

1. Context

- 1.1 We committed, whenever practical, to protecting the health, safety and welfare of all stakeholders, especially Employees, self employed subcontracted providers and customers.
- 1.2 It is our intention, as far as is reasonably practicable, to ensure that we adhere to the Health and Safety At Work Act 1974 (HASAWA 1974) and any other Health and Safety legislation relevant to the work place where we have permanently located Employees.
- 1.3 All areas of work pose a potential risk. The office, the equipment used and the service provided may all give rise to health and safety issues. This policy aims to minimise such risks by promoting safe working practices, the maintenance of a safe working environment and effective procedures in response to potential or real harm in the workplace.
- 1.4 As we provide services in a wide range of health setting health settings, prevention of infection is an important aspect of our work and Employee will be made aware of this via the Health & Safety Guide.
- 1.5 A Provider Safety Policy is available which deals specifically with Health & Safety at an assignment.
- 1.6 A First Aid Policy is available which deals specifically with health emergencies.
- 1.7 A Fire Safety Policy is available which deals specifically with fire emergencies.
- 1.8 A Major Incident Policy is available which deals with security threats and terrorist activity.
- 1.9 These policies are distilled and explained in the Health & Safety Guide.
- 1.10 Whilst comprehensive, this document cannot foresee all eventualities. In case of difficulties or to make suggestions, contact the Managing Director.

2. Scope

- 2.1 This policy relates to all activities undertaken by or on behalf of Just Communication Ltd.
- 2.2 Each Employee / provider has a responsibility to ensure their own safety and should assess the risk involved in any activity before undertaking it.
- 2.3 We are able to assess risk and implement change in relation to a permanent location where Employees are engaged or in respect of the services provided. We are unable to undertake risk assessments at a temporary location that an Employee might visit during the course of their employment.

3. Principles

Role of the employee / self employed sub contracted provider

3.1 Employees / providers have responsibilities under Health and Safety law as follows:

Under the Health and Safety at Work Act 1974:

- To take reasonable care for their own health and safety and that of others;
- To use all equipment correctly;
- To follow instructions and training procedures aimed at promoting their health and safety.

Under the Management of Health and Safety Regulations 1992:

- To work according to training and instructions;
- To inform the Managing Director of any issue which presents a potential hazard to health and safety and of any shortcomings in our safety arrangements.

Role of the employer / contractor

3.2 We strive to adhere to the responsibilities therein, to protect the health and safety of our Employees / providers.

3.3 The Managing Director will observe changes in either the organisation, other organisations and/or in legislation which have health and safety implications.

3.4 The Managing Director will introduce monitoring arrangements for permanent premises and identify when review of risk assessments are required.

3.5 The Risk Assessment used will be a five step system:

STEP 1 Look for the hazards.

STEP 2 Decide who might be harmed and how.

STEP 3 Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or whether more should be done.
Consider whether we can get rid of the hazard altogether. If not, how can we control the risks so that harm is unlikely?

STEP 4 Record the findings and inform staff.
The assessment needs to be suitable and sufficient, not perfect. There is no need to show how it has been carried out.
The real points are:
Are the precautions reasonable?
Is there something to show that a proper check was made?

STEP 5 Review our assessment from time to time and revise it if necessary, preferably on an annual basis. This will also need to be done when real changes are made, such as the introduction of new equipment or changes in the layout of the workplace or in working methods.

4. Implementation

- 4.1 The Managing Director is responsible for the implementation of this policy.
- 4.2 The ethos of this policy will be incorporated into other documents, such as the Health & Safety Guide.
- 4.3 This policy will be incorporated into the Employee Induction and the Employee Handbook.
- 4.4 The requirement to adhere to and support this policy will be written into the Employment Contract and Job Descriptions.
- 4.5 All employees, sub contracted personnel, consumers of the service and client companies are required to comply with this policy.
- 4.6 Risk Assessments will be conducted and reviewed as required or at least once per year.
- 4.7 Where appropriate, signage will be erected to indicate a trip hazard, a headroom hazard, an electrical hazard and areas which pose significant risk will be restricted. Signage indicating designated First Aid personnel will be located at the entrance to the Call Centre.
- 4.8 A Health & Safety at Work Act poster, a Toxic Symbols poster and a RIDOR poster will be displayed at the Call Centre.
- 4.9 The Fire Drill Record, Fire Alarm and a Fire Extinguisher test certificate will be displayed at the Call Centre.
- 4.10 Any recommendations as a result of a drill will be recorded and displayed. Any issues identified will be referred to the Managing Director for action via the Health & safety Policy.

5. Responsibility

- 5.1 The ultimate responsibility for Health and Safety within the company rests with the Managing Director.
- 5.2 As required, but at least once per year, the Managing Director will undertake a Risk Assessment of the service delivered. Any risk identified will be recorded and measure taken to remove or reduce risk.
- 5.3 This policy and the associated Health & Safety Guide will be maintained by the Managing Director. This policy will be kept up-to-date and will be reviewed at least once a year and or as required.
- 5.4 All Employees, self employed subcontracted providers, supplier and customers will adhere to this policy and the related Health & Safety Guide.
- 5.5 All issues relating to Health and Safety should be reported to the Managing Director using the Risk Notification Form.

1. Context

- 1.1 We are committed, whenever practical, to protecting the health, safety and welfare of everyone involved in our work, especially Employees, freelance providers and service users.
- 1.2 This policy works in conjunction with the Health & Safety Policy.
- 1.3 Providers should be aware that their safety is paramount. Any justifiable behaviour is considered wholly acceptable in order to remove yourself or others from harm. This may include deviation from set ethics, policy, loss or damage to property and even lying or self defence.
- 1.4 It is not possible to issue specific advice or guidance on how to respond to a given situation as each incident is different. However, it is vital that all providers make themselves aware of potential risks, understand how to retreat from a potentially dangerous situation and how to summon assistance.

2. Scope

- 2.1 The policy relates to all Employees and self employed, sub contracted providers involved in delivering a service for or on behalf of Just Communication Ltd.
- 2.2 Each Employee / provider has a responsibility to ensure their own safety and should assess the risk involved in any activity before undertaking it.
- 2.3 When engaged in providing a service for or on our behalf, this policy and related the related Provider Safety Guide should be used.
- 2.4 Whilst this policy is primarily for the use with those who attend assignments, this policy applies to and should be used with all Employees, including Co-ordinators, managers and Directors.

3. Principles

- 3.1 Should a provider feel that their health or safety is compromised, they may withdraw from an assignment. If possible this should be discussed with the Senior Co-ordinator and/or Consumer prior to leaving.
- 3.2 Any incident or issue relating to the health and safety of the provider should be reported to the Senior Co-ordinator / On Call Co-ordinator / Incident Manager / Managing Director, as appropriate.
- 3.3 All providers should ensure they have an operational and charged mobile phone with them when attending assignments. The JC EMERGENCY number should be set as a 'speed dial' within the mobile phone. Any privacy function which disables the transmission

of the mobile phone number should be deactivated as this could prevent identification in an emergency situation.

- 3.4 Staff should ensure they have with them a personal alarm that is in good working order. It is recommended that all self employed, sub contracted providers equip themselves with a similar device.
- 3.5 At all times, Employees should carry their Identity Card to assist recognition and present it on demand.

4. Responsibility

- 4.1 The Managing Director is responsible for this policy.
- 4.2 The Managing Director will maintain this policy and any associated guide. They will seek to develop this policy, test procedures and review it at least once a year. In the event of an Incident / Accident, they will receive a full report from the Incident Manager. This should be used to review, amend or improve policy and practice in conjunction with relevant personnel.
- 4.3 Each Co-ordinator should understand how to respond to an emergency situation during office hours.
- 4.4 All staff / providers should be familiar with this policy and related procedures.
- 4.5 The On Call Co-ordinator should ensure they are available to receive emergency calls whilst on duty and understand how to respond to a given situation.
- 4.6 The Incident Manager should ensure they are available to deal with an emergency situation whilst on duty and be prepared to respond should the situation require intervention. They will liase with Next of Kin, Consumer(s) and Employees regarding the incident / accident. The Incident Manager will remain the delegated manager of an incident / accident through out the period of the event. They will collate all reports submitted and produce a final report to the Managing Director. With the assistance of the report provided by an Employee or a self employed, sub contracted provider they will complete the Accident / Incident Log.
- 4.7 All issues relating to Health and Safety should be reported to the Managing Director using the Risk Notification Form.

1. Context

- 1.1 While the implementation of the Health and Safety Policy aims to ensure a safe working environment, illness and injury may occur in the workplace.
- 1.2 This policy relates to unforeseen incidents / accidents where an Employee or self employed sub contracted provider is injured or where an event occurs which requires immediate intervention.
- 1.3 Any Policy or Guide cannot foresee all eventualities. In case of difficulties, contact the On Call Co-ordinator or Incident Manager. In case of difficulty or to suggest amendment to this policy, contact the Managing Director.

2. Scope

- 2.1 This policy applies to all Employees self employed subcontracted providers, supplier and customers.
- 2.2 Where personnel are employed at a permanent location, personnel trained in First Aid and appropriate equipment will be provided.
- 2.3 No such provision can be made at a temporary location associated with an assignment, nor whilst travelling to or from a temporary location.
- 2.4 Those responsible for an assignment location are obliged to provide appropriate First Aid equipment and designated personnel trained in First Aid.

3. Principles

- 3.1 An Employee or self employed subcontracted provider is required to take reasonable action to protect the well being of themselves and that of other Employees.
- 3.2 Should someone become ill or sustain an injury an Employee or self employed subcontracted provider is obliged to offer every reasonable assistance.
- 3.3 In cases of non-urgent illness, employees should adhere to the Employee Sick Leave Policy, whilst self employed subcontracted providers should use the Language Service Professional Guide.
- 3.4 Illness or injury requiring urgent attention should be reported to a designated First Aid personnel, who will follow appropriate First Aid procedures.
- 3.5 The On Call Co-ordinator / Incident Manager will be contacted. Next of Kin will be notified as necessary using the Health & Safety Guide.

- 3.6 We will provide the appropriate number of personnel trained in First Aid and provide the required amount / type of First Aid equipment at a location where they have permanent staff, in accordance with current legislation.
- 3.7 We will provide an employed Language Service Professional with an individual First Aid kit. A self employed subcontracted provider is advised to carry similar equipment.
- 3.8 The employer does not provide medication in any form, for an employee's or freelance provider's consumption.
- 3.9 At the employees request or when deemed necessary, transport to a doctor should be arranged.

4. Implementation

- 4.2 The Managing Director is responsible for the implementation of this policy.
- 4.2 The ethos of this policy will be incorporated into other documents, such as the Health & Safety Guide.
- 4.8 This policy will be incorporated into the Employee Induction and the Employee Handbook.
- 4.9 The requirement to adhere to and support this policy will be written into the Employment Contract and Job Descriptions.
- 4.5 All employees, sub contracted personnel, consumers of the service and client companies are required to comply with this policy.

5. Responsibility

- 5.1 The Managing Director will oversee this policy and associated guide and review it at least once per year.
- 5.2 All Employees, self employed subcontracted providers, supplier and customers are required to adhere to this policy and any associated guide.
- 5.3 An Employee or self employed subcontracted provider is required to contact the On Call Co-ordinator in the event of a health emergency.
- 5.4 The On Call Co-ordinator will take action as appropriate and inform the Incident Manager.
- 5.5 The Incident Manager will take charge of the situation as required and take action as necessary.
- 5.6 All Employees, self employed subcontracted providers, supplier and customers involved in an incident or accident must complete an Incident / Accident Report Form.
- 5.7 The designated First Aider(s) must ensure, via the Managing Director, that their skill are kept up to date.

1. Context

- 1.1 We wish to ensure that procedures are defined and that appropriate preventative measures are taken to prevent a fire.
- 1.2 We aim to inform Employees and self employed sub contracted providers of the procedure in the event of a fire in the work place.
- 1.3 Whilst comprehensive, this document cannot foresee all eventualities. In case of difficulties or to make suggestions, contact the Managing Director.

2. Scope

- 2.1 This policy applies to all Employees self employed subcontracted providers, supplier and customers.
- 2.2 It applies to all visitors to the premises at Surditas House.
- 2.3 We are able prescribe prevention and action at a permanent location where Employees are engaged or in respect of the services provided. We are unable to undertake risk assessments at a temporary location that an Employee might visit during the course of their employment.

3. Principles

- 3.1 Notices, complying with CE standards, setting out action to be taken in the event of fire will be displayed at various points throughout the building. Appropriate Fire Escape signage will be displayed.
- 3.2 A Fire Alarm system is installed with Smoke Detectors to the Ground and Upper floor.
- 3.3 Fire Alarm Break Points are sited in the Entrance Hall and Server Lobby.
- 3.4 Foam & Co2 Fire Extinguishers are sited throughout the building.
- 3.5 The Fire Alarm and Fire Extinguishers will be serviced as required.
- 3.6 A Fire Drill will be conducted every 3 months, which will include test of the Fire Alarm, a check of the Fire Marshall kit and a practice evacuation.
- 3.7 The practice Fire Drill and any recommendations for improvement will be recorded and displayed. Any issues identified will be referred to the Managing Director for action via the Health & safety Policy.
- 3.8 In the event of a mains power failure, emergency lighting, situated throughout the building will automatically illuminate.

4. Implementation

- 4.1 All Employees, self employed subcontracted providers, supplier, customers and visitors to the premises have a duty to know:
 - 4.1.1 How to raise the alarm if a fire is detected
 - 4.1.2 What to do when the alarm is sounded
 - 4.1.3 How to call the Emergency Services
 - 4.1.4 How to escape a fire & alternate routes
 - 4.1.5 Emergency exits & use of fire doors
 - 4.1.6 Fire extinguisher points
 - 4.1.7 The location of the Fire Assembly Point
- 4.2 All Employees, especially the designated Fire Marshall, should know:
 - 4.2.1 Fire reporting
 - 4.2.2 Emergency evacuation procedures
 - 4.2.3 Arrangements for reporting any fire hazards relating specifically to the work place
- 4.3 The ethos of this policy will be incorporated into other documents, such as the Health & Safety Guide.
- 4.4 This policy will be incorporated into the Employee Induction and the Employee Handbook.
- 4.5 The requirement to adhere to and support this policy will be written into the Employment Contract and Job Descriptions.
- 4.6 All employees, sub contracted personnel, consumers of the service and client companies are required to comply with this policy.

5. Responsibility

- 5.1 The Managing Director will oversee this policy and the associated guides and review it at least once per year.
- 5.2 The Employer will ensure that the Fire Alarm and Fire Extinguishers are services as required.
- 5.3 The Employer will take reasonable steps to safe guard against fire and ensure adequate information and equipment is provided to enable the Employee to react appropriately, in the event of a fire.
- 5.4 The Fire Marshall will conduct a Fire Drill every 3 months, which will include test of the Fire Alarm, a check of the Fire Marshall kit and a practice evacuation.
- 5.5 The practice Fire Drill and any recommendations for improvement will be recorded and displayed by the Fire Marshall. Any issues identified will be referred to the Managing Director for action via the Health & safety Policy.
- 5.6 The Employee has a responsibility to safe guard against fire, be aware of the 'Fire Procedure' and how to react appropriately in case of a fire.

1. Context

- 1.1 We wish to ensure that procedures are defined and that appropriate preventative measures are taken to safeguard our Employees, self employed subcontracted providers, supplier and customers in the event of a major incident.
- 1.2 Whilst the Health & Safety, Fire Safety and First Aid policies deal with the most common forms of risk in the work place, specific dangers are posed by a major incident.
- 1.3 The way in which Employees, self employed subcontracted providers, supplier and customers are required to react to a major incident could be different to that contained in the aforementioned policies.
- 1.4 Major incidents are defined as:
- 1.4.1 A significant, uncontrolled event that demands a response which is beyond routine.
 - 1.4.2 An incident where there is a loss of life (or lives), a serious injury (or injuries), substantial damage to property or the environment.
 - 1.4.3 A serious breach of security or the loss of sensitive data.
 - 1.4.4 Theft of funds, property or irregular financial activity.
 - 1.4.4 War, civil unrest and terrorism.
- 1.5 Whilst comprehensive, this document cannot foresee all eventualities. In case of difficulties or to make suggestions, contact the Managing Director.

2. Scope

- 2.1 This policy applies to Employees, self employed subcontracted providers, supplier and customers.
- 2.2 Whilst every attempt is made to define and state a respond to a major incident, by the very nature of such an event, we are unable to address every issue.
- 2.3 We are able prescribe prevention and action at a permanent location where Employees are engaged or in respect of the services provided. We are unable to undertake risk assessments at a temporary location that an Employee might visit during the course of their employment.

3. Principles

- 3.1 In order to respond to a major incident flexibility and initiative are required.
- 3.2 Emphasis should be placed on prevention by deploying robust systems, observation, reporting and by providing clear advice.

- 3.3 A separate strategy is required to deal with local incidents (i.e. loss of life, damage to property or loss of data) and national incidents (i.e. irregular financial activity or civil unrest). These categories need to be further divided to offer incident specific advice.
- 3.4 In all cases, at a scene of a major incident the orders of the local commanding authority should be obeyed (i.e. the Police).
- 3.5 An individual should be observant and report suspicious activity. Any suspicions or irregularities should be noted and reported.
- 3.6 An individual should be prepared and equipped to deal with a major incident.
- 3.7 In general, during a major incident it is safer to be inside a building, away from windows and near supporting walls. Any doors should be closed; combustibles (i.e. gas) and sources of ignition (i.e. electricity) should be isolated.
- 3.9 Contact with the media should only be undertaken by authorised personnel (i.e. the incident Manager).

4. Implementation

- 4.3 The Managing Director is responsible for the implementation of this policy.
- 4.2 The ethos of this policy will be incorporated into other documents, such as the Health & Safety Guide.
- 4.10 This policy will be incorporated into the Employee Induction and the Employee Handbook.
- 4.11 Government guidance and information leaflet will be issued to each Employee.
- 4.12 The requirement to adhere to and support this policy will be written into the Employment Contract and Job Descriptions.
- 4.6 All Employees, sub contracted personnel, consumers of the service and client companies are required to comply with this policy.

5. Responsibilities

- 5.1 The Managing Director is responsible for this policy and will review it at least once per year.
- 5.2 The Employer, with best endeavor, will protect and prepare Employees, sub contracted personnel, suppliers and customers from and for a major incident.
- 5.3 All Employees, sub contracted personnel, suppliers and customers should take individual responsibility for their safety. They should be observant and report any irregularities.
- 5.4 The Official Auditors should inspect the company accounts, investigate any irregularities and report these to the appropriate authority.