacceptable behaviour

- Job descriptions which are clear and management support to ensure employees are fully informed about their role and health and safety responsibilities, in a language they understand
- Information for all employees outlining the procedures for the resolution of any uncertainties or conflicts within their role
- Timely information and consultation with employees with regard to any proposed changes and the impact these changes may have to their jobs. The provision of timetables for change and access to relevant support and where necessary, training

21.3. Health Surveillance / Occupational Health

The Organisation acknowledges its duty to ensure the health and wellbeing of our employees who may be affected by any incidence of ill health arising from their work activities. Subject to our risk assessment programmes we will where necessary implement systematic, regular and appropriate procedures to detect early signs of work-related ill health among employees exposed to certain health risks, and act on the results.

Arrangements for Occupational Health Assessments, whether physical or emotional, are accessed via our HR consultants, Greig Melville. Recommendations made as a result of the OH assessment are then followed up by the organisation

We will where necessary;

- Nominate senior employee's members to coordinate and manage health surveillance screening programmes
- Ensure that the development of the strategies and procedures relating to health surveillance are undertaken by competent, trained personnel and communicated to employees
- Ensure that Managers, employees and others follow safe working procedures and rules
- Provide and record relevant training
- Record any health surveillance that is undertaken in a secure manner
- Monitor and review our systems
- Make improvements to the way we coordinate health surveillance based on our experiences of use of our systems.

22. Lone Working

The Organisation work activities may involve instances of lone working defined by the Health and Safety Executive (HSE) as 'those who work by themselves without close or direct supervision'.

We acknowledge there are additional hazards associated with working alone and seek to minimise the risks posed to our employees.

- We have undertaken risk assessments of the lone working activities and put in place risk control measures and safe systems of work
- We have communication systems in place for lone workers which provide contact with line management
- We have provided personal safety advice and safety instruction regarding specific situations in which they may work
- Emergency procedures are recorded and regularly reviewed
- Our employees have been instructed that they must immediately leave any situation in which they feel uncomfortable or at risk and that such action has the support of management
- Work timetables and plans are recorded to ensure information on where and when our employees will be, is available to line management
- Designated managers are provided out of hours and give appropriate support to lone workers
- We have developed procedures to be followed if employees do not, or cannot follow the safe systems of work

22.1. Home Working

The Organisation acknowledges its duty to ensure the health and safety at work of our employees and this includes assessment and control of the risks associated with working at home. Through the risk assessment and consultation procedures we organise and plan these working arrangements.

We will ensure suitable and sufficient risk assessments of hazards associated with home working are undertaken to ensure the activity and work equipment does not present a hazard to others within their home so far as reasonably practicable.

- Where we provide equipment for work purposes at home, we ensure the equipment is correct for the job being done and sufficient information and training is given on its use
- Arrangements will be made for the equipment to be checked regularly and it will be required to be kept in a safe condition
- The necessary personal protective equipment (PPE) will be provided as a result of risk assessment of the work task, process and equipment
- We will include homeworkers in our organisation's consultative process by agreed methods
- We will ensure regular communication with home workers takes place
- Our employees are instructed to cooperate with us, as their employer, in order that we can meet health and safety compliance. This will include completing relevant checklists with regard to safety upon request, having input to the risk assessment process of identified hazards and may include the employer visiting the place of work, in this instance the employee's home, to satisfy themselves that hazards and work activities are effectively managed.