

Health and Safety Procedures

Introduction

The safety, health and wellbeing of employees in our care is integral to everything we do at Busy Bees and Education. We are an inclusive organisation and recognise that identifying, assessing, and managing the needs of anyone who has a medical condition is paramount for us to be able to safeguard their health and wellbeing.

Managing Health and Safety

Busy Bees Education and Training are committed to managing the health, safety and welfare of our employees, learners, and other persons whom we interact with and protecting them from harm. We have a pragmatic and proportionate approach to safety, recognising that we are unable to eliminate all risk but reduce and manage exposure as far as reasonably practicable.

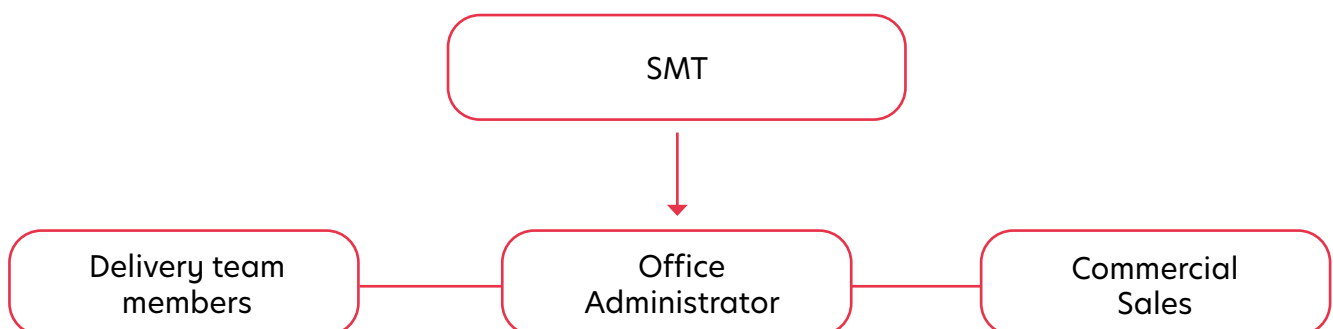
We know that effective safety management does not happen by chance, and we use a systematic approach to managing safety by effective planning, risk assessment, monitoring and regular review. These procedures define the way we will do this, and our Health and Safety Policy Statement sets out our commitment to continuous improvement.

Health and Safety Policy

It is the policy of Busy Bees Education and Training Limited (BBET) to conduct its activities in such a way as to ensure, as far as is reasonably practicable, the health, safety and welfare of any person employed (including volunteers) by the organisation, and any other person who may be affected by our undertaking, including Apprentices in our care. This policy is for all team members and learners (apprentices). In particular, our commitment shall extend to:

- The provision of such information, instruction, training and supervision as is necessary to achieve the policy objective
- Effective communication channels, which are established and maintained throughout the organisation to promote all aspects of health, safety and welfare
- Ensuring compliance with all relevant statutory health and safety requirements
- The provision and maintenance of plant, machinery, equipment and systems of work that are, so far as is reasonably practicable, safe and without risk to health
- The provision and maintenance of arrangements for the handling, storage, transport, use and disposal of articles and substances that are, so far as is reasonably practicable, safe and without risk to health
- Ensuring that the working environment of all employees is, so far as is reasonably practicable, safe and without risk to health and adequate facilities and arrangements are made for their welfare at work
- Ensuring that suitable and sufficient risk assessments are carried out, and the risk control measures identified as necessary are implemented within a reasonable time scale on a priority basis
- Whilst health and safety is primarily a management responsibility, the co-operation of all employees, contractors, and any other organisation with whom a workplace may be shared is vital to the achievement of the policy objectives
- Furthermore, each individual should remember that they have a personal responsibility for their own safety and for the safety of those around them. It is also the responsibility for all persons to promptly raise health and safety concerns, report all accidents and incidents, and to contribute to the development of the health and safety standards within the organisation.

Health and Safety Organisation



Responsibilities

The overall and final responsibility for health and safety lies with the SMT, which also includes the day-to-day responsibility for ensuring this policy is put into practice. The SMT will also ensure health and safety standards are maintained or improved with the support of all employees, and stakeholders.

In greater detail, the SMT Health and Safety responsibilities are to ensure that:

- The policy is effectively administered, monitored and implemented and that necessary alterations are made to the policy to reflect changes in legislation or BBET development. This also includes that of our Business Partners who have learners on site
- The Company and the SMT recognise their roles in engaging the active participation of employees, learners and Business Partners in improving health and safety
- Adequate resources are made available to meet the requirements of the policy. The appropriate insurance cover is provided and maintained
- All employees understand the requirements placed upon them by this Policy
- All employees receive adequate and appropriate training in their tasks and for any equipment they use or come in to contact with, and any pertinent information is distributed to the appropriate persons
- Procedures are put in place to ensure that disciplinary action is taken against all employees who do not comply with the requirements as detailed in the policy documents
- Procedures are put in place to ensure that liaison with external health and safety organisations are instigated
- Procedures are put in place to ensure that all work equipment is in good condition, adequately maintained, is suitable for the purpose for which it is used, and has any required certificates of inspection or examination such as PAT testing. We request this evidence from all Business Partners before learner placement
- All learners are in a safe environment and have the required Health and Safety needs.

All employees have a duty to:

- Understand our Health and Safety Policy and appreciate the allocated responsibilities
 - Co-operate with their employer to comply with the requirements of Health and Safety legislation
 - Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare
 - Conform to all safety instructions given by those with a highest responsibility for health and safety. Report all accidents, incidents and damage to the People team, whether persons are injured or not
 - Make suggestions to improve health and safety within BBET to SMT. Only use the correct equipment for the task
 - Only use equipment which is in good condition
 - Report all defects in equipment and materials or any obvious safety or health hazards
 - Do not endanger themselves or other persons through their actions or failures to act
 - Avoid improvisation
 - Do not abuse the welfare facilities
 - Set a good personal example
 - Inform their Line Manager or People team of any change to their state of health, either temporary or permanent, which might affect their working ability or their suitability to carry out any particular task or tasks
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- Fully understand that Disciplinary action may be taken against any employee contravening the requirements of the legislation or BBET's Safety Policy
- Support all learners in our care and ensure all training activities are done in accordance with all required laws.

Risks arising from our work activities and those of our business partners

- Risk assessments will be completed by Line Managers with any necessary assistance from the People Team and SMT, and the findings of the risk assessments will be communicated to employees where necessary. Any action required to remove or control risks will be approved by the People Team in consultation with employees
- The SMT will be responsible for ensuring that any actions required are implemented, and these actions will be reassessed by the BBET Group's Safety Director to ensure the risks have been removed or reduced. This also applies to our any Business Partners we work with, who are required to have adequate risk assessments in place for the tasks and duties they carry out to ensure the safety of the apprentices they employ.

Assessments will be reviewed depending on the time line given within the risk assessment or when the work activity changes, whichever is soonest.

Employees/Apprentices at special risk

We recognise that some team members or learners may from time to time be at increased risk of injury or ill-health resulting from work activities. We therefore require that all employees and learners advise us if they become aware of any change in their personal circumstances which could result in them being at increased risk. This could include medical conditions, permanent or temporary disability, taking medication and/or pregnancy. They must also inform their placement employer.

Consultation with employees and apprentices

The SMT will ensure all team members are aware of any health and safety issues raised. Consultation with employees is provided by the People Team, and this may be directly with employees, or through the display or issue of appropriate communication. All learners will be consulted with by their Delivery team members.

Safe Equipment

Delivery team members will ensure that all identified maintenance is carried out within our Business Partners' premises. We will ensure that Portable Appliance testing is carried out in compliance with current guidance within our business and those of our Business Partners through the completion of a Health and Safety questionnaires.

Any team members finding problems with the building or equipment should report this to their Line Manager. This ensures that all new equipment meets health and safety standards before use, contract start, or purchase.

Safe Handling and use of substances

The SMT will be responsible for ensuring that all appropriate actions identified in any assessments are implemented.

Any assessments carried out will be reviewed as identified within the assessment or when work activity changes, whichever is soonest.

Through the completion of our Health and Safety questionnaire with all Business Partners, we aim to identify any substances which a learner may use and implement adequate controls to ensure COSHH assessments have been carried out, and that the learner has been properly trained and instructed on the risks and use of.

Information, instruction and supervision

We ensure all our Business Partners display the Health and Safety Law poster and are legally compliant in terms of providing adequate supervision to our learners and have access to professional advice and support to meet their legal obligations under Health and Safety legislation.

Competency for tasks and training

Safety training is an integral part of an effective health and safety programme. It is essential that every employee and apprentice in our care is trained to perform their job safely. All employees will be trained in relevant safe working practices and procedures. Training will include instruction on the safe use of any equipment provided.

Induction training will be provided for all employees and job specific training will be provided by the relevant team members.

We will ensure that all learners under our care who are placed with our Business Partners receive induction training and also job specific training. No learner will be expected to carry out duties which are beyond their abilities.

Training records are kept in the relevant employee's VLA account. All training needs will be monitored by the company and should a need be identified, all team members will be consulted where necessary. All identified training will be arranged for the relevant employee after authorisation has been given by the People Team or a Line Manager.

Accidents, First Aid and Work-Related Ill Health

All accidents and cases of work-related ill health are to be recorded through our online forms. The online forms are stored in the shared drive within People and saved in compliance with the General Data Protection Regulations.

The person responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority is the Chief Executive Officer.

All Business Partners who we place an learner with are required to inform us of any accidents or ill health relating to that apprentice. We will ensure an entry is made within our accident book and records kept in compliance with the General Data Protection Regulations. We will also undertake investigations / risk assessment where required.

Monitoring

To check our working conditions, and ensure our safe working practices are being followed, we will actively monitor our emergency and disaster plans and record any findings. We will reactively monitor and report near-misses, accidents and ill health and investigate any accidents and ill-health.

The person responsible for investigating accidents will be a member of the SMT with assistance from the Group's Safety Director, and they will also be responsible for investigating work-related causes of sickness absences. The CEO and the Group's Safety Director will be responsible for acting on investigation findings to prevent a reoccurrence.

We will also ensure we carry out any necessary investigations where required should an incident or near miss occur regarding an apprentice. All findings will be communicated with our Business Partner.

Workplace Provisions Policy

It is our policy to provide a safe place of work for our employees at all times. To help us do this, we complete yearly DSE assessments due to the workforce working from home. Within the health and safety assessments, the learner's workplace will be reviewed.

Our legal duties concerning the provision of a safe place of work are covered by the Workplace (Health, Safety and Welfare) Regulations 1992. These Regulations require that we provide:

- Safe access and egress
- Suitable sanitary and washing facilities
- Buildings that are maintained in a safe condition
- Inspected as necessary
- Suitable lighting.

Provisions for learners workplace or learning space

To comply with our legal duties, we shall:

- Ensure that access to and egress from the workplace is maintained in a safe condition; where this is affected by weather conditions, we shall take appropriate steps
- Provide sufficient toilet facilities for the use of male and female employees with washing facilities and appropriate sanitary disposal units
- Ensure that the building is maintained in good condition, both internally and externally
- Ensure that the workplace temperature is maintained at a minimum temperature of 16oC, or 13oC where manual tasks are undertaken, and that provision is made to keep the temperature to a reasonable level, where reasonably practicable
- Provide clean drinking water and appropriate facilities for employees to make hot drinks and heat food
- Ensure that work areas are cleaned regularly and provide suitable disposal units for waste and rubbish
- Ensure that all corridors, stairways and doors are maintained in a safe condition.

Employees Duties

Employees must ensure that they:

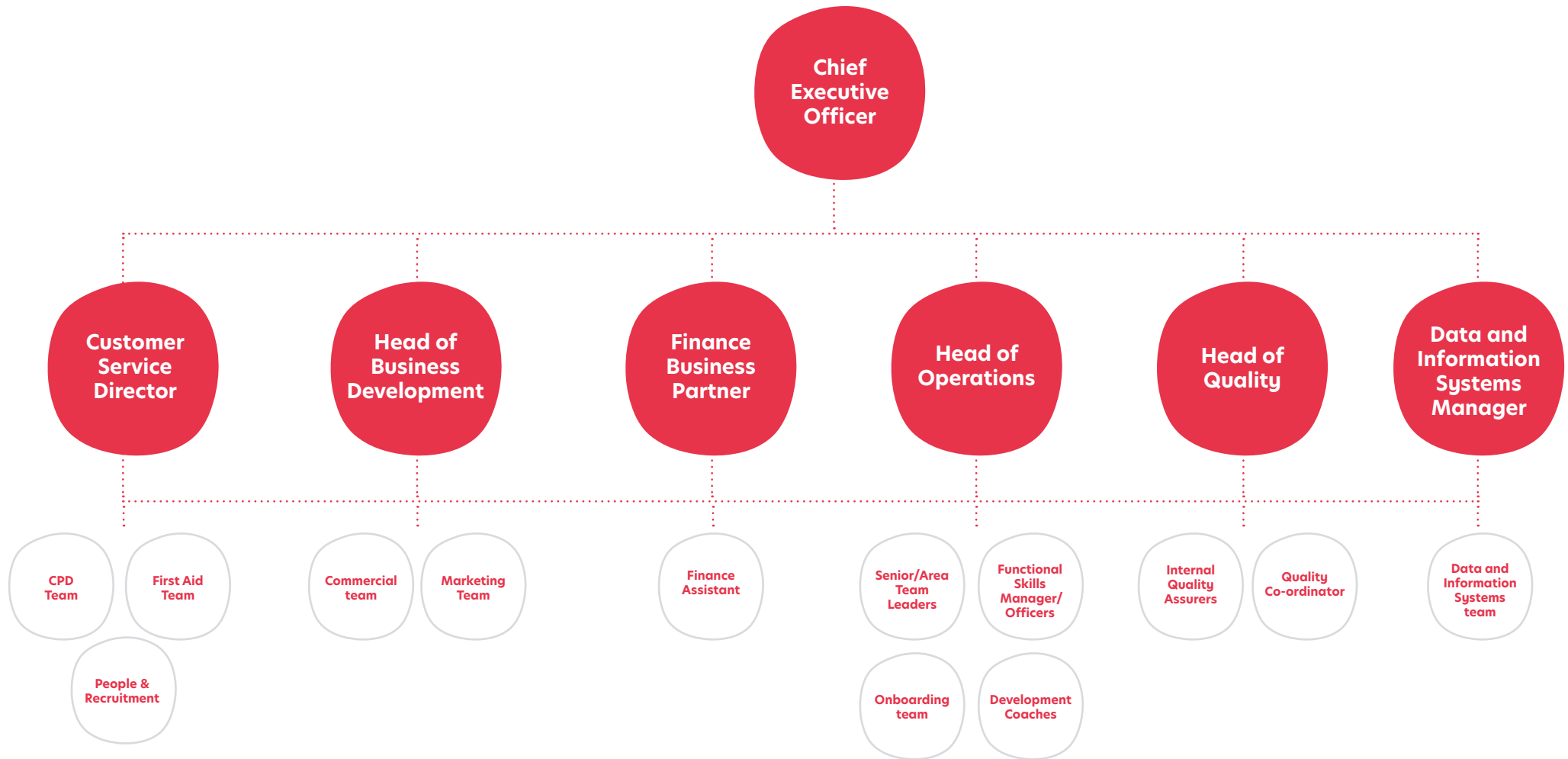
- Use the facilities provide for their intended use
- Keep their learning space in a clean and tidy condition.

Review

This policy is reviewed annually, and agreed and signed off by our CEO. During the year, if any legislative changes are published, then the policy would be updated earlier than the annual review date.

Training and Roll Out

This policy will be made available via our website (busybeestraining.co.uk) and SharePoint. Training will be made available via our Virtual Learning Academy (VLA) and during Face-to-Face or Teams meetings as part of ongoing team members development, along with our commitment to this policy.



Roles and Responsibilities

Everybody at Busy Bees Education and Training has a legal duty to keep our work environments safe and healthy for everyone who may use them. It is expected that all employees are aware of the safety, health and welfare responsibilities that come with their role.

Employees

All employees, regardless of position or job role, have general duties under the Health and Safety at Work Act 1974. Therefore, all employees must:

- Take reasonable care of their own safety, and the safety of any other persons who may be affected by what they do or fail to do when at work
- Be aware of and comply with all safety policies, procedures, safety rules and any written or verbal instructions given to ensure their personal safety or that of others
- Co-operate with BBET and colleagues so we can meet our legal duties and our policy and procedural requirements.

Safety and Health Rules

The following rules allow us to meet our legal duties and operate safely; failure to observe them will be considered a breach of contract and may result in disciplinary action being taken. Knowingly breaching health and safety legislation is a criminal offence and may lead to penalties against individuals from enforcing bodies.

1. You must notify management of any unsafe activity, item, or situation.
2. You must comply with all hazard or warning signs and notices displayed on the premises.
3. You must not remove, misuse, or damage anything provided to manage health, safety, or support welfare.
4. You must not use equipment unless you have been trained and authorised.
5. You must use any guards or safety features provided when using equipment.
6. You must report any safety hazard, equipment malfunction or safety concern to your Line Manager.
7. You must not clean, make repairs, dismantle equipment, or carry out maintenance work unless authorised to do so.
8. You must use substances, chemicals, and liquids in accordance with written instructions and any risk assessment provided.
9. You must use personal protective clothing or equipment (PPE) when instructed or when the risk assessment requires it as a control measure.
10. You must seek medical treatment for all injuries received when at work by contacting a designated First Aider.
11. You must report all accidents, injuries or near misses to your Line Manager and ensure that these are recorded.
12. You must notify your Line Manager of any medical or health condition (including the need for medication) which could affect your safety or that of others.
13. Waste must be disposed of in the correct bin and secured to prevent contamination or vermin.
14. Smoking is not permitted on stake holder premises.

A serious or deliberate breach of the safety rules is considered to be gross misconduct and is likely to lead to summary dismissal.

Chief Executive Officer CEO

The CEO has overall management responsibility for ensuring we meet our legal duties regarding health, safety and wellbeing throughout the business. They ensure that:

- A competent person is appointed to ensure compliance with health and safety legislation
- Appropriate resources (financial, people, materials, and equipment) are made available for the effective management of safety, health, and wellbeing
- Board Members and the Senior Leadership Team are aware of the importance of health and safety and that it is considered part of any business decision-making process
- A health and safety policy and management system is implemented and communicated effectively to all relevant people in the organisation
- An effective training program is in place to ensure employees are competent to carry out their work in a safe manner
- A plan of continuous safety and health improvement is in place and regularly reviewed
- Suitable and sufficient insurance cover is in place.

Managers

Line Managers oversee the management of safety and health within their area of control. They provide leadership and guidance to their teams to support everyone in working safely and minimising harm. They ensure that:

- We encourage a positive safety culture where employees are happy to report hazards and raise and discuss safety concerns
 - Their Line Manager is informed of any safety concerns that cannot be effectively managed
 - We have a good knowledge of and actively lead in the implementation of our safety policies and procedures
 - Premises and equipment are in a safe and healthy condition to use and where it is not, this is reported and taken out of use, or the risk managed
 - Suitable arrangements are in place for emergency situations and all employees are aware of the procedures to be followed in an emergency
 - Suitable and sufficient training plans are in place for all employees relevant to the work they are doing, and employees are supervised and working practices monitored to develop safe systems of work
 - Risk assessments are in place, effectively communicated to your team, and reviewed regularly
 - Accidents and incidents are investigated, reported, and recorded on Sharepoint
 - Regular meetings are held to discuss health and safety matters with employees
 - Personal protective equipment (PPE) is provided when required for employees
 - Hazardous substances are stored and handled in a safe manner according to BBET procedures
 - We monitor health and safety conditions in the area over which they have control.
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Safety and Health Management System

Our Safety and Health Procedures form part of the BBET Occupational Safety and Health Management System.

The aims of the Occupational Safety and Health Management System are:

- To provide a framework to meet the legal requirements, business vision, mission, and values of BBET
- Provide a safe and healthy environment for our team members that makes them want to come to work
- Give comfort and confidence to learners, visitors, and business partners that we work to achieve the highest levels of safety, health protection and wellbeing for everyone.

Hazards

A hazard is something that has the potential to cause harm or ill health effects on a person or persons. There are many hazards in our working environments that you may not even have thought about and some examples of types of hazards in BBET are listed below:

Biological: Bacteria, viruses and the risk of disease from animals are managed through effective infection control, excellent hygiene and cleanliness to prevent illness.

Chemical: Hazardous substances we may use for cleaning or when undertaking repairs can cause long term health effects if not used properly.

Physical: Work equipment such as stepladders, computers or furniture through to those that are unseen like electricity or sunlight can all cause physical harm and are controlled in different ways.

Behaviour: Unsafe working conditions are more likely to cause injury and include trailing wires across walkways and spillages that have not been cleaned up.

Ergonomic: Not setting up your computer in a comfortable way or lifting equipment without considering how to do it safely can lead to strain injuries or muscle pain.

Psychosocial: Excessive stress, workplace violence or harassment can affect long term health.

Risk is the likelihood that a person may be harmed or suffer adverse health effects if exposed to a hazard. All hazards have some degree of risk attached. The aim of health and safety management is to reduce the risk to the lowest practical level by implementing effective control measures. There is always a balance between the benefit of hazard exposure and the risk of it causing harm.

Risk Assessment

Risk assessment is a step-by-step process for identifying hazards in our business and determining whether we are doing enough to reduce the likelihood of injury or ill health. A risk assessment is not the document itself but an active process of evaluation that is carried out continually throughout our working day.

There are a number of elements that help us have an effective risk assessment process that all team members should be actively part of.

General Risk Assessments

We undertake general risk assessments for all of our known and reasonably foreseeable hazards. These cover our premises, equipment and regular activities.

We have a number of template general risk assessments written by the Safety Team that detail the general controls in place across the business. The Safety Team regularly review hazards and update these template risk assessments to ensure that they reflect current best practice and our activities. The available template risk assessments can be found on Sharepoint.

Line Managers should use the templates as the basis of their general risk assessments. They should be amended to be team specific and to ensure they are reflective of the activities taking place and the controls to be implemented. General risk assessments should be reviewed at least every two years and also following an incident to which they relate.

Specific Risk Assessments

Specific risk assessments are undertaken for any other activities that are not covered by our general risk assessments or where more detail is required. This includes person specific assessments (e.g. Medical Care Risk Assessments (MCRA), new and expectant mothers or Display Screen Equipment assessments), specific situations (like the use of temporary equipment) and outings, events or planned activities, or works.

Dynamic Risk Assessments

Dynamic risk assessments should be undertaken by all employees continuously throughout their working day. The purpose is to enable us to work safely by understanding the potential risks of what we are doing and continually planning, assessing and reacting to situations to keep everybody safe. We do this by:

1. Identifying hazards and continually assessing any risks that are not effectively managed by:
 - Undertaking regular daily checks on the environment to ensure it is safe and secure
 - Checking equipment for damage or wear before we use it
 - Thinking about the outcomes of our next actions or activities before we begin.
2. Thinking about who may be affected and how by considering:
 - Who may be in my area of work?
 - Is there a risk to colleagues?
 - Do we need to protect learners by putting in additional controls or supervision?
 - Do any learners have additional needs?
3. Taking actions needed to control the risk such as:
 - Taking damaged equipment/ areas out of use.
4. Communicating risks and actions to colleagues and recording them, you should:
 - Ensure anyone at risk is aware of the hazard or risk present
 - Report defects, issues, or concerns to your Line Manager to ensure these can be addressed.

All employees have a responsibility to ensure safety checks are undertaken and that risks you have identified are appropriately controlled and reported.

The Risk Assessment Process

People

The role of the person

Risk assessment process

What documentation to review and considerations when undertaking risk assessments

Communication and action

How we communicate what you are doing to others and where we share or record information

Senior Leadership Team

Review legislation and guidance to provide

- Policies
- Procedures
- General Risk assessments templates
- Guidance documents

Provide clear communication to the business to support all aspects of Health and Safety

Line Managers

Review team member's risk assessments so that they cover all hazards

Medical information is kept up to date to support team member

Regular communications and reviews, ensuring all documents are signed and confirmed

Role model good practice.

Team members

Read and understand all risk assessments, and inform line managers if you have a concern.

Continuous communications, informing line managers immediately if any concerns, share good practice.

Line Managers must ensure that all team members have read the risk assessments that are relevant to the work, and they implement and fully understand the controls that are in place to manage hazards. A training record that covers risk assessments should be available for all team members.

Training, Instruction, and Information

Having competent, skilled and knowledgeable employees is essential for Busy Bees Education and Training to create safe environments and manage risk effectively. Our training should enable employees to be confident in their work and make a positive contribution to our safety and health culture.

BBET provide training, instruction and information to help you undertake your job and any tasks you need to undertake safely. Training can be completed through observation, reading, watching videos, online tutorials, roleplay, discussions and through formal courses and qualifications.

All employees will receive training that covers:

- Safety policies, procedures and processes in place at BBET
- Hazards they may be exposed to and the controls that are in place to manage them
- Risk assessment process
- Communication and consultation practices in place.

Training will be undertaken at the beginning of your employment as a full induction. Additional training will be provided depending on your role. Training will be reviewed and refreshed as necessary, considering amendments to policies or procedures, changes in role, introduction of new technology or equipment and following an incident or performance appraisal. Records of training will be kept for all employees.

Employees must:

Follow instructions or information provided for safety or health reasons

- Participate in training as required for the role or the tasks they need to undertake
- Work according to the content of training received or policies and procedures in place
- Ask for clarification of any points they do not fully understand
- Not operate or use equipment, plant, or substances unless they have been appropriately trained and instructed to use
- Co-operate with BBET and inform their Line Manager about anything that presents a serious or imminent risk to safety or health or is a failure in our safety arrangements
- Take care of their own health and safety and that of others.

Communication and Consultation

We understand the importance of effective communication and consultation with employees and have a number of ways we do this within BBET. We know employees must be kept informed and we value their feedback and views when putting together or reviewing policies, procedures and ways of working. We do this via:

- Regular email communications to all team members in the business
 - Health and Safety Advisors being a point of contact for education and training
 - Health and Safety being an agenda point in team members meetings at least quarterly and these being recorded
 - Health and Safety Management meetings at least annually
 - Displaying Health and Safety noticeboards in NSC office
 - Displaying the 'Health and Safety Law - What you need to know' poster.
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Reporting and Recording of Incidents

All accidents, incidents, near misses, dangerous occurrences, and acts of violence to team members, whether or not resulting in injury, and all cases of ill health that are attributed to our activities must be recorded and investigated. Any injury to a person who is not at work (contractors, and visitors) must also be reported if they occurred on our premises. We have a legal duty to report certain incidents to our enforcement bodies so all team members should make themselves aware of the reporting process for accidents and incidents.

Busy Bees Definitions and Reporting Timeline Expectations

Accident:	An unplanned, unintentional, and uncontrolled event which causes injury.
Minor Accidents:	Injuries dealt with on the premises that do not require any treatment by external agencies at the time of reporting. Minor accidents are to be recorded within 1 week.
Serious Accidents:	An injury that requires treatment by an external agency (doctor/ hospital visit). Serious accidents are to be recorded on SharePoint within 1 working day of the event. The additional information can be added afterwards, and you should not wait to collate all of the documents before recording the event.
Major Accident:	An injury that would require reporting to an enforcement body due to the nature of the injury. Examples include fractures, loss of sight, electric shock, unconsciousness, and chemical burns. Major accidents are to be recorded on SharePoint within 1 working day of the event. The additional information can be added afterwards, and you should not wait to collate all of the documents before recording the event.
Near miss:	An unplanned and unwanted event which does not cause injury or damage but could have done. A near miss is to be recorded on SharePoint within 1 week of the event.
Work related illness:	A prescribed illness that is obtained through the course of work. Examples include carpal tunnel syndrome, cramp of hand or forearm, occupational dermatitis, and occupational asthma. A work-related illness is to be recorded on Waggle within 1 working day of being notified of the illness. You can add additional information after the initial recording. Do not wait to collate all of the documents before recording the event on Waggle

Accident form link [here](#).

Medical Conditions and Additional Needs

BBET aim to provide a safe working environment for each person. If an employee has a medical condition or an additional need, there may be a requirement for adjustments to be made or controls put in place to protect their health. Employees must report to management any medical condition or medication which could affect their safety or that of others and a Medical Care Risk Assessment should be in place.

Employees must cooperate with management on the implementation of the medical and occupational provisions. Meetings should be held at least annually (more often where anything changes) to review the controls in place and ensure they are effective. The policies below provide more information about the action to take:

- Medical Conditions Policy

Personal Protective Equipment (PPE)

Personal protective equipment (PPE) is any equipment or clothing that protects the user against health and safety risk at work. It includes items such as gloves, aprons, hi-visibility clothing, eye protection, hard hats, face masks and safety footwear. Where an activity requires the use of personal protective equipment, this is detailed in the risk assessment, and it is a requirement that it be worn by all employees when undertaking the

task. Training in the correct wearing and use of PPE is completed with all employees as necessary as required by their job role.

PPE must be purchased from a nominated approved supplier to ensure all PPE is fit for purpose. PPE should be stored in a suitable location to ensure it is clean, hygienic, and ready to use when needed. Employees must report any issue or fault with PPE to their Line Manager.

Hazard Management

Our risk assessment process identifies the hazards in the business that are known and have a reasonably foreseeable risk attached from their use or exposure to. Risk assessments are in place to cover these hazards. Employees should request further information from their Line Manager about anything they do not fully understand or have concerns about.

Work Equipment

What is the hazard?

Work equipment is any machinery, appliance, tool, or installation provided for your use at work and incorporates all types of items that may be used every day or only from time to time, from a pencil through to a car. BBET are aware that it is important to ensure work equipment provided is fit for purpose, safe to use and, where necessary, serviced and inspected as required.

What is the risk?

Due to the wide range of different work equipment being used, the risk from each varies depending on the equipment and the task being undertaken. It is important that training, instruction and information is given on any equipment that is to be used, especially where it is unfamiliar or there is a risk of injury during its use.

Line Managers should be aware of the work equipment that is in use by their employees and ensure that a risk assessment has been completed where necessary and suitable training is in place.

How do we manage the risks?

- Work equipment should be purchased from reputable suppliers that are approved by our Procurement Team
- Employees should not use equipment unless they are competent in how to use it safely.

Slips, Trips, and Falls

What is the hazard?

Slips and trips are the most common cause of sustaining an injury in the workplace. They may be caused due to poor housekeeping, changes in level, or loss of balance.

What is the risk?

Most slips, trips and falls result in a minor injury. However, the nature and location of the fall and the health condition of the individual could mean that the risk is higher in some instances. A slip or trip in some circumstances can lead to a more significant injury due to a fall from height, collision with nearby equipment or being unable to control the fall.

How do we manage the risks?

- Internal flooring, when replaced by BBET, is non-slip linoleum flooring and fitted by a suitable and competent person to ensure the floors are level
 - Good housekeeping practices are followed where spillages are cleaned up immediately and items are not left on the floor
 - Correct cleaning products are used with the correct dilution rates on floors
 - Regular monitoring of areas are completed
 - Team members are aware to report defects that may create a trip or slip hazards and communicate to others the risk
 - There is a reporting process to have repairs completed
 - Employees are required to wear suitable foot ware as part of the appearance and dress code policy.
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Please refer to:

Slips Trips and Falls risk assessment

Hazardous Substances (COSHH - Control of Substances Hazardous to Health)

What is the hazard?

Any chemical, fumes, dust, vapours, mists, gases, biological agents, and germs that cause disease can be present in our business and we must consider the Control of Substances Hazardous to Health (COSHH) Regulations and manage any exposure to these and reduce any risk to health as much as reasonably possible.

What is the risk?

Any exposure to a hazard that is defined under COSHH can result in individuals suffering from adverse health effects. These could suffer burns, breathing difficulties, hospitalisation and, in the worst-case scenario, death could occur.

How do we manage the risks?

- We review products used regularly and use non-hazardous products wherever possible
- We have approved suppliers of products
- Line Managers support team to ensure COSHH specific risk assessment are in place if required
- We provide Safety Data Sheets, information, and training to help use substances safely
- Hazardous substances and cleaning products must not be purchased from non-approved suppliers or from other retailers outside of our internal purchasing hub.

Most products used within our company do not fall under the COSHH regulations and therefore there is not the requirement to have specific COSHH risk assessment. These are controlled through referring to the labelling instructions, Safety Data Sheet and by following the appropriate risk assessment.

Please refer to:

- Product specific safety data sheets (SDS)
- Personal Protective Equipment (PPE)

Health and Wellbeing (Stress/ Bullying)

- This procedure has been written to ensure we continuously strive, as far as is reasonably practicable, to promote physical and mental health throughout the organisation by establishing and maintaining processes that address and support mental health and wellbeing. BBET recognises it has a legal and ethical responsibility to ensure that employees are not subject to inappropriate behaviour that will not only affect their performance but also their health and wellbeing
 - All employees have a responsibility to challenge bullying, harassment, or unfair treatment of any kind, irrespective of whether it is directed at them or others, and to ensure that employees are aware it will not be tolerated.
 - What is the risk?
 - A person's health and wellbeing can be affected by their own character or their home and social life
 - Bullying can result in physical injury, social and emotional distress, self-harm, and even death. It also increases the risk for depression, anxiety, and sleep difficulties
 - Stress puts health at risk - the long-term activation of the stress-response system and the overexposure to stress hormones can disrupt almost all your body's processes. This puts you at increased risk of many health problems.
 - How do we manage the risks?
 - There is a procedure implemented to provide training and awareness, organisational support, signposting for external support, and review out practices
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- The company promotes awareness of health and wellbeing using different initiatives throughout the year. These include feedback from team members, monitoring stats of turnover, recording absence reasons, and reviewing exit interviews
- All team members have been provided with details of the confidential contact details to report any incidents, this can be done anonymously.

Please refer to:

- Wellbeing Policy
- Bullying and Harassment Policy
- Equal Opportunities Policy
- Employee Assistance programme; this can be accessed by all employees
- Speak up Policy

Welfare Provisions (including working time directive)

- All of our workspaces have toilets, hand washing facilities, rest and changing facilities and somewhere to eat and drink during breaks. Sufficient facilities should be provided for all team members and consideration must be made for team members with disabilities. All facilities are kept clean and in good condition. There is good ventilation, lighting, space, and the area is to be clean and safe. The equipment is well-maintained, there are no obstructions on the floor inside or the ground outside, and the doors and windows are able to be used easily.

What is the risk?

- A person's health and wellbeing can be affected by working in a place that is not suitable
- Ill health and infection can occur due to poor standards of cleanliness
- Expectations beyond working hours, leading to stress, tiredness, and ill health How do we manage the risks?
- Procedures are in place to ensure team members adhere to the working time regulations regarding shift patterns and to monitor working hours
- Providing clean facilities for toileting, washing and breaks
- Cleaning is completed
- Confidential assistance programme for all team members
- Speak Up procedures.

Weather Conditions

What is the hazard?

Different types of extreme weather conditions have the potential to cause harm and ill health as well as physical hazards. These can be very wide ranging and include heatstroke and sunburn from exposure to the sun, hypothermia from extreme cold, and physical injury, and property damage from high winds, hail, lightning, and winter weather such as flooding, snow, and ice.

What is the risk?

The risks can vary depending on the type of weather and the individual. A person with underlying health conditions may be more susceptible to ill health from extreme temperatures and extremely hot conditions can cause a person's core temperature to rise, causing illnesses and, in extreme circumstances death.

In the UK, some areas regularly see the impact from large or sudden rainfall causing flooding. Flood water can be packed with dangerous bacteria and contaminants, which can lead to sickness and disease.

The most severe contamination is caused when sewers or drains back up in urban areas, or runoff from agricultural chemicals and animal waste in rural areas.

Cold icy weather conditions lead to slippery conditions where there is an increased risk of slips and falls causing an injury. Roads and car parks can become dangerous, and drivers may be unable to control their

vehicle. High winds and other weathers can lead to property damage including the building and local trees. Thunderstorms can trigger fires and cause damage to local buildings and trees.

How do we manage the risk?

- Planning ahead of time for common and foreseeable weather-related issues
- Having equipment such as fans, window screens and gritting equipment available to use when needed if attending NSC.

Violence and Aggression

What is the hazard?

Service users may be threatening, aggressive or violent towards our employees. This may lead to physical injuries, stress and anxiety. BBET aims to provide a safe place of work, with policies, procedures, guidance and support available to help protect team members from this type of behaviour.

What is the risk?

In the event a person displays violence or aggression, there is a risk of sustaining an injury to themselves or another person.

How do we manage the risk?

- We complete a health and safety risk assessment on all customers
- We encourage employees to Speak Up and report any behaviour that is not appropriate
- Line Managers will support team members
- Team members are informed not to put themselves at risk and be on their own with service users. Please refer to:
- Speak Up Policy
- Employee Code of Conduct
- Prohibiting smoking within any BBET premises
- Managing waste and waste storage areas
- Encouraging good housekeeping.

Display Screen Equipment (DSE)

What is the hazard?

DSE includes computers, laptops, tablets, Smartphones, iPads, and touchscreens which have a graphic or alphanumeric image. The Health and Safety (Display Screen Equipment) Regulations apply to workers who use DSE daily, for an hour or more at a time. We describe these workers as 'DSE users'. The regulations do not apply to team members who use DSE infrequently or only use it for a short time.

What is the risk?

Working in an environment where you are using Display Screen Equipment for extensive periods of time can cause:

- musculoskeletal disorders
 - muscular problems
 - back pain
 - upper limb disorders
 - repetitive strain injury (RSI)
 - fatigue
 - eyestrain - tired eyes, discomfort, temporary short-sightedness
 - Headaches
 - Mental stress
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How do we manage the risk?

- Each person who has been identified as a DSE user has a DSE risk assessment completed
- Support is given to help address any issues raised
- Eye tests are available for all employees who use DSE.

Please refer to:

- Display Screen Equipment (DSE) Risk Assessment Template

Driving

What is the hazard?

The most significant risk from driving is the risk of serious injury or death from a collision. There is also the potential to cause harm to others by striking them with your vehicle. Additional risks from driving include exposure to air pollution, stress, and musculoskeletal issues from spending long periods in one position that is not comfortable.

What is the risk?

As a driver, you gain knowledge and experience from driving regularly and are better able to identify hazards and manage risks. The driving styles of some people create greater risk where people drive at excessive speed, too close to others or are not fully concentrating on the task.

How do we manage the risk?

- Line Managers or the Transport Manager checks drivers hold a current and valid driving licence
- All drivers confirm they are medically fit to drive
- Any vehicle driven for work purposes is covered by business insurance
- Before each journey, the driver undertakes visual checks of the vehicle to ensure it is in a roadworthy condition
- We have procedures and specific handbooks for team members who drive for work. Please refer to:
- Driving and Transport Policy
- Driving a Company Vehicle Handbook
- Driving a Privately Owned Vehicle Handbook.

New and Expectant Mothers

What is the hazard?

A new or expectant mother is a woman who is pregnant, has given birth within the last 6 months or is breastfeeding. Giving birth is defined as having delivered a child after 24 weeks of pregnancy.

When a team member discloses that she is pregnant to her Line Manager, a risk assessment is completed and training documented. Information provided by her midwife/ GP is provided to identify risks and controls that are implemented. All employers are required to consider the particular vulnerability of new and expectant mothers and their unborn and new-born children.

What is the risk?

- New and expectant mothers are at greater risk of ill health and some activities can increase the risk to the mother and/or the child. Risk assessments are required for expectant mothers, and mothers at work who have given birth within the previous six months and/or are breastfeeding to ensure their individual needs are being considered.
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How do we manage the risks?

- A person specific risk assessment is completed when we are informed that a person is pregnant. A discussion with the individual helps identify any specific risks or concerns to be managed
- Where there is an increased risk, employers must take steps in order to either remove the risk or to prevent the worker being exposed to it
- Risk assessment reviews are completed at least at the beginning of each trimester. If the employee has an underlying medical condition or a higher risk pregnancy, reviews will be completed more frequently. Reviews are completed following any medical appointments if there are any communicable illnesses within the workplace that may affect an unborn baby, or there is a change within the employee's job role or tasks completed during her pregnancy.

Please refer to:

- New and Expectant Mothers Risk Assessment

Smoking, Drugs, and Alcohol

What is the hazard?

- Abuse of alcohol, drugs and other substances can affect health, work performance and safety. BBET ensures the health, safety, and welfare of all employees in the workplace. All employees have a duty to take reasonable care of themselves and others who could be affected by their actions while they are at work.
- BBET has a zero tolerance of smoking (including E-cigarettes), and/or using drugs or alcohol while at work. All premises and company vehicles are a smoking, illegal drug, and alcohol-free zone.

What is the risk?

- Employees have an increased sickness absence
- Inability to work/ impaired performance
- Increase in accidents and misuse of equipment
- Unable to drive/ operate machinery
- Ill health
- Premature death.

How do we manage the risks?

- Disciplinary action will be taken and the police will be informed in the event an employee has a possession of illegal drugs or is/has been dealing illegal drugs
 - Pre-employment and DBS checks are completed prior to employment
 - If an employee states they have a drug or alcohol problem, help and support will be offered
 - Screening may be introduced for drug and alcohol use
 - Absences are monitored and return to work interviews are completed
 - Annual health declarations are completed where any changes are recorded.
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