

Volunteering Matters Health and Safety at Work Policy

Date of last review: July 2015

Date: February 2018

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Section 1 – GENERAL STATEMENT OF INTENT

Aim

It is Volunteering Matters' objective to provide and maintain a high standard of health and safety and a safe working environment, equipment and systems of work to all employees and others on the premises and in all the projects off site.

Commitment

To ensure the health and safety of all Volunteering Matters employees, and to provide and maintain safe working conditions so as to prevent injury and ill-health, Volunteering Matters regards legislative compliance as a minimum. Whenever possible, Volunteering Matters will seek to implement higher standards with a focus on continually improving those standards within the framework of this statement.

Volunteering Matters also has a duty of care towards its volunteers and is committed to their health and safety by carrying out risk assessments which we act upon to lower risk. Volunteering Matters will provide volunteers with any information, training or equipment they need to remain safe whilst carrying out their volunteering.

Volunteering Matters also recognises its responsibilities towards anyone on Volunteering Matters premises, such as contractors, clients, visitors and members of the public, and will ensure we are vigilant to ensure they are not exposed to risks to their health and safety.

It is the organisation's policy, so far as is reasonably practicable, to:

- Demonstrate personal leadership that is consistent with this vision
- Provide and maintain facilities, equipment, and systems of work that are safe and without risks to health
- Provide the appropriate resources to fulfil its commitment
- Consult employees on matters affecting their health and safety, encourage their involvement and personal commitment
- Ensure that adequate information, instruction, training and supervision are provided to all who need it
- Ensure and review compliance to standards by monitoring performance, acting on lessons learnt and providing appropriate governance structures
- Ensure that any significant health and safety risks are escalated and considered at senior management level, as appropriate
- To keep the Health & Safety Policy under regular review and to duly publish any amendments

Responsibility for Health and Safety and the implementation of this statement of intent rests with each and every employee. The most senior executive for each programme will have overall responsibility for health and safety issues within their areas and will ensure that Volunteering Matters' statement of intent is implemented.

All employees have responsibility for implementing the specific arrangements made under this policy throughout the organisation. All employees are expected to familiarise themselves with its provisions and carry out their defined responsibilities. A copy of all

related policies will be held on the organisational shared resources drive and will be made available to all employees.

Volunteers, contractors and sub-contractors are required to cooperate with the organisation in implementing the policy and shall ensure that their own work is without risks to themselves and others as far as is reasonably practicable.

More explicit detail on roles and responsibilities can be found in the Volunteering Matters Health and Safety Policy in section 2 'Organisation and Responsibilities'.

Volunteering Matters is committed to providing all employees and others an environment where health and safety is part of the culture which is good for our people and good for our organisation; and to all volunteers who make a valuable contribution to the lives of the people they help.

By signing this policy, I confirm that I, as a member of the Executive Leadership Team, together with the 'Heads' who I am responsible for, are personally committed to the effective delivery and continual improvement of our health and safety framework and controls.

Name	Signature	Designation
Emma Thomas-Hancock	Approved at ELT 26.2.18	Director of Delivery
Paul Buddery	Approved at ELT 26.2.18	Director of Strategy
Kate Morris	Approved at ELT 26.2.18	Director of Finance and Resources
Laura Doughty	Approved at ELT 26.2.18	Deputy Chief Executive
Oonagh Aitken	Approved at ELT 26.2.18	Chief Executive

Section B - ROLES & RESPONSIBILITIES

<p>Trustees</p>	<ul style="list-style-type: none"> • Ensuring that Volunteering Matters has clear guidelines and policies so that all members understand the regulations and know what is expected of them.
<p>Executive Leadership Team (ELT)</p>	<ul style="list-style-type: none"> • Responsible for ensuring that the requirements of this policy are achieved. • Ensuring that robust health and safety management systems, arrangements and organisation exist. • Ensuring that this policy is brought to the attention of all employees. • Ensuring the effective implementation of Volunteering Matters health and safety policies and performance standards to ensure that health and safety risks to employees, volunteers, visitors and third parties are properly controlled within the programme(s). • Ensuring this policy is reviewed when significant changes occur that affect health and safety. • Ensuring that this policy is implemented by all employees and others. • Providing visible and active leadership for good health and safety practice. • Ensuring that employees are adequately consulted on matters that affect their health and safety. As a minimum, Health and Safety should be included as a standing item at team meetings.
<p>Director of Finance & Resources responsible for H & S</p>	<ul style="list-style-type: none"> • Reporting to the Chief Executive, has overall responsibility for health and safety matters across the organisation. • Chairing the Health & Safety Committee. • Ensuring all Volunteering Matters decisions fully take into account health and safety considerations. • Ensuring adequate health and safety training, information, instruction and supervision is provided. • Ensuring that all employees are made aware of the reporting procedure and use it to report accidents, near misses, incidents of violence and aggression and cases of work-related ill health to their supervisor/line manager. • Ensuring that there are adequate resources for

	Health & Safety.
Director of Delivery	<ul style="list-style-type: none"> • Ensuring that the process of systematic risk assessment is promoted throughout Volunteering Matters and that all significant health and safety risks, including those arising from volunteering activities, are properly assessed, recorded and adequately controlled. • Ensuring that a pro-active approach to health and safety management is developed across Volunteering Matters and throughout the volunteering programmes it provides.
Head of Facilities	<ul style="list-style-type: none"> • Advises the Director of Finance & Resources on the direction of Health & Safety policies and, via reports and presentations, alert the director to developments in Health & Safety legislation and best practice. • Collating statistics related to the Charity's Health & Safety performance and ensure, through analysis of the information, a culture of continuous improvement. • Providing board reports and attend Health & Safety board meetings as required. • Ensuring the Health & Safety Policy complies with Safety Legislation. • Undertaking a programme of structured and random inspections of work locations and report and act on potential breaches of safety legislation and/or policies immediately. • Developing an annual performance plan for Health & Safety issues and to make recommendations for improvement. • Providing / advising on the Health & Safety content of bid specifications and to assist in the development of contractor and partner procedures. • Promoting active staff participation in safety issues and to engage them in reviewing safety policies and performance. • Investigating accidents and near misses and ensure that timely reports are made to the enforcing bodies in accordance with RIDDOR requirements. • Identifying Health & Safety training programmes and deliver development events.

<p>Heads of Countries/Regions/Functions</p>	<ul style="list-style-type: none"> • Ensuring compliance to Health & Safety for their teams and volunteers for whom they have responsibility. • Ensuring that each volunteer is provided with a Volunteer Handbook prior to the start of the project. • Ensuring that all managers are qualified at least IOSH Managing Safely and are competent to carry out and/or oversee the completion of risk assessments. • Ensuring that every volunteering project is adequately covered by the organisation's insurance.
<p>Site/Office Manager</p>	<ul style="list-style-type: none"> • Having overall responsibility for ensuring that premises and establishments they are responsible for are maintained in a safe condition, including communal areas, access and egress routes. • Providing any new member of staff, volunteers and others working on the premises with a Health & Safety building induction. • Ensuring that any areas of the site to which the general public or visitors may have access are maintained to ensure their safety. • Ensuring that there is an emergency procedure in place and brought to the attention of all employees and others. • Carrying out an office/building risk assessment, and review it, at least once a year or amend it whenever necessary. The risk assessment will cover: DSE and workstations; equipment and machinery; electrical appliances and installation; welfare; manual handling; security; COSHH; asbestos; legionella; fire safety; emergency procedure; accident and first aid arrangements • Ensuring that any works carried out on their premises are undertaken in a safe manner and that the work of contractors on site is properly controlled and any permit to work systems which are applicable, are followed.
<p>Line Managers</p>	<ul style="list-style-type: none"> • Having responsibility for the health, safety and wellbeing of those working within their area of operation and those who may be affected by the activities. They must ensure that adequate systems are in place to ensure delivery of Volunteering Matters policy and policy standards, and meet statutory requirements.

	<ul style="list-style-type: none"> • Ensuring that any new member of staff, volunteers and others working on the premises are provided with a Health & Safety building induction within their first two working days. • Ensuring that no unnecessary risks are taken by employees in pursuance of their duties and to ensure a disciplinary procedure is in place for offenders. • Ensuring that the degree of supervision is reasonable with regard to the level of training, experience and expertise of employees being supervised. • To read and understand the company's safety policy and to ensure that its provisions are being effectively carried out. • Demonstrate personal commitment to health and safety by providing visible and active leadership and leading by example • Ensure all employees are provided with adequate health and safety information about the health and safety risks from their work activities and that this information is regularly reviewed during appraisals to ensure it is up-to-date. • Ensure that the employees directly under their control are made aware of their duties and responsibilities in line with Volunteering Matters' Health and Safety Policy. • Ensure adequate health and safety training, information, supervision and instruction is provided for specific tasks, projects or equipment. • Ensure all employees under their control are made aware of the first aid and fire/emergency evacuation arrangements for their place of work.
<p>Volunteers/Project Managers</p>	<ul style="list-style-type: none"> • Ensuring that the screening and selection processes, which may include using a range of methods including interview, references, or DBS/PVG checks, are proportionate and necessary for the volunteers' role. • Carrying out a risk assessment for each activity and/ or volunteer. Ensure that all significant health and safety risks arising from the work activities of their team have been properly assessed, recorded and reviewed and that risks are controlled as far as is reasonably practicable. • Ensuring that the essential information about every volunteer is recorded on a database for monitoring and for emergency purposes. • Ensuring that all volunteers have a named

	<p>individual to whom they report.</p> <ul style="list-style-type: none"> • Ensuring that an induction, briefing or orientation of volunteers into their volunteering activity, which may include providing written information such as a handbook, are carried out. • Ensuring this Health & Safety Policy is fully understood, implemented and observed by volunteers directly under their control. • Ensuring that adequate health and safety training, information, supervision and instruction is provided for specific tasks, projects or equipment. • Agreeing the contract clearly specifying the time, frequency and period of volunteering, which is reviewable and is open to change. • Inspecting machinery, equipment, tools and structures regularly and preventing access by the workforce or other persons to any defective machinery, equipment or structures until the faults have been rectified. • Ensuring that all accidents, significant near misses, incidents of violence and aggression and cases of work-related ill health are both reported promptly in accordance with the Volunteering Matters incident reporting procedure. • Creating opportunities for volunteers to contribute their ideas and suggestions and to engage in dialogue with Volunteering Matters, including through membership of forums and ‘user groups’ • Ensuring volunteers know how to access and use Volunteering Matters’ Complaints and Compliments Policy. • Ensuring that any volunteering activity is covered by the organisation’s insurance. See section 3.4 of the Policy.
<p>All Employees</p>	<ul style="list-style-type: none"> • All employees have a duty to carry out their work in a safe manner in order to prevent injury and ill-health either to themselves or to others who may be affected by their acts or omissions at work. • Individuals are required to comply with Volunteering Matters’ Health & Safety Policy as it relates to their work activities, and to any action to be taken in case of an emergency. • All employees must complete the Health & Safety e-learning modules (Fire safety, Manual Handling, Working with Computers and Managing Diversity) in the first month of their employment. Once completed, a certificate for each module is available to print for their personal file which is

	<p>kept by the department of Human Resources. The employee must also update his/her learning records on the HR.net.</p> <ul style="list-style-type: none"> • Management, staff and operatives have responsibility for implementing the specific arrangements made under this policy throughout the organisation. All employees are expected to familiarise themselves with its provisions and carry out their defined responsibilities. • Employees must not recklessly or intentionally interfere with, or misuse any equipment, safety devices etc. that have been provided in the interests of their health and safety at work. • All employees must report promptly, in the first instance to their line manager or Responsible Person, any accidents, injury, significant near miss, incident of violence and aggression, cases of work-related ill health. • All employees must report to the relevant manager, any defect, hazard, damage or unsafe practices or other items that could give rise to an unsafe place of work or cause injury or ill health to others. • All employees must observe safety rules, complying with codes of practice, Volunteering Matters Health & Safety Policy and guidance, and adhering to safe working procedures at all times.
Volunteers	<ul style="list-style-type: none"> • Taking reasonable care of themselves and others while volunteering for Volunteering Matters, and follow any health and safety advice and instruction, given to them for their role. • Co-operating with Volunteering Matters on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have lead to injury) to their Project/Volunteer Manager. • Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.
H & S representatives	<ul style="list-style-type: none"> • Representing employees generally and consulting them about specific matters that will affect the health, safety and welfare of employees. • Representing employees when Health & Safety Inspectors from HSE or local authorities consult

	<p>them.</p> <ul style="list-style-type: none"> • Investigating accidents, near misses, and other potential hazards and dangerous occurrences in the workplace. • Investigating complaints made by an employee they represent about their health, safety or welfare in the workplace. • Presenting the findings of investigations to the Health & Safety Committee. • Inspecting the workplace; with at least one other appointed representative.
<p>H & S Committee</p>	<ul style="list-style-type: none"> • Volunteering Matters has appointed a Health & Safety Committee. This Committee is responsible for advising on all matters concerning health and safety in the organisation and will draw attention to the organisation's legal obligations relating to health and safety. • The Committee will forward to the Executive Leadership Team recommendations for such action as is thought necessary to ensure that reasonable steps are being taken to promote the health and safety of employees, and visitors to the organisation. • In particular, the Health & Safety Committee will consider any matter referred to it by a Site or Volunteer Manager and will assist in the development of local health and safety policies and safe systems of work. • The Committee will also be responsible for ensuring that the complete record of instances of occupational ill health, accidents and dangerous occurrences is maintained and for organising the provision of appropriate first aid facilities and training and, where deemed to be necessary, for setting up appropriate health surveillance procedures. The Committee will also, where necessary, consider reports from Inspectors of Enforcing Authorities under the Health & Safety at Work, etc., Act, reports from the organisation's insurers and brokers, and reports from employee Safety Representatives. • Minutes from the Health & Safety Committee will be recorded and retained for inspection.

Section 3 - GENERAL ARRANGEMENTS

3.1 Premises

Each location must carry out an office or building risk assessment by completing the form HS02 Office and Building Risk Assessment available in folder 'Health and Safety', sub-folder 'Forms' on shared drive 'Organisational shared resources'.

Risks to the health and safety of staff, volunteers, trainees and visitors will be assessed at each Volunteering Matters location and reviewed yearly taking into account individuals' needs and circumstances. A review will take place earlier when a risk assessment is no longer valid, or is believed to be no longer valid, or when the nature of Volunteering Matters' work undertaken at a location change.

To ensure fire prevention is undertaken to reasonable levels and where applicable, a Fire Risk Assessment will be carried out at each Volunteering Matters location where applicable as part of the regular risk assessments. The findings of each assessment will be recorded in writing using the risk assessment sheet available on the intranet. Where necessary an action plan will be prepared, which will include named individuals responsible for each action and dates for the completion of all actions in the plan. Any significant findings that staff need to know to ensure their health and safety will be communicated.

In areas under the control of another employer or organisation, Volunteering Matters will take appropriate steps to ensure that risk assessments are made by that employer or organisation in compliance with current legislation and HSE requirements and that all staff, volunteers and trainees are made aware of all safety arrangements.

3.1.1 Welfare

Cleaning

The cleanliness and tidiness of offices is an important contributory factor towards safety. The organisation will ensure that all its offices are cleaned on a regular basis and are kept at an adequate level of cleanliness and tidiness.

Temperature

Volunteering Matters will ensure that during working hours the temperature in offices is reasonable and is at least 16 degree Celsius.

Lighting

Every Volunteering Matters office will have suitable and sufficient lighting. Lights should not be allowed to become obscured, for example by filing cabinets.

Water

If drinking water cannot be obtained by means of a tap from a mains supply, Volunteering Matters will provide water in refillable containers or water cooler machines.

Toilets

Toilets and washing facilities will be provided in all buildings in accordance with statutory requirements.

3.1.2 Emergency Procedures

Each Volunteering Matters location will have an emergency procedure providing names and contact details of staff, landlords, suppliers etc. This information will be updated and kept by the most senior manager at that location (or a person designated by them).

3.1.3 Electrical Equipment

Electrical appliances and installations are a potential health hazard. Volunteering Matters will ensure that equipment is properly constructed, installed, maintained and inspected regularly and that persons carrying out electrical work are competent to do so. There are two areas: -

- Fixed electrical installations covering anything electrical in the building that is fixed such as wiring, lighting, sockets, fuse boxes etc. will be inspected in line with HSE guidelines, with 5 years currently being the minimum recommended for commercial premises, and 3 years for industrial premises.
- Portable electrical appliances with 50 Volts or more should be PAT tested every 6 months for appliances that are plugged and unplugged regularly such as hoovers, laptops etc... and every year or every two years for other appliances such as computers, printers etc...

The following restrictions will apply to any work to electrical equipment by staff and volunteers.

No staff members will carry out any work activity involving electrical appliances or other equipment where technical knowledge or experience is necessary to prevent danger or injury unless he or she possesses appropriate knowledge or experience, or is under appropriate supervision having regard of the nature of the work. This provision will be interpreted to err on the side of caution.

No staff members will attempt to carry out even the most simple electrical work such as fitting plugs or changing light bulbs unless they are certain that they know what they are doing regarding hazards.

3.1.4 Fire Safety

Fire is a considerable hazard in office accommodation where there are large quantities of inflammable materials such as paper.

All Volunteering Matters offices have a fire marshal. In buildings which are shared with other organisations the fire marshal may be provided by the landlord. The responsibilities of the fire marshals are set out in the Emergency and Evacuation procedures.

The following general provisions will apply to all Volunteering Matters offices.

- Fire extinguishers will be provided and maintained in an efficient working order in all offices. Signs detailing the use of extinguishers will be fitted above each extinguisher.
- In no circumstances may fire extinguishers be used as door wedges.
- In no circumstances may fire doors be propped open.
- Fire exit routes should be kept clear at all times.
- Clear fire action procedures will be posted in all buildings.
- Regular fire practices will be held not less frequently than twice a year.
- Where fire alarms are installed, at least one detector, call point or end of line test switch will be tested once a week.
- Fire risk assessments will be carried out.
- All staff will be expected to complete Volunteering Matters' Fire Safety e-learning module within one month of their start date.
- In buildings where there is emergency lighting, it will be checked once a month.

3.1.5 First Aid

All Volunteering Matters offices will be provided with a suitably stocked first aid box equipped in accordance with statutory requirements, together with an appointed person to take charge of first-aid arrangements. The location of the box will be clearly indicated on the 'Health and Safety Provisions' notice which will be displayed in each Volunteering Matters office. Staff will be informed of its location.

Where there is more than 50 staff in an office at least one person will be trained as a qualified first aider. An additional first aider will be provided for each additional 50 people in the building. However, this is a minimum standard and as an ideal every office should have a first aider available.

All lone workers must be provided with a first aid kit.

3.1.6 Hazardous substances

Volunteering Matters will comply with the Control of Hazardous Substances Health Regulations which are intended to protect people from ill health caused by exposure to hazardous substances. Certain substances used at work may be toxic, harmful, corrosive, irritant or flammable and a health risk assessment may be required under the regulations. Further information in document COSHH INDG136 in folder 'Documents, sub-folder 'Guidance' the Health & Safety shared drive.

Asbestos

Volunteering Matters will comply with the 'Control of Asbestos at Work Regulations 2002' which creates a legal duty to manage asbestos in non domestic premises. Where we have maintenance and repair responsibilities for premises which may contain asbestos, an assessment will be made to find out if there are any asbestos-containing materials within the premises. For premises where we do not have maintenance and repair responsibilities, any actual or suspected occurrences of asbestos will be brought to the attention of the landlord.

The Asbestos Policy available in folder 'Documents', sub-folder 'Policies' in the health and safety shared drive, sets out when an assessment is required and actions arising from any assessments.

Gas

Volunteering Matters will ensure that where premises have a gas supply, it is clear where responsibility lies between landlord and other tenants with respect to arrangements for maintenance of appliances.

Where Volunteering Matters has a duty to maintain gas appliances we will ensure that an annual safety check is carried out by a qualified, Gas Safe approved contractor, and that a record is kept for at least two years.

Smoking

Smoking is a health risk to smokers and non-smokers. Volunteering Matters is legally required to ensure that all our public spaces and work places are smoke-free. Anyone wishing to smoke must do so outside and ensure that their smoke does not enter the building via any open windows or doors.

Smoking is not permitted in company vehicles. Privately owned vehicles do not have to be smoke-free as long as they are used for predominately private purposes. If a private vehicle is used predominately for business purposes it must be smoke-free at all times.

Anyone who uses their own car for Volunteering Matters work should ensure that it is smoke-free if they have a work related passenger (e.g. a work colleague, learner, volunteer, client etc.).

3.2 People

Induction

All new employees should be provided with a Building Induction within their first 2 days of employment. The building induction should be provided by their line manager or the person responsible for the building where the employee works, and recorded.

All new employees should be provided with the following:

- Health and Safety Policy within the 1st week of employment.
- Office Security Procedures, where applicable, within the first two days of employment. The employee must then confirm in writing to their manager that she/he has read the procedures and understood them.
- Emergency & Evacuation procedures of their workplace on the first days of employment, including how to do when discovering a fire, what to do on hearing the alarm, the emergency exits, assembly points etc... The employee must confirm in writing to their line manager that she/he has read and understood them.
- DSE assessment which must be completed within the 1st month of employment, preferably with line manager. The form HS21'Workstation Risk Assessment' can be found in the folder Health & Safety on Shared Resources drive. A copy of the

assessment must be sent to Facilities in order to keep the records of the individuals up to date.

- General Health, Safety and Environmental Awareness training course online within the first two weeks of employment which must be completed within the first two weeks of employment.

All new employees are automatically enrolled by the Head of Facilities to complete their Health & Safety online training course provided by the British Safety Council who will then send an email to the new employee the link for the online training course as well as the username and password of the individual.

The training programme includes:

- The legal framework and legal duties
- Risk assessment process
- Managing stress in the workplace - HSE's stress management standards
- Manual handling - risks and controls
- Display screen equipment - risks and controls
- Hazardous substances - risks and controls
- General workplace requirements
- Accident reporting requirements
- First aid provisions
- Environmental legislation
- Environmental risks and controls

Individuals at risk

- Risk assessments will take account of risks to new or expectant mothers.
- A young person shall not be employed unless a risk assessment has been made or renewed taking into account their experience, awareness of risks and level of exposure to a working environment. A young person is defined as someone who is over school leaving age but under the age of 18.
- Risk assessments will take account of lone working (see section 3.2.2 'Staff Safety (including lone working)' below).

Accidents

All accidents and near misses at work must be reported to the appropriate site manager and project manager not more than 15 days after the accident or near miss. They must be recorded in an accident book kept at the site.

In addition the following must be reported immediately to the Head of Facilities and or the Facilities Co-ordinator:

- An accident which results in death
- An injury causing seven days incapacitation, not including the day of the accident. Incapacitation means either being off work or being unable to work normally.

- Any injury to a member of the public on Volunteering Matters premises which results in their removal from site for hospital treatment
- The form HS16 'Accident Report Form' or form HS23 'Incident Near Miss Investigation' must be completed and sent to Facilities who will then contact the relevant insurer should a claim be made.

3.2.1 RIDDOR

Volunteering Matters will comply fully with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) which are set out on the HSE website and amended there from time to time.

3.2.2 Staff Safety (including lone working)

Volunteering Matters is committed to providing a safe and healthy workplace including the protection of staff from violence and aggression as far as it is able. There are no circumstances in which Volunteering Matters staff are expected to put themselves at risk of physical injury in the course of their duties.

Where staff are working or travelling on their own there is always a risk of personal attack. Volunteering Matters will try to avoid accommodation where staff would be isolated and staff should avoid dealing with the public where they would be alone in a building (for example interviewing volunteers).

If a confrontation does occur and somebody is threatened there is no expectation whatsoever from Volunteering Matters that staff should take any risk in defending Volunteering Matters property. This would apply even if the aggressor was demanding access to confidential material.

Staff safety including lone working and travel arrangements will be considered when conducting risk assessments and appropriate control measures will be formulated. The 'Lone and Home Worker Policy' as well as the risk assessment template are available in the folder 'Health and Safety' on the Organisational shared Resources drive or on iHCM portal (Documents/Company folder/self-service).

3.2.3 Manual Handling

Work in an office inevitably requires the occasional lifting and moving of furniture, equipment, stationery etc. Staff are not expected to move equipment and must not risk injuring themselves in attempting to do so. They should consult their manager whenever there are problems with moving things.

For any staff where lifting is regularly required they will be properly trained and a manual handling assessment will be carried out.

3.2.4 Mobile Phones

The use of mobile phones (whether listening, speaking or 'texting') while driving on Volunteering Matters business, is forbidden. This includes 'hands-free' models. Mobile

phones should only be used when the driver has safely stopped. Mobile Phone Policy can be found on the iHCM portal.

3.2.5 Working with Display Screen Equipment (DSE)

Working with Display Screen Equipment can be stressful. It may cause eye strain and repetitive strain injuries. To minimise the adverse affects from these the following rules must be complied with in all cases.

- All workstations will be assessed for risks to health and safety using the Volunteering Matters DSE risk assessment package (Form HS21 DSE Workstation Risk Assessment). Any risk will be reduced as quickly as possible.
- All DSEs and associated equipment must be kept clean and be properly maintained.
- A proper amount of space must be available around the workstation to enable staff to work comfortably.
- All DSEs and associated equipment must be located on furniture which provides a proper solid basis.
- All workstations must be provided with properly adjustable chairs.
- Screens must be able to be moved on their base from side to side and up and down and be free from glare. Keyboards must be height adjustable.
- There must be adequate ventilation and lighting provided in all cases.
- Nobody working with DSE should be expected to work for a period of more than an hour without a break.
- DSE users will be expected to complete their DSE assessment within 3 months of their start date, in order to enable them to work without risk to health.
- Staff who habitually use DSE will be entitled, upon request, to an eyesight test.

3.2.6 Capabilities and Training

In allocating tasks to employees Volunteering Matters will be mindful of their capability of complying with health and safety requirements. To ensure compliance, appropriate training in health and safety will be provided in the following areas:

- Communication of Volunteering Matters policy and health and safety rules to employees.
- Ensuring that managers are aware of their responsibilities
- Providing appropriate training for staff with specific duties relating to health and safety e.g. first aiders, fire officers
- Assessment and reduction of risks associated with the use of DSE.

3.3 Volunteering Activities

The Health and Safety at Work Act also requires employers (and the self-employed) to protect the health and safety of other people, such as members of the public and volunteers, who may be affected by their work activities. So, as a voluntary organisation, we need to consider them if they could be hurt by our activities.

However when planning a volunteering activity, it's important to try to keep everyone involved as safe and injury-free as possible by taking measures to prevent or reduce the likelihood of accidents and ill health from occurring. Health and safety considerations need not be a barrier to organising straightforward voluntary activities. By taking some simple steps and adopting a sensible, proportionate approach to planning and supervising our activities, we'll be able to enhance the experience for those involved without putting unnecessary restrictions in the way. It can also help reassure everyone concerned that your activities are well managed

- All volunteers must be briefed on safety procedures and have a full knowledge of accident/emergency procedures.
- A risk assessment of the activity involving volunteer(s) must be completed prior to the start of the activity.
- Consider any appropriate welfare (e.g. washing, toilets etc.) and emergency (e.g. first-aid) facilities that may be required
- Define any actions, responsibilities and procedures to be adopted in the event of an accident or other emergency
- Identify any health and safety information, instruction, supervision and training that may need to be provided to those involved
- Determine if your health and safety arrangements will need to be reviewed periodically if your project or activities continue over a long time or if circumstances change.
- Keep your records up to date in the database(s).

3.4 Insurance

All Volunteering Matters projects must be insured. New projects cannot start without confirmation that insurance is in place. Existing projects may be suspended until it has been confirmed that insurance is in place. In the unusual event of our insurers declining to provide cover for a project that project will not be able to go ahead.

Insurance cover will be organised by the Facilities Team through our insurance brokers. In your initial discussion with the Facilities Team you will need to provide an outline of the project. The team will discuss this with the insurance brokers and let you know if more information is needed.

Our insurers do not routinely expect to see our policies or completed risk assessments, but they do expect us to have them and for us to comply with the law and to reflect current best practice in all our work. In the event of a claim they may be required by the insurers.

There are three areas to look at: -

- **Existing projects** must have insurance cover in place which is appropriate to the project at all times. Please do not assume that cover is in place and do contact the Facilities Team if you are not sure if it is in place or if the project changes in any way. Any project where it has not been confirmed that insurance cover is in place may be suspended.
- **New projects** must have insurance cover in place which is appropriate to the project before they start. A new project may not start until it has been confirmed that insurance cover is in place.

- **Closing projects** - please advise the Facilities Team when a project closes. The insurers will be informed and this will have a bearing on the value of the insurance premiums we pay.

3.5 Monitoring and Reviewing

Volunteering Matters is committed to ensuring the effective implementation of this policy and to this end will periodically carry out office projects, audits and monitoring.

3.6 Legal environment

The most relevant legislation which applies to Volunteering Matters is as follows (List non exhaustive):

■ **Health and Safety at Work Act 1974, (or HASAWA 1974):** It is the primary piece of legislation covering occupational health and safety in Great Britain. It provides a broad framework for workplace health and safety duties, administration and enforcement. The Health and Safety Executive (HSE), with local authorities (and other enforcing authorities), is responsible for enforcing the Act and a number of other Acts and Statutory Instruments relevant to the working environment. The purpose of this Act is to ensure the safety and welfare of people affected by work-related operations. This covers not only employees of an organisation but also visitors, customers and members of the general public, who may be affected in some way by the work or the way it is carried out. The Act sets out the general duties which employers have towards employees and members of the public, and employees have to themselves and to each other. These duties are qualified in the Act by the principle of 'so far as is reasonably practicable', as seen earlier. The Act also imposes duties on employees who must take care of their own health and safety and that of others who may be affected by their actions at work. Moreover, employees must also co-operate with employers and co-workers to help everyone meet their legal requirements. Sections 7, 8, 36, 37 and 33(1) of the Act.

■ **Management of Health and Safety at Work Regulations 1999** apply to every work and workplace and require all risks to be assessed by competent people and, where necessary, controlled. Employers with five or more employees need to record the significant findings of their risk assessments. The employers also need to: make arrangements for implementing the health and safety measures identified as necessary by the risk assessment; appoint competent people to help them to implement the arrangements; set up procedures; provide clear information and training to employees; and work together with other employers sharing the same workplace.

■ **Workplace (Health, Safety and Welfare) Regulations 1992** cover a wide range of basic health, safety and welfare issues such as ventilation, heating, lighting, workstations, seating, welfare facilities, traffic routes, safe access and egress. Under these Regulations, Volunteering Matters has a legal duty to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees at work.

■ **Health and Safety Information for employees Regulations 1989** require employers to display a poster telling employees what they need to know about health

and safety or provide each worker with a copy of the approved leaflet or equivalent pocket card.

- **Building Regulations 2010 (as amended) Building regulations** are minimum standards for design, construction and alterations to virtually every building.
- **Construction (Design and Management) Regulations 2015** cover the management of health, safety and welfare when carrying out construction projects.
- **Regulatory Reform (Fire safety) Order 2005** covers general fire safety in England and Wales.
- **Electricity at Work Regulations 1989** require employers to ensure their electrical installations and electrical appliances are safe to use and maintained in a safe condition.
- **Gas Safety (Installation and use) 1994** cover safe installation, maintenance and use of gas systems and appliances in domestic and commercial premises.
- **Health and Safety (Safety Signs and Signals) Regulations 1996** require an employer to provide safety signs if there is significant risk that cannot be avoided or controlled in any other way, such as through safe systems of work or engineering controls.
- **Health and Safety (Offences) Act 2008** addresses the penalties (fines which can be unlimited and/or imprisonment) that courts may impose for breach of duties corresponding to the Health and Safety at Work Act 1974.
- **Safety Representatives and Safety Committee Regulations 1977 (as amended) and Health and Safety (Consultation with Employees) Regulations 1996**, require the employer to consult all its employees on health and safety by listening and talking to them about: health and safety and the work they do; how risks are controlled; the best ways of providing information and training.
- **Control of Noise at Work Regulations 2005** require employers to take action to prevent or reduce risks to health and safety from noise at work.
- **Control of Asbestos Regulations 2012** require the duty holders to take action to prevent workers' exposure to asbestos at work.
- **Control of Substances Hazardous to Health Regulations (COSHH)** require the businesses that use, or create substances, or carry out processes that might be harmful to health, to control the risks to employees. For example, the cleaning products used in the office by the cleaners of the contracted cleaning company.
- **Health and Safety (First-Aid) Regulations 1981 (as amended)** cover the requirements for first aid in the workplace; the employer must provide adequate and appropriate equipment, facilities and personnel to ensure its employees receive immediate attention if they are injured or taken ill at work.

■ **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)** require the employer to notify, via the HSE website, certain occupational injuries, diseases and dangerous events, to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).

■ **Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulation 2002** are applicable where employees use computers, lap tops and other display screens as a significant part of their normal day-to-day work.

■ **Manual Handling Operations Regulations 1992 (as amended)** apply to work which involves lifting, lowering, pushing, pulling or carrying objects or people.

■ **Personal protective Equipment at Work Regulations (as amended)** cover the provision by the employer of appropriate protective clothing and equipment for their employees.

■ **Provision and use of Work Equipment Regulations 1998 (as amended)** prescribe duties for people and companies that own, operate or have control over work equipment. Responsibilities for businesses and organisations in which employees use work equipment, whether owned by these establishments or not, are defined in these regulations.

■ **Public Interest Disclosure Act 1998** is the legal protection afforded to workers who are victimised or dismissed for 'blowing the whistle' on their employers. This may include health and safety concerns reported to HSE. HSE has no enforcement role under the whistleblowing legislation but is one of the bodies to which a 'protected disclosure' can be made.

Also under the Civil law:

- There is also ***the concept of duty of care*** which was established in the case of Donoghue V Stephenson (1932) as the 'neighbour principle' that 'one must take reasonable care to avoid acts or omissions which you can reasonably foresee as likely to injure your neighbour.' So the duty of care is owed by:
 - Designers, manufacturers and suppliers to customers and users;
 - Occupiers of premises to those using or visiting the premises; Volunteering Matters would be considered the occupier in 45% of its offices/buildings;
 - Contractors to clients and vice versa; the client could be Volunteering Matters.

- There is also the **concept of vicarious liability** of the employer for actions of contractors such as failure to select an independent contractor with reasonable care and to give the contractor imperfect instructions or information. This concept was established in the case Mersey Docks & Harbour V Coggins & Griffins. In addition, the employer can be vicariously liable for the torts of its employee where a third party is hurt by the action or inaction of the employee (as long as not acting for its own benefit 'frolic). This was established in the case Rose V Plenty (1976).

- the employer must comply with the **Occupiers' liability Act**, as follows:

- Under the ***Occupiers Liability Act 1957***, an occupier owes a common law duty of care to all visitors who should be reasonably safe in using the premises for the purposes for which they are involved or permitted to be there.
- Under ***Occupiers Liability Act 1984***, the common law of duty of care is extended to unlawful visitors, including trespassers and ramblers, especially if the occupier is aware of any danger; knows (Or should know) that a person may put themselves at risk; the risk is one which the occupier might reasonably be expected to do something about. However, the duty may be discharged by giving warning of danger; discouraging people from putting themselves at risk in the first place, for example, by the use of barriers.

Under the Employer's Liability (Compulsory Insurance) Act 1969, Volunteering Matters as an employer is required to take out insurance against accidents and ill health for its employees. It covers the cost of defending or settling an employee's claim following a body injury or disease as a result of the work done by their employer. It also covers the cost of defending a related criminal prosecution if the accident or disease came about because a law or regulation had been breached. The cover in place should be at least £5 million.

Important: Needless to say that failure to comply with statutory requirements and poor management of risks in the workplace are likely to result in breach of law and/or accidents. The outcome can potentially tarnish the image of the organisation publicly and have financial consequences due to potential hefty court fines and/or insurance claims. Also, possible enforcement notices issued by the local authorities must be disclosed when bidding for funding and therefore can reduce the chances of being awarded the grants or lucrative contracts, resulting in the loss of income of hundreds of thousands of pounds.