



Health & Safety Policy & Manual

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Version Control

Version	Date	Changed by	Comments on Change
Version 1	12/10/2017	Sara Sloper	Document Created – Version 1
Version 2	1 August 2018	Clive Anthony	Review of document
Version 3	12 Aug 2019	Clive Anthony	Amended induction programme
Version 4	08 July 2021	Hilary Humphrey	General review. Added lone working, display screen equipment, travelling on business, updated manual handling

HEALTH & SAFETY POLICY STATEMENT

The continuing success of Team Medic relies on ensuring that it has safe and healthy employees. We therefore place a high priority on the provision of a working environment that is safe, and without risks to the health of all employees, contractors, client's staff and members of the public, insofar as they may be affected by our activities.

In achieving this, we will meet the requirements of the Health & Safety at Work Act 1974 in the UK, relevant industry standards and OHSAS 18001. Additionally, through a process of review and continual improvement, we shall ensure that the safety management system continues to meet the needs of the business, and manages the health and safety of our employees in a dynamic business environment.

The continuing development of positive safety behaviours requires the involvement of all employees. We, therefore, encourage a culture of open communication, where employees can raise safety concerns, allowing for the efficient passage of information on all matters related to health and safety. Managers and supervisors are to ensure that they treat the concerns of employees seriously, and respond accordingly.

The availability of competent personnel at all levels is critical to safe and healthy working. It is the responsibility of all levels of management to ensure that their personnel are trained to work safely, and that they have access to competent health and safety advice.

While senior management will use their best endeavours to ensure that a safe and healthy workplace is provided, all employees are to be aware of their responsibility to comply with all requirements placed on them, to ensure their own health and safety, and bring to the attention of their manager any situation that they consider to be unsafe. We expect employees to work safely, and have regard for the safety of others working around them, and those who may be affected by their work.

We also expect employees to inform their line manager of any change in their physical, or mental condition that may affect their health or safety while at work.

This policy and the associated management system procedures, are to be reviewed annually, and revisions will be brought to the attention of all employees, and is available to external parties if required.

The associated safety management system procedures, will guide all employees in the management of health and safety risks in Team Medic and all employees are to be made aware of these requirements, insofar as they affect them.

I hereby acknowledge and accept my responsibility in having direct input into ensuring the above points are controlled and managed as much as reasonably practicable.
Signed :

Print Name: Marion Roberts

Date: 12 Aug 2019

Consultation

Communication between staff at all levels is an essential part of Health & Safety Management. Team Medic Ltd are committed to consulting with various regulatory authorities and NHS trusts. Some of these authorities we consult with are

- MHRA
- H & S Executive
- Care Quality Commission
- Department of Health

Communication

Communication of Health & Safety matters will be in the form of directives if necessary, alternatively statements displayed on the Staff Notice Board as well as orally and by issuing relevant staff memos.

Responsibility:

The overall responsibility for the promotion of health, safety and hygiene of employees at work is vested in the Managing Director of Team Medic.

Due to the nature of the business, it is the responsibility of the directors based on site to promote health, safety and the highest standard of hygiene at work and ensure that working practices are in accordance with statutory requirements and the Company Policy.

The Operations manager is also responsible for ensuring that all staff and colleagues understand and know how to implement any further safety procedures put in place by Team Medic particular to the building in addition to the statutory regulations.

Company

The company shall be responsible for:

- Observing the requirements of the Health & Safety at Work Act (1974) and all other relevant Legislation, Codes of Practice, Health & Safety Executive Guidance Notes and recommendations of H.S.E. Inspectors and Environmental Officers during visits;
- Providing adequate control of the health and safety risks arising from our work activities;
- Providing Risk Assessments, C.O.S.H.H. Assessments, and other assessments as necessary and in consequence safe systems of work, preparing and providing method statements as required
- Consulting with employees on matters affecting their health and safety;
- Providing and maintaining safe plant and equipment;
- Ensuring the safe handling, use, storage and transportation of substances;
- Providing information, instruction and supervision for employees;
- Ensuring that all employees are competent to do their tasks, and to give them adequate training;
- Preventing accidents and cases of work-related ill health;
- Maintaining safe and healthy working conditions;
- Reviewing and revising the Health and Safety Policy as necessary at regular intervals;

- Providing suitable Personal Protective Equipment to employees; please note that employees are responsible for supplying certain items of PPE which they are advised of via the recruitment process
- Providing adequate First Aid facilities including a trained First Aider as required by the relevant statutory provisions;
- Prevent injury or damage to any person and/or property affected by their operations;
- Bringing into effect proper procedures to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 and to include, wherever appropriate, the investigation and reporting of the same.
- Ensuring, so far as reasonable practicable, that all subcontractors comply with the relevant Health & Safety requirements.
- Co-operation with Local Authority and Fire Prevention recommendations and ensure that requirements under the Fire Precautions (Workplace) Regulations 1997 and other relevant statutory provisions are met. This will include the provision of a fire risk assessment. To have contingency plans/procedures for dealing with such risks including the training of employees as necessary and the monitoring of all equipment involved in accordance with the manufacturer's recommendations.
- Ensuring as far as is reasonably practicable that it will not allow its employees, subcontractors and others engaged to carry out work or operations, whilst under the influence of alcohol or controlled substances (drugs). Managers and Supervisors are required to report all cases of suspected alcohol or drug abuse, allergies, or medication likely to affect the employee's health and safety, as per the drugs and alcohol schedule.

Employees and Contractors

All employees have the following Health & Safety responsibilities:

Your most important responsibilities as an employee are:

- to take reasonable care of your own health and safety
- No jewellery should be worn or loose clothing if operating machinery
- if you have long hair or wear a headscarf, make sure it's tucked out of the way (it could get caught in machinery)
- to take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
- to co-operate with your employer, making sure you get proper training and you understand and follow the company's health and safety policies
- not to interfere with or misuse anything that's been provided for your health, safety or welfare
- to report any injuries, strains or illnesses you suffer as a result of doing your job (your employer may need to change the way you work)
- to tell your employer if something happens that might affect your ability to work (eg becoming pregnant or suffering an injury) - your employer has a legal responsibility for your health and safety, they may need to suspend you while they find a solution to the problem.
- if you drive or operate machinery, to tell your employer if you take medication that makes you drowsy - they should temporarily move you to another job if they have one for you to do

o **Contractors/Self-Employed Responsibility**

Contractors and those who are self-employed will be made aware of the organisation's health and safety policy and safety requirements including:

- Requirements placed upon them by the Health and Safety at Work etc. Act 1974 and other relevant legislation.
 - Complying with all instructions given by the Team Medic.
 - Co-operating with Team Medic to ensure a high standard of health and safety on all contracts with which they are involved.
 - Providing evidence of insurance requirements and relevant competencies.
 - Ensuring that adequate health and safety arrangements are implemented and co-operating as necessary with all affected parties.
 - Informing Team Medic of any unforeseen hazards arising from the work to enable the necessary precautions to be put in place.
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- Reporting all accidents immediately so that they can record the incident in the accident book.

Team Medic will:

- Ensure that any nominated contractor receives and acknowledges receipt of the handbook covering their obligations.
- Ensure safe working practices by its contractors through regular monitoring.

□ **TRAINING**

Training is an essential legal requirement required by the Health & Safety at Work Act and several associated regulations. The requirement applies to all staff and includes trainees, part time and temporary staff

Training Requirements

To maximize team performance, meet legal requirements and company standards, and ensure patient and client satisfaction, the following training is required:

Team Medic agree to ensure that:

- All staff are trained appropriately in relation to their job and level of responsibility
- Legal training is provided as required

- Job skills training is given
- Training is updated at regular intervals as required
- To report to the Managing Director yearly giving updates to training standards

Team Medic Clinical Director and management team will:

- Organise Induction Training
- Record all relevant training on an individual Staff Training Record
- Identify ongoing training required
- Monitor to ensure Refresher training is carried out
- Completion and management of Training Records in conjunction with HR
 - Individual Training Record
 - Induction Check-list

Induction Training

Staff will receive the following Induction training, which is completed on the first day of work:

- Health & Safety Policy Statement and Health and Safety Manual
- Workplace Health and Safety e.g. manual handling, chemicals, use of workstation, equipment use
- Relevant Risk Assessments and Safe Systems of Work
- Emergency procedures
- Accident Reporting
- Infection Control
- Clinical waste instruction

RISK ASSESSMENT

Risk Assessment is one of the key activities in assuring safety at work. It is required by several regulations.

This section sets out information for every activity carried out by Team Medic and additionally the following:-

- Workplace Risk Assessments
- Fire Risk Assessment
- Manual Handling Risk Assessment
- Employee Pregnancy Risk Assessment
- Young Person's Risk Assessment
- VDU Assessment
- Lone Working

Team Medic will ensure that:

- All risk assessments and general assessments listed above are completed for all areas and work activities which present hazards to Health & Safety
- All identified control measures are implemented through Safe Systems of Work
- Staff are trained on the outcomes of risk assessments relevant to their work

Risk assessments are reviewed on a six monthly basis and when there is an incident or accident or the nature of the particular task changes.

Safe Systems of Work

Team Medic are committed to the risk management process and through risk assessments have identified areas where it is essential that full instruction is needed.

Team Medic will:

- Ensure relevant safe systems of work are identified.
- Ensure the Safe systems are documented and approved by the directors.
- Bring safe working systems to the attention of staff through training.
- Maintain a record of safe systems of work.
- Ensure staff are issued with the safe systems of work.

ACCIDENTS AND INCIDENTS

(Reporting, Investigation and First Aid)

An accident is an unplanned or uncontrolled event that may or may not result in personal injury, damage to equipment, premises or environment. Accidents where no personal injury occurs can be defined as incidents (Near misses)

Team Medic will ensure that:

- Accident Books and incident forms are available in designated areas and are completed for each accident, injury or incident
- All major accidents are formally investigated
- All customer related accidents are formally investigated
- Fully stocked HSE approved BSI standard First Aid Boxes are available in designated areas and on all vehicles
- There are suitably qualified First Aiders or appointed persons available at head office
- All staff are fully aware of the accident reporting procedures and the location of First Aid materials and Accident books

Accident Investigation

The purpose of investigation is to establish the cause and to prevent the recurrence of accidents and injuries. In order to determine facts, an investigation should be carried out as soon as possible after the incident.

The below accidents must be fully investigated -

- 'Major injuries' and 'Dangerous Occurrences' (reportable under RIDDOR)
- Injuries arising from machinery in motion e.g. tail lift
- Where the severity of injury necessitates the person concerned being sent home to recover, or to hospital for treatment.
- Accidents where the injured person has more than 7 days or more off work (reportable by RIDDOR)
- Any accident involving a patient, escort, relative.

First Aid

First Aid is the initial assistance provided to injured persons to prevent deterioration, support life and provide support until medical help arrives. The law requires that businesses have in place a first aid system sufficient for the nature and of injuries that could be sustained and the numbers of people who could be affected

First Aid Boxes

Designated areas and vehicles will have a fully stocked First Aid Box the first aid kit will meet the new requirements (BS-8599).

BS-8599-1 is the new British Standard that specifies the contents that must be included in workplace first aid kits, and provides guidance as to the size of kit required for a given workplace environment, based on the number of employees and the level of risk assessed

The contents of each first aid box must be checked and replenished as necessary. The location of the nearest first aid boxes should be displayed on staff notice boards/staff office area.

Designated First Aiders

All company personnel will be trained to HSE approved Emergency First Aid at Work as a minimum.

EQUIPMENT SAFETY

Work equipment includes all equipment powered and non-powered which is used, maintained, set up or driven in the work place. All equipment used falls under the regulations of PUWER.

Team Medic will ensure that:

- All equipment is suitable for the purpose intended
- Equipment is sited in locations that are safe for the required use
- Staff are trained or instructed to use equipment safely
- Damaged or faulty equipment is taken out of use
- Maintenance and repair is undertaken by competent persons
- Dangerous parts of equipment are properly guarded
- Records are maintained for all maintenance and repair work

Training in Equipment Use

Team Medic will ensure all staff are trained in the safe use of equipment including:

- How the equipment works
- Equipment hazards and risks
- Safety features
- Safety operation
- Maintenance when/where necessary
- Dealing with damaged and faulty equipment

Team Medic will also ensure:

- New staff are supervised appropriately
- Re-training is carried out where staff practice is unacceptable or unsafe
- Training is recorded for all equipment training

PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment (PPE) includes any equipment or clothing to be held or worn by people at work to offer protection against identified risks. PPE should only be used as a 'last resort' control measure, where the risks cannot be controlled by other means.

The risk assessment process will highlight whether PPE is required and this must be documented on the risk assessment form.

Team Medic will ensure the following:

- The need for PPE is identified through risk assessment
- Define the characteristics required of the PPE
- Ensure the selected PPE is appropriate for the risk and conditions at the place where exposure to risk may occur
- Is suitable for the person who will wear it in terms of fit and comfort
- Has an appropriate CE mark/Safety mark.

It must be maintained in good condition and used correctly by all staff.

Staff must be trained, informed or instructed in the following areas:

- The risks which PPE will avoid or limit
- The purpose for which it should be used
- Action required by the employee to ensure PPE remains in good condition and working order

PPE will be replaced when it is no longer fit for purpose.

PPE identified and issued by Team Medic:

- High viz vests
- Infection control packs
- uniforms (shirt, jumpers)

FIRE SAFETY

Fire Prevention is essential to safeguard our staff and our business. Fire Risk Assessment is also a legal requirement.

Team Medic will ensure that:

- All fire risks are assessed and appropriate controls are implemented
- Good housekeeping standards are maintained
- All fire detection and firefighting equipment is maintained
- Fire safety equipment is inspected and/or tested at appropriate intervals, fire alarm testing is the responsibility of the landlord and will be completed when necessary.
- Fire Risk Assessments area completed annually or as necessary
- Safe means of escape is provided in the event of fire
- Staff are trained and instructed in fire safety, including fire evacuation drills and this training is recorded
- Visitors and contractors are made aware of fire safety arrangements, as necessary

The following records should be maintained

- Inspection of fire safety equipment including extinguishers and hose reels
- Staff fire evacuation drills
- Fire alarm testing, this is maintained by the landlord of the building
- Staff fire safety training

Fire Risk Assessment

Examples of Hazards

Sources of ignition - inappropriate use, practice or storage	Heating and cooking appliances, smoking, tapers and matches, electrical fires, naked flames.
Sources of fuel - inappropriate use or storage	Flammable chemicals, LPG, Oxygen and Acetylene cylinders, hazardous storage of combustible items, e.g. paper or wood
Lack of or poorly maintained fire fighting equipment	Fire blankets, fire extinguishers and hose reels
Lack of premises control – housekeeping, maintenance	Fire exit doors obstructed or locked, fire check doors wedged open
Lack of/or poorly maintained fire alarm procedures	Verbal procedure, fire alarms, fire drill procedure

- **STRESS**

Stress is the adverse reaction people have to excessive pressures placed on them. It is recognised that in some cases work requirements may cause stress to individuals or groups of employees.

Team Medic will ensure that:

- Appropriate and achievable demands are made in relation to agreed hours of work
- People's skills and abilities are matched to their job of work
- Jobs are designed to be within the capabilities of employees
- Employees concerns about their work environment or activities are addressed
- Support, information and training are provided as necessary to meet job requirements
- Systems are in place to support Managers and staff

Risk Assessment

- Where any employee reports that they are affected by stress at work the operations manager with support from the operations director will investigate the issue using the principles of risk assessment.
- The employee should receive regular and constructive feedback on this assessment

Indicating Factors

The following factors may indicate that an employee is suffering from stress.

- Absenteeism
- Inability to concentrate
- Failure to delegate
- Overworking
- Poor time keeping
- Drop in performance standards
- Reduced self confidence

- **Manual Handling**

All manual handling tasks must be avoided where reasonably practicable and where this is not reasonably practicable then the Company will conduct an assessment of the risks and the findings made available to all employees.

The Manual Handling Operations Regulations 1992 (as amended) state that employers should adopt a hierarchy of control measures:

- To avoid hazardous manual handling operations so far as is reasonably practicable.
- To assess any hazardous manual handling operations that cannot be avoided.
- To reduce the risk of injury so far as is reasonably practicable.

Those responsible for the implementation and monitoring of manual handling assessments and any controls that are required on a day to day basis are the:

Any deficiencies of the manual handling assessments and controls must be reported by employees and contractors to the Directors.

For any minor handling activities, responsibility will rest with employees to complete a dynamic assessment of the risks before carrying out the task using the TILE method:

Consider:

- The **T**ask – What you are going to do.
- The **I**ndividual – The persons own capabilities.
- The **L**oad – The weight, size and shape of the load.
- The **E**nvironment – The environment where the task takes place.

Any employee unsure of the risks should seek help.

Manual handling assessments will be reviewed annually or sooner if there is any significant change to affect the validity of the risk assessment.

o **Training**

Bespoke manual handling training, including safe lifting techniques, will be provided as a method of raising awareness and controlling the risks. However, the training provided will be in addition to other measures such as: regularly reviewing safe lifting procedures, monitoring unsafe working conditions and providing effective supervision.

o **Lifting Technique**

The HSE guidance for correct lifting is to be followed by employees when undertaking manual handling tasks in order to lift loads safely. The advice given includes:

Manual Handling Six Point Plan



Assess the load and plan the lift.

Ensure you know what you're lifting, where the load will be placed and its weight. Be aware of awkward shapes and or unbalanced loads.

Remove any wrapping materials if necessary. Know the limit of your own ability and ask for help if required. Consider resting the load midway on a table or bench to change grip.

Position your feet and adopt a stable position.

Face the direction of travel. Stand over the load with one foot slightly in front of the other.



Get a firm grip of the load.

Keep your arms close to your body, ensuring your legs take the weight of the load and not your arms. This may be better than gripping it tightly with hands only. Tuck your chin to your chest.

This helps keep your back straight. Avoid stooping.



Keep the load close to the waist.

Use your legs to lift both your upper body and the load ensuring you keep your back straight, keeping the load close to your body. Try and keep the heaviest side of the load next to your body and avoid twisting back or leaning sideways especially when your back is bent.



Keep your head up when carrying.

Look ahead, not down at the load, once it is being held. Move carefully and don't lift or handle more than can be easily managed.

Put down, then adjust.
If precise positioning of the load is necessary, put it down first, then slide it into the desired position.



- **PATIENT HANDLING**

In accordance with HSA guidelines all Team Medic staff require recertification in manual handling a minimum of every three years. Patient handling activities are those which require physical effort to move lift or support a patient. All patient handling activities which involve a

risk of injury should be avoided where possible and where it is not possible to avoid the activity then a risk assessment must be completed and the risk reduced to the lowest level.

Team Medic will ensure that:

- Patient handling activities are assessed where risk is identified
- Mechanical handling systems are implemented where risk is identified
- Safe systems of work are developed as necessary
- Staff are trained in safe patient handling practice against IOSH guidelines

WORK ENVIRONMENT

Workplace & Work Environment Guidance

Team Medic will provide and maintain a safe and healthy workplace, ensuring appropriate welfare facilities are in place.

Team Medic will ensure that:

- The workplace and work equipment is maintained in a clean condition, with appropriate maintenance and cleaning arrangements
- A reasonable working temperature is maintained. This should be 16°C for non-strenuous work and 13°C for strenuous work activity. A thermometer should be available in all work places. The production environment operates at 12°C or below and is monitored.
- Staff are provided with protective clothing
- Workplaces must be well ventilated by fresh air
- The workplace is well ventilated by the air conditioning system and positive air
- Adequate lighting must be provided in work areas, suitable for the tasks being undertaken
- Available workspace should allow safe movement of employees and ensure health and safety. The advised space is eleven cubic metres per person
- All workstations must be suitable for the user and their work activity. Where work can be carried out sitting down, appropriate seating must be provided
- Floors and traffic routes must not create tripping, slipping or falling risks. They should be arranged to allow both pedestrians and vehicles to move around safely

Glazed Areas

Where there is risk of contact and breakage of glazed areas, glazing will be constructed of a safety material or protected against breakage. Large areas will be clearly marked to make them conspicuous.

Windows and Skylights

Where windows and skylights are operable, their operation must be safe. A safe system of cleaning will be put into place.

Welfare Facilities

Toilets and wash basins will be provided. They will be kept clean and in working order. Wash basins must be provided with hot and cold running water, soap and a hygienic hand drying facility.

Drinking Water

Drinking water will be available at all times with cups or other suitable containers.

● CHEMICAL SAFETY

The storage and use of chemicals is legally controlled to ensure safe practice. Legislation requires assessment to ensure:

- Chemicals are appropriate to the tasks they are used for
- They are the safest products available for those tasks
- Safety precautions and safe systems of work have been established

Team Medic Ltd will:

- List all chemicals stored and used in individual departments
- Obtain copies of safety data sheets from the Manufacturer or Supplier
- Complete a COSHH Assessment form for all hazardous chemicals
- Provide PPE as appropriate
- Ensure copies of data sheets and COSHH assessment sheets are available in areas where products are used
- Train all staff in the safe storage and use of products
- Ensure safe working practice is followed

Training

Training must include the following:

- The nature of the products worked with and risks associated with those products
- Precautions which should be taken
- Safe systems of working

Display screen equipment (DSE)

Team Medic recognises its responsibilities to support its employees with meeting its legal obligations under the Health and Safety (Display Screen Equipment) Regulations 1992.

Team Medic will fulfil its legal obligations by:

- Implementing a display screen equipment (DSE) workstation self-assessment approach to ensure all workstations are assessed.
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- Acquiring appropriate help and support, when health issues due to DSE use are suspected.
- Ensuring the provision of suitable work equipment.
- Providing information and training for Users.
- Offering eye examination and testing for Users and corrective glasses when identified as required solely and specifically for DSE work.
- Establishing arrangements for regular breaks for Users.

A "User" is defined as an employee who habitually uses displays screen equipment as a significant part of his/her normal work. This will apply to employees who:

Normally use DSE for continuous or near-continuous spells of an hour or more at a time; and they use DSE in this way more or less daily.

Part-time employees will be assessed using the same criteria. For example, if an employee works only two days a week but spends most of that time on DSE work, that person will be considered a User.

Risk Factors

The possible risk factors associated with DSE use are mainly those leading to musculoskeletal problems, visual fatigue and stress. The likelihood of experiencing these is mainly related to the frequency, intensity, duration and pace of continuous use of DSE, and can also be linked to other factors such as working routine and the working environment.

Minimum Working Requirements for Workstations

The minimum requirements as set out by the Health and Safety (Display Screen Equipment) Regulations 1992 are:

- The display screen should have well defined characters of adequate size, stable image, easily adjustable brightness and contrast. The screen should be easily tilted and swiveled with no reflective glare.
 - The keyboard should be tiltable and separate from the screen, have sufficient space in front of the keyboard, a matt surface, easy to use, adequate and contrasting symbols on keys.
 - The mouse (or other non-keyboard device) should be suitable for the task.
 - The work surface should be sufficiently large and low reflecting, and allow a flexible arrangement of equipment and adequate space.
 - The work chair should be stable allowing the User easy movement and comfortable position. It should have adjustable height (seat), adjustable height and tilt (seat back). Footrests should be available on request.
 - There should be space necessary to allow the User to change positions.
 - The lighting should be satisfactory with appropriate contrast between screen and background, and prevention of glare through positioning of artificial lighting.
 - Positioning must prevent sources of light, such as windows, from causing distracting reflections on the screen.
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- Noise must not cause distraction of attention or disturbance of speech.
- Heat must not be excessive so as to cause discomfort, and an adequate level of humidity should be established and maintained.
- The software systems must be suitable for the task, easy to use, and adaptable to the level of the User's knowledge. No quantitative or qualitative checking facility may be used without the User's knowledge.

Monitoring and Review

Workstation assessments shall be repeated/reviewed annually or if significant changes are made to the equipment or furniture. This includes if workstations are relocated, if the nature of the work changes, if there is a substantial increase in the amount of time required to be spent using DSE, a major change to the software used or if the health of the User changes.

If significant changes apply to a workstation as outlined above, it must be re-assessed, and actions implemented.

Users should be encouraged to review their assessments on a regular basis in order to act as a reminder of the importance of good practice when using DSE.

Eyesight Testing

The Company accepts its responsibility under these regulations, and should any employee have difficulty with their eyesight whilst using DSE for their work, then the Company will pay for an eyesight test. This will confirm if the employee requires corrective glasses to reduce the health risks involved in the use of computer screens.

If corrective glasses are required solely and specifically for DSE use, then the Company will provide a contribution towards the cost of these.

The Company will not pay for any other type of eyewear (e.g. bi-focal) if an employee requires these they must pay the cost difference.

Provision of Information

Users will be provided with detailed information on correct workstation set-up which they are required to follow in conjunction with completing a workstation self-assessment.

Hot Desk

Employees who are required to use a hot desk (or share a workstation) should ensure they adjust the workstation equipment so that they can sit comfortably. Employees are not expected to complete an assessment on each occasion when using the workstation, however they should be mindful of the need to observe safe working practices including adjusting the chair and the height of the display screen to a comfortable level.

Homeworking

The Company is committed to ensuring the safety and health of all employees, regardless of their work location. Therefore, those employees who work from home on occasions are reminded to follow the best practice outlined in the DSE Posture Guide and seek clarification when required.

Smoke Free Policy

Introduction

Team Medic is committed to creating a high quality, healthy and safe working environment for staff, students and visitors. In accordance with that commitment, Team Medic recognises the right of all staff to work in a smoke free environment.

The Health Act 2006 implemented new rules regulating smoking at work in England from 1 July 2007. The legislative changes mean that smoking is illegal in public places and is an offence to smoke in vehicles with signature. Statutory fines will apply if this legislation is breached.

Smoking is not permitted within vehicles owned or operated by Team Medic, if any staff member is found to be breaking this rule, disciplinary procedures can apply. The use of e-cigarettes is also not permitted within the vehicles.

No smoking signs will be displayed as required.

Compliance with the legislation and Team Medic policy is managed by the directors and management team.

Failure to conform to the requirements of this policy will constitute a disciplinary offence for staff and may result in formal action.

Team Medic is committed to supporting anyone who wishes to stop smoking.

The Government has set up a NHS Stop Smoking Service which provides counselling and support to smokers who wish to stop smoking. The NHS Smoking Helpline (7.00 am - 11.00 pm) can be contacted on Freephone 0800 1690169.

Further information can be gained from the website www.gosmokefree.co.uk

● **Lone Working**

Team Medic has a duty to ensure the safety of lone workers as far as is reasonably practicable.

Team Medic will manage the risks of lone working by:

- Preparing risk assessments for all lone working activities. This will identify the risks and establish the control measures which are required to ensure the risks are reduced/maintained at an acceptable level. The risk assessment will take into account:
 - The working activities. Only persons who have received information and training will carry out the required work activities. A safe system of work will be put in place for any high risk activities.
 - Emergency arrangements. Ensuring fire, evacuation and first aid procedures are in place and communicated.
 - The environment in relation to lone working and any risks of violence and aggression. Ensuring personal safety arrangements are in place.
 - Ensuring that effective communication equipment and procedures are in place to enable employees working alone to be communicated with at required intervals. The risk assessment will determine the requirements and methods.
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- Ensuring only trained and competent employees are considered for lone working. Information and instruction will be provided following the satisfactory completion of a risk assessment.

Employees are also reminded that they have a legal duty under the Health and Safety at Work etc. Act 1974 to work safely and to co-operate with the Company's procedures.

Information and instruction in interpersonal skills, managing aggression and personal safety will be provided as appropriate following the satisfactory completion of the risk assessment. If an employee feels that they are putting themselves at risk and are not comfortable with the lone working activities, they should discuss the situation with the Directors. A further review of the assessment will then take place to eliminate or reduce the risks involved.

Employees and contractors are required to report any incidents of violent or threatening behaviour to Team Medic.

- **Travelling on Business**

- **Visiting other premises**

There are some basic checks which employees who visit other sites, such as clients' premises, must be aware of to ensure their health and safety:

Upon arrival follow the signing in and out procedures.

It is important that employees/contractors ensure that they are aware of the procedures to follow in the event of an emergency including the type of fire alarm, action to take on hearing the alarm, how to raise the alarm, location of emergency exits and assembly point. Often this information is provided when signing in.

If an employee/contractor has an accident whilst on the premises, the details should be recorded in the site accident book. Additionally, details should also be added to the Company accident book.

Employees/contractors should also ensure they are aware of any significant hazards on the premises and the company procedures in place which are there to protect them.

- **Driving on business**

All employees and contractors who drive on behalf of Team Medic for work-related purposes must be qualified to drive within the UK and hold a valid driving licence.

Those employees/contractors who drive in connection with work are required to present their driving licence to Team Medic on an annual basis for inspection. Team Medic must be made aware of any circumstances where penalty points/disqualifications have been given as they occur, rather than annually.

As well as presenting a copy of the driving licence, evidence of a valid MOT and insurance certificate must also be provided when an employee use their own vehicle.

All employees/contractors who drive on behalf of Team Medic for work-related purposes in their own vehicles must be adequately and appropriately insured and have cover for 'business use' included on the policy.

Employees are responsible for ensuring that they are medically fit to drive, irrespective of whether it's for social, domestic, pleasure purposes or for a work-related activity.

Employees must declare to Team Medic if they are suffering from any medical condition which might adversely affect their ability to drive safely (e.g. Epilepsy, diabetes, a vision impairment).

Where the employee/contractor is required to drive on behalf of Team Medic for work-related purposes, Team Medic will seek to support employees to ensure that fitness to drive is achieved.

It is a legal requirement that the driver is responsible for ensuring that any vehicle driving on the public highway is safe and fit for use. In the case of employees/contractors who use their own private vehicle for work-related purposes, it is their responsibility to ensure that the vehicle has a valid MOT certificate (where applicable), is properly maintained and roadworthy.

Employees/contractors must not drive under the influence of alcohol, drugs, medicines or other substances which are likely to impair judgement or the ability to react quickly and appropriately to road conditions or circumstances.

In accordance with the law, Team Medic prohibits the use of hand-held mobile phones whilst driving, when stationary at traffic lights or when queuing in traffic. This includes calls, texting, emails, or use of apps. Additionally, Team Medic will refrain from making contact with employees via their mobile phone when they are known to be driving.

Where employees/contractors are required to undertake work-related driving, the schedule of driving, work activities and periods of rest will be mutually agreed and determined, so as not to place any undue stress upon the employee. This will include taking account of:

- Routes selected (types of road and suitability of vehicle).
- Time of travel (early morning, late at night, rush hour).
- Duration of travel and opportunities for rest breaks.
- Distance travelled and expected times of arrival.
- Age and experience of driver.
- Weather conditions.

Company vehicles must be kept in a clean and tidy condition. All Company vehicles are inspected regularly with maintenance agreements in place.

Employees/contractors undertaking work-related driving activities and who are involved in road traffic accidents or incidents must report this as soon as possible to Team Medic. Details of the circumstances (date, time, location persons involved) must be recorded and forwarded as soon as possible. An entry must also be made in the accident book.

Employees/contractors who are using a private vehicle for work-related purposes and are involved in an accident/incident are required to deal with any claims which arise directly with their own insurer. However, Team Medic should still be notified of the accident/incident for both monitoring purposes and to assist in the identification of any workplace support or adjustments.

o Personal safety – staying safe in your vehicle

There are no hard and fast rules with regards to personal safety as most people will approach a given situation quite differently and have a different perspective on the level of risk they feel exposed to.

Team Medic provides the following practical steps to help raise awareness of driver safety:

Plan ahead:

- Check your route.
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park.
- Check you have enough fuel.
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc.
- Check vehicle breakdown cover and keep the number with you.
- On long journeys check you have something in the vehicle to keep you warm e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather.
- Ensure the office knows where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan.
- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving).
- Keep any valuables, including bags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked.
- Do not leave luggage or documents on display within your vehicle.
- When returning to your vehicle, immediately lock the doors and drive off promptly.
- Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much helped by reporting the incident by phone to the emergency services.
- Do not get into a vehicle with a stranger, or offer a stranger a lift.

In the event of a vehicle breakdown on the motorway:

- Try to reach the hard shoulder and ring the vehicle breakdown services. Advise them if you are female and alone.
 - Switch on hazard warning lights.
 - If someone stops, ring the police and give them the vehicle registration details. If the driver approaches, inform him/her you have contacted the police who will be arriving shortly. Avoid opening doors or windows to converse with strangers.
 - If you make the decision to get out of your vehicle and await breakdown assistance on the verge at the side of the motorway (this is dependent on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle.
 - When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not sign written with your breakdown service colours/livery, for example, AA, RAC, etc.
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The intention of the above is to raise awareness of risk and formalise what may be viewed as 'common sense' advice. Following these practical steps, paying attention to your surroundings and remaining vigilant are part of a positive attitude to ensure safety and protect possessions.
